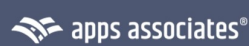


ORACLE

Oracle Energy and Water Customer Edge Conference

March 24–26, 2024 | JW Marriott, Austin, TX

Sponsored by:



Track Agenda – Back-Office Business Solutions

Sunday, March 24

TIME (CDT)	TRACK	LOCATION
1:00pm – 6:00pm	Registration	Level 4: JW Grand Ballroom Foyer

Monday, March 25

TIME (CDT)	TRACK	LOCATION
7:00am – 5:00pm	Registration	Level 4: JW Grand Ballroom Foyer
7:30am – 8:15am	Breakfast	JW Grand Ballroom
8:30am – 10:00am	General Session: Empowering Service <p>Welcome to Customer Edge! We'll begin each day together in energizing general sessions. Day one we're so excited to share with you all the things our team is working hard on to empower you! Join our team to learn more about our product strategy, new features, and capabilities for your team to use now, and the exciting things in store across our roadmap. In this session we'll dive deep into our customer platform and Opower updates, hear the latest on our data and analytics strategy, and hear directly from utility leaders about their biggest wins.</p> <p>Customer Presenters: Charles King, Senior Vice President, Chief Technology Officer, Evergy; Elena Johnston, Manager, Digital Products, Energy Engagement, Evergy; Shaun Rosemond, Director of Customer Experience, Southern Company; Leslie Finley, Director of Customer & Meter Data Management, Southern Company; Ted Henifin, Interim Third-Party Manager, JXN Water</p> <p>Presenters: Creighton Oyler, SVP & GM Oracle Energy and Water; Geng Lin, SVP Product Development and Product Management; Brad Harkavy, VP Product; Jason Duncan-Wilson, Sr. Director, Product Incubator; Jessica</p>	JW Grand Ballroom



	<i>Bloom-Serber, Director, Product Management; James Steadman, Sr. Director, Product Management; Paul McDonald Sr. Director, Opower Industry Strategy and Vanessa Richter, VP Sales, Opower, Oracle</i>	
8:00am – 5:00pm	<p>Innovation Hub: Join us on a journey to the future of grid management, customer service engagement, field work safety and management and capital project management.</p> <ul style="list-style-type: none"> • Explore interactive AI-powered games across speech, vision, GenAI, and immersive VR using GenAI so you can "talk to an asset." • Learn how AI boosts call center efficiency and customer satisfaction. • Experience how DERMS and DACS, supported by digital twin technology, manages customer and utility devices. • Teleport and experience autonomous asset inspection using drones. • Learn how AI and IOT boosts asset reliability, productivity and safety in the future of field work. • Leverage data using AI to prioritize and execute capital projects. 	Level 4: JW Grand Ballroom Foyer
10:00am – 10:30am	<p>Networking Break: Innovation Hub: Join us for coffee, conversation, and hands-on exploration of the exhibits in the innovation hub. Exhibits include a variety of AI use cases, our latest Industry Lab projects, and exciting data analytics tools.</p>	Level 4: JW Grand Ballroom Foyer
10:30am – 11:15am	<p>AI Bingo: Artificial Intelligence and the Modern Utility Artificial Intelligence is fast becoming part of our everyday lexicon; but what does it mean? Join us to learn about different types of artificial intelligence, how Oracle is embedding AI in our SaaS applications, and how Utilities can benefit from these capabilities. Play along with our AI Bingo session to learn the latest jargon and test your knowledge on all things AI.</p> <p><i>Presenters: Josh Kamenecka, Group Vice President, Solution Engineering, Oracle and Dheeraj Akula, Master Principal Solution Consultant, Oracle</i></p>	Back-Office Track Level 3: Lonestar A
11:15am – 12:00pm	<p>The future of back-office solutions; Powered by AI How do back-office applications help modern utilities drive efficiency and manage costs? Join April Hawthorn, Senior Director of Product Management, as she shares how Oracle is leading the way with solutions that are both innovative and practical, through the power of artificial intelligence. Learn about Oracle's advancements in Enterprise Resource Planning, Supply Chain Management and Human Capital Management solutions leveraging the power of embedded machine learning and artificial intelligence.</p> <p><i>Presenter: April Hawthorn, Senior Director Product Management, Oracle</i></p>	Back-Office Track Level 3: Lonestar A
12:00pm – 1:00pm	Lunch	JW Grand Ballroom
1:00pm – 1:50pm	<p>General Session: Empowering Transformation Will learning the latest AI innovations at Oracle get you out of</p>	JW Grand Ballroom

	<p>that post-lunch haze? Join us in this afternoon general session to hear about exciting updates across our Oracle Cloud Applications, including how Oracle is bringing generative AI right to your fingertips. We'll hear from customers about their own experiences with our solutions and discuss some of the biggest innovations we're seeing across industries Oracle serves.</p> <p>Customer Presenters: John Kochavatr, CIO and VP Customer and Digital Solutions, PGE and Terrence Robbins, SVP and CIO, STO Building Group</p> <p>Presenters: Jenny Lam, SVP, UX Design, Oracle; Rodger Smith, EVP and GM Infrastructure Industries, Oracle and Mike Sicilia, EVP Industries, Oracle</p>	
2:00pm - 2:50pm	<p>An alternative to PowerPlan</p> <p>Learn how we can help you manage your assets on a configurable, modern, Oracle cloud platform that is more flexible and cost effective. Streamline your unitization process and manage your financials assets while complying with regulatory requirements.</p> <p>Presenter: Charlie Govern, Distinguished Solution Engineer, Oracle</p>	<p>Back-Office Track</p> <p>Level 3: Lonestar A</p>
2:50pm – 3:10pm	<p>Afternoon Break</p>	<p>Lonestar Foyer</p>
3:10pm – 4:00pm	<p>Powering your people for the future of work</p> <p>Enhance your employee experience with HR solutions that make work easier and safer for everyone. Leverage data intelligence to make smarter decisions and be ready for the HR challenges facing utilities today and in the future.</p> <p>Presenter: Meghan O'Brien, Principal Solution Engineer, Oracle</p>	<p>Back-Office Track</p> <p>Level 3: Lonestar A</p>
4:10pm – 5:00pm	<p>Lowering the barrier to transformation and modernization</p> <p>Utilities today are committed to modernization. But how do you ensure the success of a comprehensive digital transformation? Join us to learn how to mitigate risk, reduce uncertainties in change management and set a solid financial foundation that will support a successful digital transformation.</p> <p>Presenters: Charlie Govern, Distinguished Solution Engineer, Oracle and Jon Wolfe, Cloud Consulting Senior Practice Director, Oracle</p>	<p>Back-Office Track</p> <p>Level 3: Lonestar A</p>
5:15pm – 7:00pm	<p>Edge Reception: Join us on the Pool Deck and immerse yourself in the Austin culture! This will be an amazing evening filled with plenty of food and drinks. Dress casual!</p> <ul style="list-style-type: none"> • Kick up yer heels with the Jordan Mathews Band compliments of Red Clay • KPMG welcomes you to sample some of Austin's finest whisky at this tasting station • Paymentus invites you to create your own Texas Dry Rub for your next BBQ 	<p>Level 5: Pool Deck</p>

	<ul style="list-style-type: none"> • While you're enjoying the reception, take a photo at the photo booth and capture this experience with a digital memory – thanks to Infosys • Tempt your tastebuds with Tequila! Join Raistone for this special sampler station • Visit Accenture at this smokin' cabana to experience Cigar Rolling and get yours to enjoy! 	
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Tuesday, March 26

TIME (CDT)	TRACK	LOCATION
7:00am – 2:00pm	Registration	JW Grand Ballroom Foyer – Level 4
7:30am – 8:15am	Breakfast	JW Grand Ballroom
8:30am – 10:00am	<p>General Session: Empowering Resilience</p> <p>Are you ready for day two? Our second day of Customer Edge is about celebrating you - our amazing customers. We'll start off with a bang as our Customer Edge award winners share their amazing projects with you all. Then we'll continue with our product showcases and share the latest announcements across our grid and operations solutions and hear from some of our outstanding customers. Finally, we'll share exciting updates across our smart water solutions and discuss what's next in water with industry leaders.</p> <p>Customer Speakers: Michael Luu, Senior Vice President, Corporate Services & Chief Risk Officer, California Water Service Group; Kevin Hawrylak, Manager ADMS Systems, FirstEnergy and Gwen Rutledge, Director Application Systems, Evergy</p> <p>Presenters: Creighton Oyler, SVP and GM Oracle Energy and Water; Geng Lin, SVP Product Development and Product Management; Caitlin Aburrow, Senior Director Global Marketing; Maria DeChellis, Senior Director, Global Industry Specialist; Brad Harkavy, VP Product and Brad Williams, VP Industry Strategy and Natalie Musick, VP Product Development, Oracle</p>	JW Grand Ballroom
8:00am – 5:00pm	<p>Innovation Hub: Join us on a journey to the future of grid management, customer service engagement, field work safety and management and capital project management.</p> <ul style="list-style-type: none"> • Explore interactive AI-powered games across speech, vision, GenAI, and immersive VR using GenAI so you can "talk to an asset." • Learn how AI boosts call center efficiency and customer satisfaction. • Experience how DERMS and DACS, supported by digital twin technology, manages customer and utility devices. • Teleport and experience autonomous asset inspection using drones. 	Level 4: JW Grand Ballroom Foyer

	<ul style="list-style-type: none"> Learn how AI and IOT boosts asset reliability, productivity and safety in the future of field work. Leverage data using AI to prioritize and execute capital projects. 	
10:00am – 10:30am	<p>Networking Break: Innovation Hub: Join us for coffee, conversation, and hands-on exploration of the exhibits in the innovation hub. Exhibits include a variety of AI use cases, our latest Industry Lab projects, and exciting data analytics tools</p>	Level 4: JW Grand Ballroom Foyer
10:30am – 11:15am	<p>When disaster strikes, how do you keep the lights on? Between unprecedented demand and increasing climate hazards, utilities are under increasing pressure to deliver under adversity. Learn how scenario planning and risk modeling can help the modern utility ensure reliability during unprecedented times.</p> <p><i>Presenter: Mike Kumpula, Principal Solution Engineer, Oracle</i></p>	Back-Office Track Level 3: Lonestar A
11:20am – 12:00pm	<p>Realizing Value & Empowering the Future: Customer Showcase Join Dawn Mendenhall, Divisional CIO, Corporate Systems, as she walks you through Portland General Electric’s transformational journey. Learn how PGE successfully went live with ERP, EPM and SCM in just 18 short months and the value they’ve realized. Hear about their next steps and how they are serving their customers better with their modern approach.</p> <p><i>Presenter: Dawn Mendenhall, Division CIO, Corporate Systems, Portland General Electric</i></p>	Back-Office Track Level 3: Lonestar A
12:00pm – 1:00pm	Lunch	JW Grand Ballroom
1:00pm - 1:50pm	<p>Partner Showcase: The Future of Asset Management and Financials: Unlocking Cost Transparency and Control – Huron As energy companies look to modernize their systems and processes by leveraging cloud technologies, one of the key decision points and areas of opportunity lies in the integration between the work and asset management and financials systems. During this session, we will discuss the various options, pros and cons and the potential value to be unlocked for end-user groups such as Operations, FP&A, Property & Plant Accounting and Project managers.</p> <p><i>Presenter: Chris McElroy, Managing Director, Practice Lead Oracle Energy and Water, Huron Consulting Group</i></p>	Back-Office Track Level 3: Lonestar A
1:50pm – 2:10pm	BREAK	
2:10pm - 3:00pm	<p>Shrinking the chasm between ERP and Asset Asset-intensive utilities need to build, manage, and maintain complex assets. The applications to fulfil these</p>	Back-Office Track Level 3: Lonestar A

	<p>requirements need to share transactional and operational details to enable a comprehensive solution to run a utility. Discover how Oracle is reducing complexity and enabling automation to bridge the gap between enterprise resource planning and assets. Join us to hear about real-world examples from Oracle Consulting Services.</p> <p>Presenters: Paul Bekker, Master Principal Solution Engineer, Oracle and Jon Wolfe, Cloud Consultant Senior Practice Director, Oracle</p>	
3:10pm – 4:00pm	<p>The future of Worker Safety: Leveraging IoT and advanced technologies</p> <p>Utility workers are exposed to potentially hazardous work areas every day. Modern advanced technologies can help keep workers safe, while collecting data to build effective safety policies and facilitate reporting to concerned agencies. Join us to learn how to close the loop on near-misses on the work site.</p> <p>Presenter: Dheeraj Akula, Master Principal Solution Engineer, Oracle</p>	<p>Back-Office Track</p> <p>Level 3: Lonestar A</p>
4:00pm – 5:00pm	<p>Innovation Hub</p> <p>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!</p>	<p>Level 4: JW Grand Ballroom Foyer</p>