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**Abstract:**

Distribution utilities have been investing in grid technology such as automated metering system and distribution automation. In recent years information technologies have evolved to where advanced analytical concepts extract insights and business value from the vast amounts of data collected by these new distribution technologies. This presentation will showcase examples of how the combination of new data sources and advanced analytics methodologies provide operational process improvements and decision support.

**Biography:**

Hagen serves as Director of Oncor's Distribution Operations Center – West (West DOC). His organization is responsible for monitoring and operating the Western half of Oncor's distribution system, which serves approximately 3.5 million customers. In this capacity he provides oversight over day-to-day system operations and service restoration efforts as well as change leadership and process engineering for technology implementations in the context of Oncor's SmartGrid evolution and distribution automation strategy.