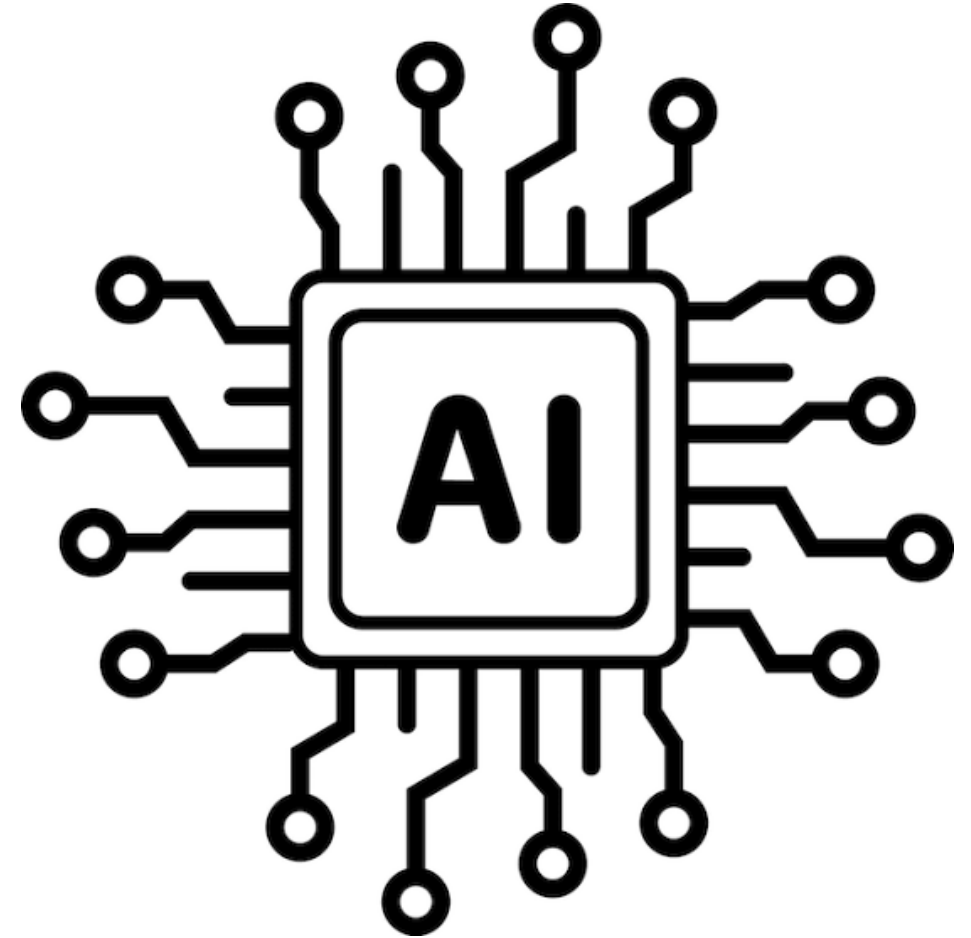


AI @ LADWP

Norma Grubb – CIO & Chief AI Officer

Justin Sarris – Assistant Director of
Information Systems



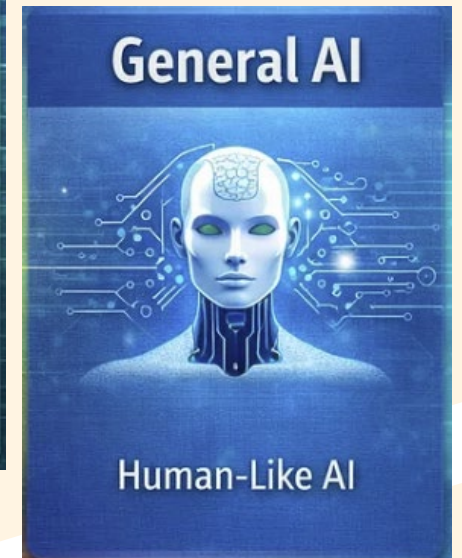
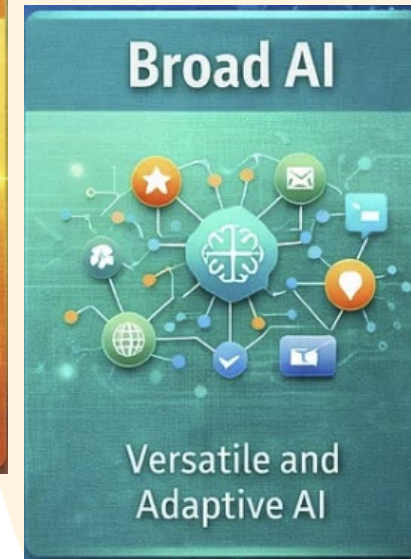
What is Artificial Intelligence (AI)?

Definition

- **Artificial intelligence** is a broad term used to describe an engineered system that uses various computational techniques to **perform** or **automate** tasks.
 - Main technique: **machine learning**: machines learn from experience by adjusting to new input data.
 - Simulates **human intelligent behavior** in computers.

Broad AI, General AI, and Narrow AI

Understanding the Spectrum of Artificial Intelligence



Common elements across AI solutions

Technology

AI is a technological construct, composed of algorithms, data structures and computational models.

Intelligence

AI mimics aspects of human intelligence, e.g., reasoning and problem-solving.

Autonomy

AI systems often operate independently, making decisions without direct human oversight.

Goal-directed behavior

AI is typically designed to achieve specific objectives.

Output

AI generates outputs such as predictions, decisions, classifications and actions.

Learning

AI systems incorporate learning and adapt to new inputs, environments or feedback.

Human interaction

AI's impact on society is shaped by human interaction. Meaningful engagement between humans and AI systems can harness AI's full potential.

Responsible AI Pillars

- **Ethical Use**
 - AI systems must be designed and used in ways that respect human rights, privacy, and dignity.
- **Transparency & Accountability**
 - AI systems must not be a “black box” by ensuring transparency, which involves explainability and interpretability.
- **Fairness & Non-Discrimination**
 - AI systems must prioritize equal treatment of individual or groups in decisions and actions in a consistent, accurate and measurable manner.
- **Privacy & Security**
 - AI systems must comply with all relevant data protection and privacy laws & policies.
- **Human Oversight**
 - AI systems should be designed to augment human decision-making, not replace it.

Current Enterprise AI Platforms



- Microsoft Copilot Chat
 - Available to all employees
 - Secure web grounded AI



- Microsoft 365 Copilot
 - Licensed usage
 - Secure web + work grounded AI

- Snowflake
 - Enterprise Data Lakehouse
 - ML + AI

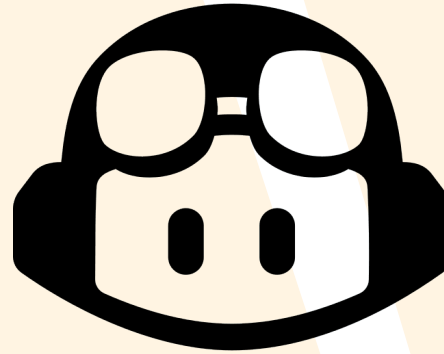
AI Training & Acceptable Use

- Communities of Practice
 - CoE led and moderated forums.
- Self Service Education
 - Curated educational resources.
- Instructor Led Online Classes
 - HR and IT working together to identify relevant training classes.
- Learning Management System
 - AI curriculums are in development.
- AI Acceptable Use Policy + Technical Controls
 - Enterprise governance around the proper & acceptable use of AI

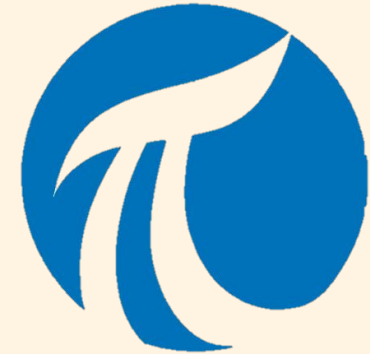
Application Specific AI Features



- ServiceNow ITSM
 - Self-service IT assistance
 - Ticket closure analysis



- Github Enterprise
 - Secure code generation
 - Rapid application development



- Aveva PI
 - Advanced ML for time series data
 - Transformer RUL

Utility Specific AI Use Cases

Power System



- Vegetation Management
- Load Forecasting
- Smart Outage Detection & Response

Water System



- Water Leak Detection
- Predictive Maintenance
- Watershed Monitoring

Joint System



- Rate Case Development
- Customer Sentiment Analysis
- Regulatory Compliance Reporting

Conclusion

- Thoughtful AI Implementation
 - Responsible AI Pillars
- Continuous Education
 - Employee Upskilling
- Enterprise Grade Tools
 - Secure & governed
- AI in Existing Platforms
 - Evaluate and Deploy AI Capabilities
- Use Case-Based approach
 - Work with Business SMEs

Thank you!

Q & A