

Oracle Energy and Water Customer Edge 2022

Metering 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	Registration	Grand Hall D/E Foyer Level 2

Monday, June 27, 2022

TIME (CDT)	TRACK	LOCATION
6:45am – 5:00pm	Registration	Grand Hall D/E Foyer Level 2
8:00am – 8:45am	Breakfast	Grand Hall D/E Level 2
8:45am – 10:45am	General Session: 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. Welcome & Introductions: Rodger Smith , SVP & GM, Oracle Energy & Water & Stacy Mill , VP of IT & CISO, Nashville Electric Service (Host Utility) Product Update: Brad Harkavy , VP Oracle Utilities Products; Christina Schueneman , Director, Customer Solutions; Dan Madigan , Director, Product Management; Jason Duncan-Wilson , Sr. Director Architecture Strategy Fireside Chat: Jamal Syed , President & CEO, HEXStream (Platinum Sponsor) Keynote Address: Jason Dorsey , President, The Center for Generational Kinetics Welcome Introduction by: Pam Glanvill , President, TMG (Gold Sponsor)	Grand Hall D/E Level 2
11:00am – 5:00pm	Innovation Hub: 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>Customer Update: Get to know your fellow track participants through an open forum–style discussion about the innovation, successes, and challenges they've experienced in their metering initiatives. Come ready to share your own story as well.</p> <p>Presenter: Layne Nelson, Sr. Principal Product Manager, Oracle</p>	Brick Yard A/B Level 2
12:00pm - 1:00pm	<p>Lunch</p>	Grand Hall D/E Level 2
1:00pm – 1:50pm	<p>Enhancements and Roadmap: Learn about the latest enhancements to Oracle Utilities metering solutions and what we have planned for the year ahead. With many customer-driven enhancements, this session will highlight features and functions that will be directly applicable to your business.</p> <p>Presenter: Layne Nelson, Sr. Principal Product Manager, Oracle</p>	Brick Yard A/B Level 2
2:00pm - 2:50pm	<p>Head End Integration in the Cloud-Best Practices and Lessons Learned: Join Oracle Consulting Services as they lead you through Head-End integration best practices, lessons learned, and pitfalls to avoid in the Cloud.</p> <p>Presenters: Chris Buckley, Sr. Delivery Manager & Patti Costello, Customer Solutions Delivery Director, Oracle</p>	Brick Yard A/B Level 2
2:00pm - 2:50pm	<p>Alternate Option - Recent Enhancements to Oracle Utilities Customer to Meter, Customer Care and Billing, and Digital Self Service: Learn about the many recent customer-driven enhancements to Oracle Utilities Customer to Meter, Customer Care and Billing, and Digital Self Service, and get a preview of features to be introduced in upcoming versions.</p> <p>Presenters: Hung Nguyen, Product Marketing Director & Nam Nguyen, Group Product Manager</p>	Grand Hall B/C Level 2
3:10pm – 4:00pm	<p>Making the Most of Your Meter Data: If you want to go beyond billing and get more value out of your meter data, this is the place to start. In this session, you'll learn about the many tools available to access, analyze, and derive value from your meter data—including the powerful analytics visualizations and meter–data extracts that can enrich workflows across your systems and organization.</p> <p>Presenter: Layne Nelson, Sr. Principal Product Manager, Oracle</p>	Brick Yard A/B Level 2
4:10pm – 5:00pm	<p>Innovation Workshops</p> <ul style="list-style-type: none"> • Exceeding Customer Service Expectations through AI Digital Assistance – Presented by rSTAR Technologies - John Annarelli, Enterprise Account Manager & Vivek Ahuja, VP of Technology 	Grand Hall B/C Level 2

	<ul style="list-style-type: none"> • Grid Load Monitoring for Grid Stability, Reliability, & Revenue Protection – Presented by Abjayan – Neeraj Data, President & Rohit Pareek, Vice President • Oracle NMS Mobile Application, Generation 2 & Product Roadmap – Presented by Fishbowl Solutions, Tim Gruidl, President 	
5:30pm – 7:30pm	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!	5 th Floor/ Outdoor Pool & 2 nd Floor /Grand Hall Foyer

Tuesday, June 28, 2022

TIME (CDT)	TRACK	LOCATION
7:30am – 3:00pm	Registration	Grand Hall D/E Foyer Level 2
8:00am – 9:00am	Breakfast	Grand Hall D/E Level 2
9:00am – 9:50am	<p>General Session: 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>Welcome: Vanessa Richter, VP Sales, Opower, Oracle Energy & Water Customer Recognition: Hillary Martin, VP Product Strategy & Marketing Industry Lab: Mike Ballard, VP Industry Strategy Design for the Future: Jod Kaftan, Sr. Director, UX Design & Research Fireside Chat: Designing for Smarter Cities: RJ Kumar, President & CEO, ESC Partners (Platinum Sponsors) Preparing for the changing industry from a security standpoint: Hafid Elabdellaoui, VP Cybersecurity , Energy and Water</p>	Grand Hall D/E Level 2
10:00am – 4:00pm	Innovation Hub: 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>Oracle Utilities Cloud Strategy and Roadmap: Join this session to hear the latest updates across our cloud solutions and learn about what's coming next.</p> <p>Presenter: Kashif Qureshi, Principal Product Manager, Oracle</p>	Summit B Level 4 (Cloud & Tech Tools Track)
11:00am – 11:50am	Improve Meter Operations and Decision Making with Smart Meter Data: The Columbus Department of Public Utilities (CDPU), as part of their Enhanced Meter Project, selected Oracle's Meter Solution Cloud Service (MDM functionality within CCS) to support their AMI rollout. Through this project, Columbus DPU is reducing IT and maintenance costs by eliminating application middleware through a modern SaaS	Brick Yard A/B Level 2

	<p>architecture. Join us to learn how CDPU has established a Cloud system built to further elevate customer service levels while preparing to be a Smart Utility of the future.</p> <p>Presenter: <i>Scott Snider, Data Management Coordinator, Columbus Department of Utilities</i></p>	
12:00pm – 1:00pm	Lunch	Grand Hall D/E Level 2
1:00pm – 1:50pm	<p>NRGi transformation into a customer-centric organization with Oracle Utilities: NRGi started its digital transformation journey with objective to build best in class system to serve Danish utilities customers.</p> <p>In first of its kind of implementation, a gamut of Oracle Utilities Products (Oracle CC&B, Oracle MDM, Oracle SOA, BI Publisher, OUCSS, Documaker, and Oracle UCM) were integrated to meet the solution.</p> <p>The solution delivered comprised of integrated CC&B and MDM platform, wherein meter reads related data would come to MDM from Head End System (Datahub) and would be sent to CC&B for Billing of End Users.</p> <p>The implementation comprised of herculean task of Configuring and Customizing CC&B and MDM modules with Market Messaging as per existing Denmark’s Energy Market Regulations.</p> <p>NRGi realized a 99.5% first-time bill success rate. The migration to Oracle also helped improve its billing accuracy by 4.3%.</p> <p>Presented by Gold Sponsor Wipro Limited Presenters: <i>Sachin Nade, Practice Director & Mark Malinak, Utilities Solution Architect Wipro</i></p>	Brick Yard A/B Level 2
2:00pm - 2:50pm	<p>Water Special: Smart Metering: Learn about the unique value that meter data offers to water utilities, such as leak detection, billing accuracy, conservation programs, customer engagement, and more.</p> <p>Presenter: <i>Theresa Barry, Customer Solutions, Oracle</i></p>	Brick Yard A/B Level 2
2:50pm – 3:10pm	Afternoon Break	Level 2 Foyer Level 4 Foyer
3:10pm – 4:00pm	<p>Complex Billing Overview and Demo: Oracle's metering solutions deliver the capabilities and convenience utilities need to design, test, deploy, and manage complex rates and billing. Join this session to learn about complex billing capabilities and discover the best practice for VEE rules management, billing determinants, advanced exception handling, and more.</p> <p>Presenter: <i>Joven Luspo, Master Principal Sales, Oracle</i></p>	Brick Yard A/B Level 2
4:10pm – 5:00pm	<p>Let’s Talk About Your Challenges Sharing AMI Data: With the focus on decarbonization and creating a clean environment, Utilities are going through a digital transformation. Energy consumer data plays a</p>	Brick Yard A/B Level 2

	<p>vital role in how we move toward this new paradigm, but the key is to not sacrifice cybersecurity or personal data privacy as we make this possible. We will discuss the challenges of sharing AMI data, the data privacy obstacles and concerns, and the role consumer technology companies play in the energy ecosystem.</p> <p>Presenter: <i>Kristen Shepherd, Go to Market Strategy Sr. Director, Oracle</i></p>	
4:10pm – 5:00pm	<p>Alternate Option: Q&A Forum w/ SME(s): Join us for an open forum session with our subject matter experts.</p>	Grand Hall A Level 2 (Customer Operations Track)

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