





Owning The LDC AI Conversation

Learnings From The
MEARIE ChatGPT Course

June 20 2024

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Today's Goals

- A quick overview of ChatGPT and how it fits in the AI landscape
- Reflection on 4 months of ChatGPT training
- Think about the risks and rewards of AI for LDC's

AI Is Not New

- Self driving cars – 1994
- Big Blue beat Kasparov – 1997
- Google maps - 2005
- Apple Siri – 2011
- Deep Mind beat Jie in Go – 2017

AI Is Everywhere

- An (Partial) AI List

ChatGPT Virtual Course

- Sold out since March
- CSR's to C-suite
- Small and large, urban and rural
- 3 hours of hands-on training and conversation

Our Leadership Challenge

- What is our relationship with AI?
- What risks are we willing to take?
- How can we embrace AI use consistently and with intent?

What Your Teams Are Saying

- Excites
 - Efficiencies
 - Possibilities to connect with customers in new ways
 - Learning tool/resource
 - Access to new skills

What Your Teams Are Saying

- Scare
 - Data security and privacy
 - Impact on culture
 - Impact on specific roles esp customer service
 - Accuracy

AI Is Like Fire



Generative Pre-trained Transformer

- Generative
 - create new text, code, image, video,
- Pre-trained
 - Data it has learned from
- Transformer
 - AI process (context creation)



The Magic Of Predictions

- GPT's analyze past patterns to generate a response based on that learning
- Training helps it predict what will come (or is needed) next: word, behaviour or need

Practical LDC Predictions

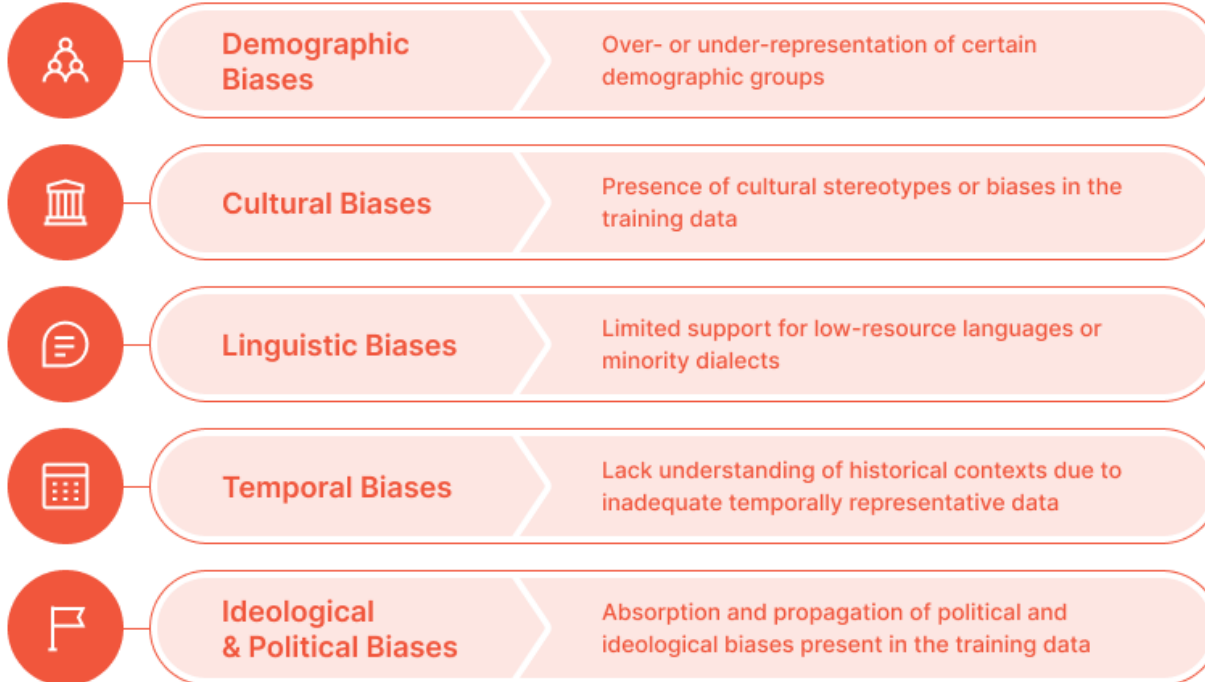
- Predicting the next best response in a customer conversation.
- Forecasting when machinery might fail based on usage patterns.
- Predicting energy demand to optimize supply and reduce costs.



@teenybiscuit



Bias In Training





V1 - MAR 22



V2 - APR 22



V3 - JUL 22



V4 - NOV 22



V5 - MAR 23



V5.2 - JUN 23



V6 - DEC 23

Sora from OpenAI



We are moving from what
machines can *do for us*

to what machines can *be for us.*

Our New Mind Set

Do For Us	Be For Us
Automate repetitive tasks	Assistant
Analyze large data sets	Advisor
Store large volumes of info	Subject expert
Creative tools	Creative partner
Simulate complex scenarios	Innovator
Tool for training	Educator

LDC Integration - Today

- Impact on customer service
- How streamline rate application
- Data-driven decision making
- How support growth for unregulated business

LDC Integration - Tomorrow

- Predictive maintenance
- Grid optimization
- Customer behaviour analytics
- Forecasting

Our Responsibility

- Leverage
 - Power, accessibility and creativity
- Acknowledge
 - Security risks, bias, accuracy
- Own
 - Relationship, output, impact on culture



Next Steps

- Ask how your team is using
- Clarify tolerance for risk
- Empower team with skills
- What role will AI play in this
 - GPT for HR process, customer service needs, support regulatory submission

Impact On Energy Use

TECH · BRAINSTORM AI

AI could gobble up a quarter of all electricity in the U.S. by 2030 if it doesn't break its energy addiction, says Arm Holdings exec



Ami Badani, chief marketing officer of Arm Holdings, at Fortune Brainstorm AI in London.
JOE MAHER—FORTUNE BRAINSTORM AI

Chat GPT Version Control

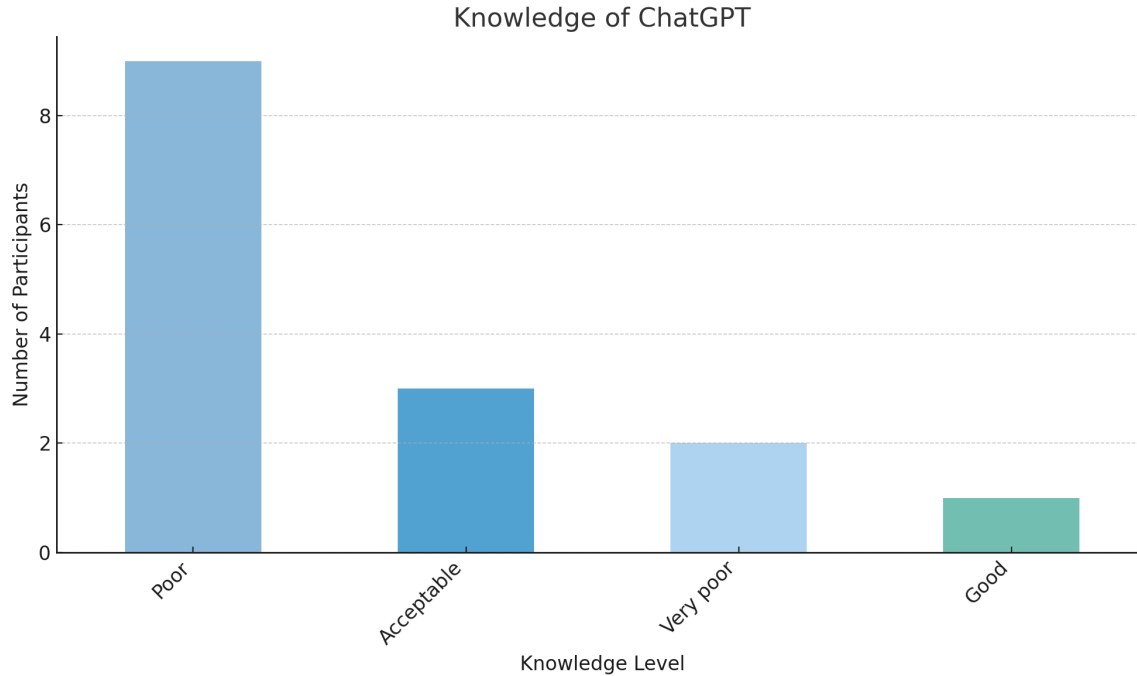
4o (Omni) Free	4o (Omni) Plus
Limited access to 4o	5x more access to 4o
Free (unlimited prompts in 3.5)	\$20/month (5x more messages)
Training data: Oct 2023	Training data: Oct 2023
Context window: 128,000 tokens	Context window: 128,000 tokens
Input and output: text, images, data, video	Input and output: text, images, data, video
Built-in Bing	Built-in Bing
Use GPT's	Create GPT's



ChatGPT Version Control

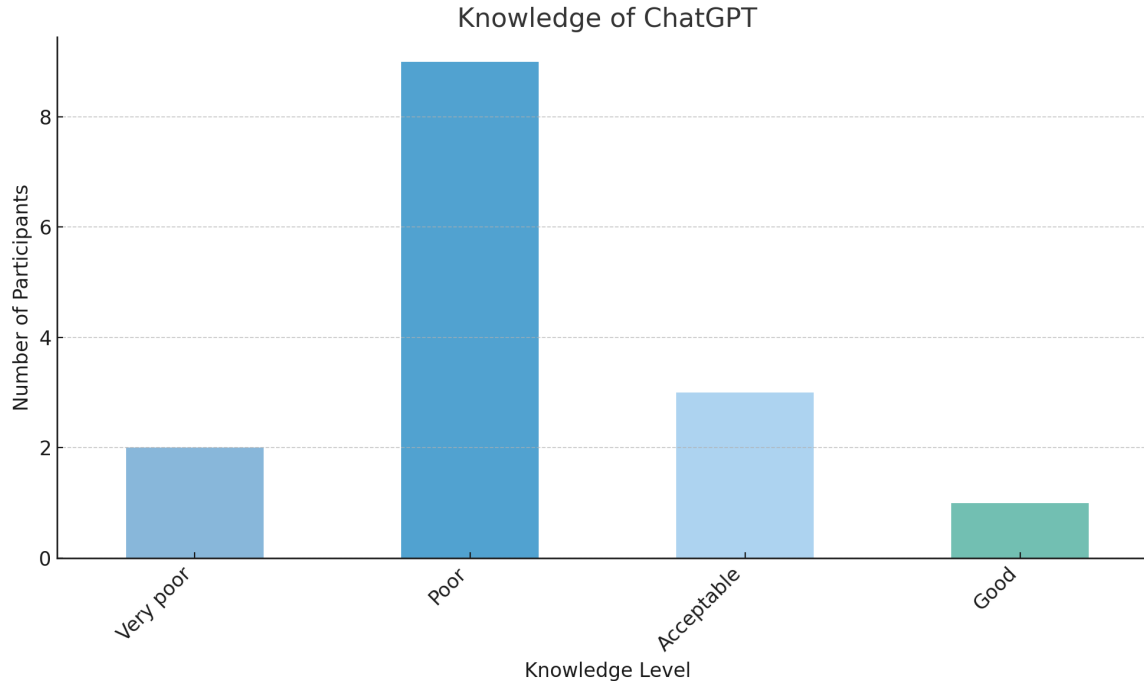
- Teams
- Enterprise
 - No training on your data
 - You own and control your data
 - You decide who has access

About Us - Example



Prompt: Can you please generate a bar graph for me that summarizes the 'Knowledge of ChatGPT' column

About Us ReDo



Prompt: Thank you. Please redo these graphs and present the data in the rating order it is presented, not from largest to smallest



Thank You

boldness.

passion.

clarity.

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