

EYES ON

THE INEVITABLE MARRIAGE - ARTIFICIAL INTELLIGENCE (AI) & UTILITIES REGULATION

AI **PT. II**

Imagine for a minute a marriage between AI and UTILITIES REGULATION. It is inevitable.

In a rapidly evolving world, where there are numerous challenges in regulating the energy, water & sewerage, and telecommunications sectors, coupled with the need for efficient and equitable utilities services, more innovative approaches to regulation have become a necessity rather than simply a mere option.

Is it possible that embracing the power of AI technology could help to transform the way utilities are regulated? Does AI have the potential to enhance decision-making, improve operational efficiency, and ensure fair and transparent outcomes for both consumers and service providers?

The journey may begin with the development of an AI Chat GPT system specifically designed for utilities regulation. This AI-powered platform would be trained on vast amounts of historical data, regulations, consumer complaints, and industry best practices. It would then become a virtual regulatory assistant, capable of providing real-time insights, answering complex queries, and guiding regulatory decision-making.

As the AI Chat GPT system is being deployed, it would need to quickly prove its value to regulatory analysts and policymakers as a tool that can analyze massive amounts of data, identify patterns, and generate actionable recommendations, thus empowering them to make informed decisions faster, optimize resource allocation,

and ensure regulatory compliance.

The AI Chat GPT system would also need to have a positive impact on consumer engagement, via a user-friendly interface in which consumers can access personalized information about their utility service providers, understand their rights and obligations, and resolve disputes more efficiently. The AI-powered system would handle a wide range of inquiries, from billing issues to quality of service issues, providing timely and accurate responses to consumer queries.

Additionally, a good AI Chat GPT system for regulators should enable the regulatory body to proactively identify emerging trends and potential risks in the utilities sector; alert regulators to systemic issues in pricing or service quality, and enable them to take swift action to protect consumer interests.

With the help of continuous learning algorithms, the AI Chat GPT system should evolve over time, becoming an even more sophisticated system capable of predicting regulatory outcomes, simulating policy scenarios, and modeling the impact of regulatory changes. This would allow regulators to experiment with different approaches and assess their potential effects before implementing new policies.

Cont'd on page 3

WHAT'S INSIDE

- EYES on AI. pt 21,3
- OURIC - webpage re-design.....2
- WordWise: Artificial intelligence (AI)3
- Testing! Testing! ChatGPT3
- Digital Library Sensitisation session4
- How to use the online catalogue4
- Artificial Intelligence WORKSHOP.....4

In this feature, Ashanna Jackson interviews OURIC Coordinator, Colleen Mignott on the re-designed OURIC webpage.

Known to staff and the wider public as the space to browse and discover all things related to public utilities regulation, OURIC has recently undergone a transformation - keeping the same mantra: "Browse. Discover", but with a whole new look and feel.

The OURIC webpage often gets lost behind all the work of the OUR, but OURIC Coordinator and Information Officer Colleen Mignott saw the need for a change. We had a sit-down with Colleen to grasp the latest updates on the OURIC page, aiming to reintroduce the facility to visitors in all its splendor.

Why did you decide to revamp the webpage?

The OUR Information Centre's (OURIC) webpage on the OUR's website was developed to establish a strong online presence for the Information Centre that would market its products, operations, activities, and services to our desired audience. Promoting OURIC's cutting-edge technology, primarily, acquired databases, online catalogue, E-books & magazines, research materials, multimedia content and digital library to stakeholders via this medium is critical to OURIC's visibility and ultimate success.



Header design for OURIC's webpage on the Office of Utilities Regulation (OUR) website features a young woman pulling a computer tablet from a library shelf, signaling the juxtaposition of the traditional and technological forms of information resources currently being offered at the facility.

The development of a webpage was not just about promotion, however. Having an online platform that offers remote access to the extensive resources and information available at OURIC was crucial.

This initiative aimed to enhance convenience and accessibility, breaking the physical boundaries of the Information Centre and extending its reach to a broader audience for the digital age. The ultimate goal was to facilitate a seamless experience for all users.

While the above-mentioned features were included at the initial stage of OURIC's design and development of the page, it soon became evident that the overall user experience for visitors needed a modern revamp. Hence the rebranding of the page for ease of use and navigation.

What is new about the page?

The updated OURIC page now has clear calls to action (CTAs) and users can now "Book appointments" and register to engage with library operations, (such as research , reference & loan services). as well as for participation in OURIC programmes and events.

These features serve to streamline administrative processes and improve page interactions.

The current design improves on the ease of scrolling, and the page leverages hover animations that change how elements appear, behave, and respond as the cursor is moved over, adding to the visual appeal. Well-written hypertexts and hyperlinked images serve to improve navigation.

Engaging videos are also now embedded to incorporate sound and motion. The page also provides information about the library's digital resources and services along with guidelines on their usage; library policies; opening hours; and contact details. Users can learn about membership requirements and library updates, and the page allows OURIC to communicate news and announcements to its patrons.

An additional noteworthy feature of the page is its provision of research support via an array of online resources, instructional materials, and self-help guides. These valuable tools are easily accessible to patrons, researchers, and lifelong learners. With the enhanced page, users now have the option to provide feedback, offer suggestions, or pose questions through online forms to measure customer satisfaction. The page showcases staff selections from OURIC's evolving Collections. This move was intended to increase collaboration and engagement with the library's offerings while keeping the content fresh and relevant.

“An additional noteworthy feature of the page is its provision of research support via an array of online resources, instructional materials, and self-help guides. These valuable tools are easily accessible to patrons, researchers, and lifelong learners. Moreover, with the enhanced page, users now have the option to provide feedback, offer suggestions, or pose questions through online forms to measure customer satisfaction.”

Search engine optimization (SEO) elements were added to enhance the page's visibility and there was a strong emphasis on improving mobile responsiveness. Special effort was also made to ensure a clean, simple, targeted, and impactful webpage design for increased brand awareness and usage of resources. The OURIC webpage fosters community engagement by providing a platform for users to interact with both the Information Centre and Information Officer. OURIC has a lot more in store!

Browse through our webpage (<https://bit.ly/OURIC>) and rediscover the OUR's very own library.



Have you heard the term

ARTIFICIAL INTELLIGENCE (AI)?

Artificial Intelligence (AI) refers to the development of computer systems that can simulate human reasoning and perform tasks that generally require human intelligence. It encompasses various techniques, such as machine learning and natural language processing, to enable machines to learn, reason, and make decisions or take actions based on patterns in existing data.

EYES ON AI - CONT'D FROM PG. 1

As the success of the AI-powered platform spread, other regulatory agencies and governments would begin to take notice. Recognizing the transformative potential of AI in utilities regulation they would begin to adopt similar systems in their own jurisdictions. Collaborative networks would be established, enabling regulators to share data, insights, and best practices to further improve the effectiveness of AI in regulation.

This is the story of the possibilities of AI in utilities regulation. As we face constant advancements in Artificial Intelligence technology and its application in the field, steps are already ongoing to make it real. With the collaborative efforts of regulators, policymakers, and industry stakeholders who continue to shape the future of utilities regulation to ensure efficient, sustainable, and consumer-centric services for all - the future looks bright.

And so, the tale of AI and utilities regulation teaches us that by embracing innovation and harnessing the power of AI, regulatory agencies can navigate the complexities of the utilities sector and create a brighter future for consumers and service providers alike.

With these possibilities along with the proper management of AI challenges and constraints, AI and Utilities Regulation may hit a few bumps on the road to happily ever after, but in this rapidly evolving world it will be most difficult for them to survive without each other.

END

Upcoming

EVENTS

2-DAY ARTIFICIAL INTELLIGENCE WORKSHOP

“UNLOCKING THE POWER OF AI: SHAPING THE FUTURE OF UTILITIES REGULATION

COMING: TUES 2023 OCTOBER 31 - WED NOVEMBER 1

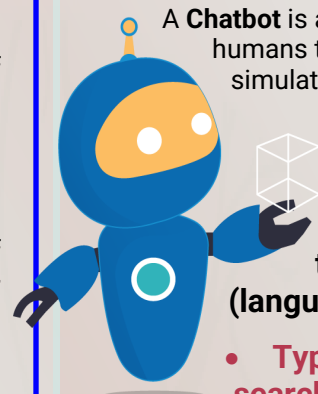
SEE: SAVE THE DATE POSTER ON PG. 4 FOR DETAILS!



Ask ChatGPT Anything

- *What are the most significant advancements in renewable energy?*
- *How can I increase brand awareness in my marketing campaign?*
- *Can you provide practical tips for employers to address employee resistance to CRM?*

Ask **ChatGPT** countless questions and more often than not you'll get a response that is useful. **ChatGPT** is an AI Chatbot system released in 2022 November by Open AI.



A **Chatbot** is a program that communicates with humans through texts or prompts that simulate human language.

TRY ChatGPT FOR YOURSELF!

- **Click the link below to test the Chat GPT Generator (language model)**
- **Type your question in the search box and watch what happens! Refine your question as needed.**

- <https://openai.com/blog/chatgpt>
- <https://openai.com/blog/chatgpt-plus>

Save
The
Date



LIVE STREAMING

FOR OUR FIRST 2-DAY REGIONAL SEMINAL WORKSHOP ON
ARTIFICIAL INTELLIGENCE (AI)

Introduction to AI Technologies • Ethical considerations • Regulatory Compliance and Monitoring • Customer Engagement

**“UNLOCKING THE POWER OF AI -
SHAPING THE FUTURE OF UTILITIES REGULATION”**

31 | 10 | 23
9:00 AM TO 10:30 AM

01 | 11 | 23
9:00 AM TO 11:30 AM



Professor Sean Thorpe
Dean - Faculty of Engineering and
Computing, University of Technology
(UTech), Jamaica



Hudson Hollister
Founder - HData, an energy regulatory
data analysis company in the USA
Creator of Regulatory AI

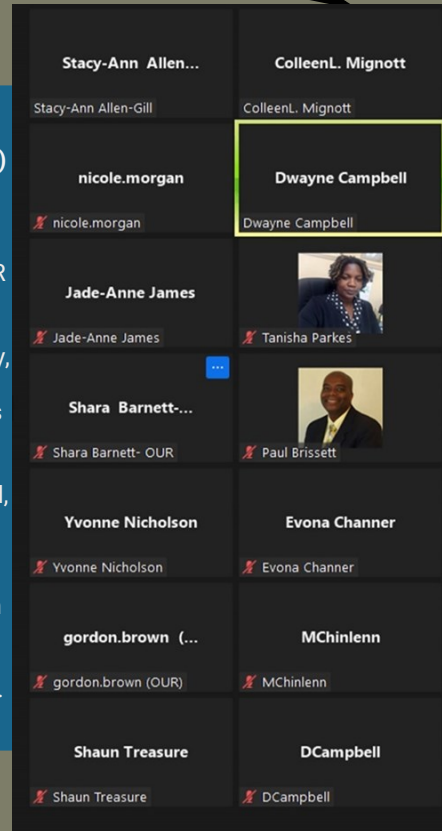


Office of Utilities Regulation Information Centre (OURIC)
Your regional resource Centre of choice for information on utilities regulation

**DIGITAL LIBRARY
SENSITIZATION**

SCREENGRAB showing attendees to the OUR Information Centre's (OURIC) second Digital Library Sensitisation session held via ZOOM on 2023 June 29. The audience comprised OUR staff, and staff members from the Jamaica Bauxite Institute, New Fortress Energy, and the Ministry of Science, Energy, Telecommunications and Transportation. The presenter Dwayne Campbell, is CEO of BookFusion Limited, host for the platform. User education programmes and strategies such as this are designed by OURIC to inform users and potential users how to efficiently navigate OURIC's available resources.

**DIGITAL LIBRARY
SENSITIZATION**



ACCESS OUR'S ONLINE CATALOGUE IN 4 EASY STEPS

1. Click [here](#) to open the catalogue Select the OUR's interface, then click "login to your account" at the upper right hand corner of the screen, see below:

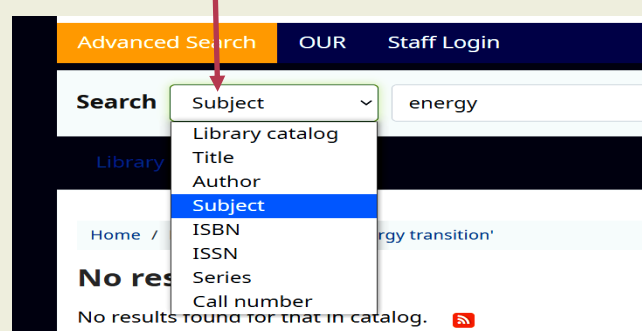
2. Enter your user name and password like this

Login:

Password:

Log in

3. Search by... (subject, author, title...) using the drop down menu.



4. Select desired titles by checking the box to the left of each listed item then select **PLACE HOLD** to borrow.

WE WANT TO HEAR FROM YOU! Drop us a line at:

The Office of Utilities Regulation Information Centre (OURIC)
3rd Floor, PCJ Resource Centre
36 Trafalgar Road
Kingston 10

Tel: 876-968-6053 | Email: ouric@our.org.jm | Web: <https://bit.ly/OURIC>

We're on the Web!

<https://bit.ly/OURIC>

