

# Oracle Energy and Water Customer Edge 2022

## Asset Track Agenda

June 27–28, 2022 Grand Hyatt, Nashville, TN

Oracle Customer Edge is a unique forum that connects utility professionals to share lessons learned, best practices, and disruptive trends about the future of energy and water. Networking activities are also offered for a more relaxed atmosphere where you can make lasting connections with your peers, share advice on how to solve common issues, and stay relevant in today’s rapidly changing industry.

### Sunday, June 26, 2022

TIME (CDT)	TITLE	LOCATION
3:00pm – 7:00pm	<b>Registration</b>	Grand Hall D/E Foyer Level 2

### Monday, June 27, 2022

TIME (CDT)	TRACK	LOCATION
6:45am – 5:00pm	<b>Registration</b>	Grand Hall D/E Foyer Level 2
8:00am – 8:45am	<b>Breakfast</b>	Grand Hall D/E Level 2
8:45am – 10:45am	<p><b>General Session:</b> Welcome to Customer Edge! In the general session we’ll talk about what the future holds for the industry, we’ll hear from industry leaders, and we’ll take a look at some of the exciting product updates you won’t want to miss this week.</p> <p><b>Welcome &amp; Introductions:</b> <b>Rodger Smith</b>, SVP &amp; GM, Oracle Energy &amp; Water &amp; <b>Stacy Mill</b>, VP of IT &amp; CISO, Nashville Electric Service (Host Utility)</p> <p><b>Product Update:</b> <b>Brad Harkavy</b>, VP Oracle Utilities Products; <b>Christina Schueneman</b>, Director, Customer Solutions; <b>Dan Madigan</b>, Director, Product Management; <b>Jason Duncan-Wilson</b>, Sr. Director Architecture Strategy</p> <p><b>Fireside Chat:</b> <b>Jamal Syed</b>, President &amp; CEO, HEXStream (Platinum Sponsor)</p> <p><b>Keynote Address:</b> <b>Jason Dorsey</b>, President, The Center for Generational Kinetics</p> <p><b>Welcome Introduction by:</b> <b>Pam Glanvill</b>, President, TMG (Gold Sponsor)</p>	Grand Hall D/E Level 2
11:00am – 5:00pm	<b>Innovation Hub:</b> Meet our Innovation Team! Enjoy immersive experiences that allow you to explore the future of water and energy. We will have virtual reality, augmented reality, model town, interactive	Level 2 lounge lobby (just off the elevators)

	self-guided demos, and much more! Plus, check out the EDGEnergy Quizzio dashboard results to see the leaders.	
11:00am – 11:50am	<p><b>Solution Strategy and Vision:</b> Learn how Oracle Utilities Work and Asset Management can help you increase efficiencies while lowering operational costs. We'll show you how we're innovating to help you simplify and accelerate decision-making. We'll also discuss how we're leveraging digital assets and data to deliver a risk-based approach that enables you to identify and evaluate priorities, ensure and extend long-term asset health, and optimize workforce productivity.</p> <p><b>Presenters:</b> Jack Lucy, Master Principal Consultant &amp; Paul Hesby, Sr. Solutions Manager, Oracle Utilities</p>	Railhead Level 4
12:00pm - 1:00pm	<b>Lunch</b>	Grand Hall D/E Level 2
1:00pm – 1:50pm	<p><b>Releases and Roadmap:</b> Dive in for an overview of our release strategy and recent releases and get a sneak preview of the upcoming functional capabilities, analytics, and tools that will enable you to maximize efficiency and productivity.</p> <p><b>Presenters:</b> Rahul Desai, Director Product Management &amp; Daryl Hillen, Sr. Principal Product Manager, Oracle Utilities</p>	Railhead Level 4
2:00pm - 2:50pm	<p><b>Disaster Response Challenges and Field Service: Is Your Utility Ready?:</b> Come see how Oracle Field Service can help you respond to emergency work. In this session, you'll learn how to fully manage your field operations from a mobile device—leveraging automation alongside manual assignments, gaining crew location visibility, and providing crews with the tools they need to collaborate effectively under challenging conditions.</p> <p><b>Presenters:</b> Bruce Kane, Master Principal Solution Consultant, John Ranalli, Sr. Manager Product Management &amp; Paul Hesby, Sr. Solutions Manager, Oracle Utilities</p>	Railhead Level 4
3:10pm – 4:00pm	<p><b>Water, Wastewater, Gas, and Electric: A Functionality Deep Dive:</b> Join this session to gain deep insights into each sector that Oracle Utilities Work and Asset Management can address. From capital work management for linear assets (such as pipelines and cables) to generation, treatment, and storage infrastructure, and compliance reporting, you'll walk away from this session armed with the knowledge and best practices to improve maintenance and operations at your utility.</p> <p><b>Presenters:</b> Paul Hesby, Sr. Solutions Manager, Chad Johnson, Principal Sales Consultant &amp; Daryl Hillen, Sr. Principal Product Manager, Oracle Utilities</p>	Railhead Level 4
4:10pm – 5:00pm	<p><b>Innovation Workshops</b></p> <ul style="list-style-type: none"> <li>• <b>Exceeding Customer Service Expectations through AI Digital Assistance</b> – Presented by rSTAR Technologies - John Annarelli, Enterprise Account Manager &amp; Vivek Ahuja, VP of Technology</li> <li>• <b>Grid Load Monitoring for Grid Stability, Reliability, &amp; Revenue Protection</b> – Presented by Abjayon – Neeraj Data, President &amp; Rohit Pareek, Vice President</li> </ul>	Grand Hall B/C Level 2

	<ul style="list-style-type: none"> <li><b>Oracle NMS Mobile Application, Generation 2 &amp; Product Roadmap</b> – Presented by Fishbowl Solutions, Tim Gruidl, President</li> </ul>	
5:30pm – 7:30pm	<b>Edge Reception: Join us for a fun evening filled with plenty of food and drinks with a Nashville flair. This will be outdoors so dress casual!</b>	5 <sup>th</sup> Floor/ Outdoor Pool & 2 <sup>nd</sup> Floor /Grand Hall Foyer

## Tuesday, June 28, 2022

TIME (PST)	TRACK	LOCATION
7:30am – 3:00pm	<b>Registration</b>	Grand Hall D/E Foyer Level 2
8:00am – 9:00am	<b>Breakfast</b>	Grand Hall D/E Level 2
9:00am – 9:50am	<p><b>General Session:</b> In Day 2's general session is focused on celebrating utilities successes and discussing the future of energy and water and how to drive innovation collaboratively.</p> <p><b>Welcome:</b> <b>Vanessa Richter</b>, VP Sales, Opower, Oracle Energy &amp; Water  <b>Customer Recognition:</b> <b>Hillary Martin</b>, VP Product Strategy &amp; Marketing  <b>Industry Lab:</b> <b>Mike Ballard</b>, VP Industry Strategy  <b>Design for the Future:</b> <b>Jod Kaftan</b>, Sr. Director, UX Design &amp; Research  <b>Fireside Chat: Designing for Smarter Cities:</b> <b>RJ Kumar</b>, President &amp; CEO, ESC Partners (Platinum Sponsors)  <b>Preparing for the changing industry from a security standpoint:</b> <b>Hafid Elabdellaoui</b>, VP Cybersecurity , Energy and Water</p>	Grand Hall D/E Level 2
10:00am – 4:00pm	<b>Innovation Hub:</b> Meet our Innovation Team! Enjoy immersive experiences that allow you to explore the future of water and energy. We will have virtual reality, augmented reality, model town, interactive self-guided demos, and much more! Plus, check out the EDGEnergy Quizzio dashboard results to see the leaders.	Level 2 lounge lobby (just off the elevators)
10:00am – 10:50am	<p><b>City and County of Honolulu: An Oracle Utilities Work and Asset Cloud Service Migration Success Story:</b> Learn how longtime customer the City and County of Honolulu, Department of Environmental Services, made the transition from Oracle Utilities Work and Asset Management Version One to Oracle Utilities Work and Asset Cloud Service. You'll also learn how they used planned proactive maintenance to reduce maintenance costs, meet compliance requirements and reporting mandates, extend asset life, minimize down time, and reduce unneeded inventory.</p> <p><b>Presenter:</b> <i>Morgan Heister, Environmental Services Department Computer Service Representative Section Chief, City and County of Honolulu</i></p>	Railhead Level 4

11:00am – 11:50am	<p><b>Implementation Best Practices for Data Migration and Oracle Utilities Work and Asset Cloud Service Extensions:</b> Learn how Oracle Consulting Services is working with customers to leverage best practices around data assessment and validation to reduce risk and ensure optimal performance for migration to Oracle Utilities Work and Asset Cloud Service. Also hear the latest on how the solution-based approach allows Work and Asset Cloud Service to be extended and standardized around the latest market requirements.</p> <p><i>Presenter: Mike Aksmanovic, Consulting Technical Director, Oracle Utilities</i></p>	Railhead Level 4
12:00pm – 1:00pm	<b>Lunch</b>	Grand Hall D/E Level 2
1:00pm – 1:50pm	<p><b>Meeting Time:</b> Let's set up time with your peers or the Oracle team before you head to the Innovation Hub. Your account representative can help you set up meetings.</p>	Level 2 lounge lobby
2:00pm - 2:50pm	<p><b>Leveraging Digital Assets for Higher Performance:</b> Digital assets have been one of the fastest growing frontiers for better real-time asset optimization. Join us as we discuss how to address the practical challenges of optimizing mobile wireless sensor networks to improve and extend asset performance, reliability, and resilience across the utility value chain.</p> <p><i>Presenters: Jack Lucy, Master Principal Consultant, Paul Hesby, Sr. Solutions Manager &amp; Dave Mazza, Consulting Technical Director, Oracle Utilities</i></p>	Railhead Level 4
2:50pm – 3:10pm	<b>Afternoon Break</b>	Level 2 Foyer Level 4 Foyer
3:10pm – 4:00pm	<p><b>Risk-Based Decision Support to Improve Asset Performance:</b> Improving asset performance requires using data and actionable activities to identify, quantify, and prioritize risk factors. Learn about how recent innovations combine technology and data to deliver a new risk-based decision support application.</p> <p><i>Presenters: Jack Lucy, Master Principal Consultant &amp; Dave Mazza, Consulting Technical Director, Oracle Utilities</i></p>	Railhead Level 4
4:00pm – 5:00pm	<p><b>Maximizing Resources and Scheduling with Greater Visibility:</b> Assessing asset health and prioritizing work to mitigate operational risk is central to delivering reliable, affordable utility services. In this session, Oracle Utilities and Oracle Construction and Engineering will share a “better together” story of leveraging core competencies to deliver an integrated solution greater than the sum of its parts.</p> <p><i>Presenters: Jack Lucy, Master Principal Consultant, Oracle Utilities &amp; Dave Bullard, Sr. Director Product &amp; Industry Strategy, Construction &amp; Engineering Global Business Unit, Oracle</i></p>	Railhead Level 4

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