



## NEWS RELEASE

**FOR IMMEDIATE RELEASE**

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## California ISO Names New Director of Client Relations

(Folsom, CA) The California Independent System Operator's (California ISO's) newly appointed Director of Client Relations, Tom Doughty, is a seasoned demand side management expert and a utility veteran who has spent many years representing municipal providers.

Doughty brings to the ISO and its clients nearly 20 years experience in providing energy information, demand management, energy efficiency and customized programs to utilities and large energy consumers. Working with over 200 investor- and community-owned energy providers, Doughty has delivered value-added programs to large energy customers in many business segments. As National Vice President of Sales for Automated Energy, Inc. and, earlier, for Planergy, Inc., Doughty oversaw the deployment of state-of-the-art customer loyalty improvement programs for utilities across the United States. Further, during the energy crisis of 2001, Mr. Doughty helped implement California's largest public power load curtailment program by managing the construction of 250 demand reduction projects for business customers.

Doughty was previously Director of Commercial Customer Solutions at the Los Angeles Department of Water and Power (LADWP) where he oversaw the key accounts organization serving the municipal utility's largest 1,500 customers, with annual revenue contributions in excess of \$700 million. He was instrumental in creating a renewed focus around customer service at LADWP, in preparation for California's restructuring of the electricity industry in 1998. Doughty was a media ombudsman for new environmental and marketing programs, and has testified extensively before Congress and State and local bodies on significant energy issues.

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Vice President of Market Services Randy Abernathy said, “We are fortunate to add Mr. Doughty’s talents to the California ISO team and we see him as being instrumental in our continuing efforts to reach out to market participants, utilities and are other constituencies. He stayed solution-minded during the energy crisis and he will be valuable at the ISO in identifying new ways to meet the energy challenges of the future.”

Doughty is a licensed engineer in the State of California and is a Certified Energy Manager. He holds a B.S. in Engineering from the University of California at Davis, and has completed graduate level studies in business management at UCLA. He begins his new position at the California ISO on December 15, 2003.

The California ISO is a not-for-profit public benefit corporation charged with managing the flow of electricity along California’s wholesale power grid. The mission of the California ISO is to safeguard the reliable delivery of electricity, and ensure equal access to a 25,000 circuit miles of “electron highway”. As the impartial operator of the wholesale power grid in the state, the California ISO conducts a small portion of the bulk power markets. These markets are used to allocate space on the transmission lines, maintain operating reserves and match supply with demand in real time.

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