



Arkansas Women In Power

401 West Capitol Avenue, Suite 102
Little Rock, Arkansas 72201
www.ArkansasWomenInPower.org

AWIP's First Quarterly Meeting of 2019

MANAGING THE PACE OF CHANGE WHEN A STATIC INDUSTRY BECOMES DYNAMIC

Thursday, March 21, 2019, 11:30 am – 1:00 pm
MISO Energy | 1700 Centerview | Little Rock, AR 72211

Please join us to kick off AWIP's 2019 with an energy industry experts panel designed to help attendees prepare to grow and innovate during this exciting time of transition in the industry. We are grateful for the professional contributions of each person below and we hope your schedule permits your attendance. [Reservations are required by Monday, March 18, 2019, and may be made online at \[www.ArkansasWomenInPower.org\]\(http://www.ArkansasWomenInPower.org\).](#)

Moderator:

Elizabeth Solano, Regional Director – External Affairs, MISO Energy

Panelists:

Troy Castleberry, Sr. Manager – Distribution Operations
Robert T. Shields, Manager – Rates and Regulation, AECC
Tom Stevens, Director – Regulatory, Black Hills Energy



Elizabeth Solano (*MISO Energy*) has focused her career in the evolving electric utility industry. As regional director of external affairs for MISO, Elizabeth facilitates relationships and provides strategic counsel among executives, industry leaders, government officials and technical experts to solve complex business challenges and deliver solutions that enable the efficient operation of the electric power grid. MISO ensures efficient access to reliable energy and manages one of the world's largest energy markets and has a footprint that spans 15 U.S. states and Manitoba. Elizabeth graduated from the Stanford Program for Executive Women Leaders. She holds a Bachelor's of Business Administration in Accounting and Economics and a Master of Business Administration from Harding University in Searcy. She is also a certified Project Manager Professional through the Project Management Institute. Arkansas Business named Elizabeth as one of the 40 under 40 in 2015, and she was recognized in 2018 as one of the Women To Watch by Soiree Magazine. Elizabeth has a passion for improving the quality of life of others and our communities. An active member of the community, Solano serves on the Board of Directors for the Arkansas State Chamber of Commerce, Central Arkansas Junior Achievement, and is a member 20th Century Club Lodge.



Troy Castleberry (*Entergy Arkansas, LLC*) grew up in Hot Springs and graduated from Lake Hamilton High School. He has a Bachelor of Science in Engineering from Arkansas Tech University and a Master of Business Administration from Webster University. He is a 29-year veteran of Entergy, spending most of his career in the Customer Service and Distribution Operations organizations with Entergy Arkansas. He currently serves as a Senior Manager of Distribution Operations for Northeast Arkansas. Troy has had the opportunity to serve on a number of special assignments for Entergy including a 2 ½ month assignment in Melbourne,

Australia, to work in the deregulated energy markets, co-leading a pilot project to implement and explore the feasibility of transmitting broadband data over powerlines, and most recently serving as a member of Entergy's future-focused EnVision project where he served on the Customer Insights and Solutions Team in 2018. Troy lives in Searcy with his wife Mikala, who is a registered pharmacist. Troy and Mikala have been married for 25 years and have three children, Drew, Brynn and Micah.



Robert T. Shields (*Arkansas Electric Cooperative Corporation*)

holds a Bachelor of Science in Business Administration in Economics from the Sam M. Walton College of Business at the University of Arkansas. He graduated summa cum laude from the University of Arkansas' Economics Department and was also awarded the Outstanding Student in Economics by the University. He has more than 30 years' experience in the electric utility industry and has worked before the Arkansas Public Service Commission on various matters including cost-of-service studies, rate analysis, debt placement, facility sitings, tariffs/rate riders, power purchase agreements, qualifying facility rates, quality of service audits, consumer

complaints, and rulemaking proceedings, to name a few. He has also managed multiple dockets on AECC's behalf before the Federal Energy Regulatory Commission and served on numerous RTO working groups. Robert is an avid runner even though his ankle tells him otherwise. Besides drowning, he enjoys anything that involves water. He is currently AECC's Manager – Rates and Regulation and has been married to Beth almost 27 years. They have two sons and call Little Rock home.



Tom Stevens (*Black Hills Energy*) is a director on the regulatory team, where he is responsible for regulatory policy, strategy and filings for Black Hills Energy's natural gas utilities in Arkansas and Kansas. Tom joined Black Hills Energy in 2018. Prior to that, Tom worked with CenterPoint Energy for 8 years during which he held several regulatory leadership positions including director of regulatory affairs for CenterPoint Energy's Texas natural gas utilities and director of rates. Prior to CenterPoint Energy, Tom worked on the Arkansas Public Service Commission's General Staff as a rate analyst focused on cost allocation, rate design and rate of return analysis. Before his work in the utility

industry, Tom worked in higher education as a college business instructor at Southwest Baptist University in Missouri and LCC International University in Lithuania. Tom has also served as an adjunct instructor at UA Little Rock. Tom earned a Master of Business Administration from Southern Methodist University and a Bachelor of Science in Economics and Finance from Southwest Baptist University. Tom and his wife, Ashley, have four children and live in Rogers.