

ORACLE

Oracle Energy and Water Customer Edge Conference

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

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Track Agenda – Customer Experience and Billing

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. 	JW Grand Ballroom Foyer– Level 4
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>	JW Grand Ballroom Foyer– Level 4
10:30am – 12:00pm	<p>Customer Roadmap</p> <p>Join us to learn about the latest enhancements for Oracle Energy and Water’s customer experience and billing solutions. We will review recently released features including some product demos and share their plans for future product enhancements.</p> <p><i>Presenters: James Steadman, Product Strategy Senior Director; Brenda Craig, Global Customer Solutions Product Marketing Director, Oracle</i></p>	Customer Experience and Billing Track Level 3: Lonestar D
12:00pm – 1:00pm	Lunch	JW Grand Ballroom
1:00pm – 1:50pm	<p>General Session: Empowering Transformation</p> <p>Will learning the latest AI innovations at Oracle get you out of 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><i>Customer Presenters: John Kochavatr, CIO and VP Customer and Digital Solutions, PGE and Terrence Robbins, SVP and CIO, STO Building Group</i></p> <p><i>Presenters: Jenny Lam, SVP, UX Design, Oracle; Rodger Smith, EVP and GM Infrastructure Industries, Oracle and Mike Sicilia, EVP Industries, Oracle</i></p>	JW Grand Ballroom

2:00pm -2:50pm	<p>Hello CCB customers! Are you due for an upgrade?</p> <p>Wondering what options are available and what path is best suited for your near-term and long-term needs? Join this session as we explore the options/path forward and share best practices. Learn about the pros and cons of a Customer Care and Billing (CCB) upgrade vs a Customer Cloud Service migration vs a Customer Care and Billing Cloud Service migration and get an idea of what work is involved in each option. In this session you will also learn about Java Migration Cloud Service, which allows customers to safely migrate their existing CCB Java extensions and/or custom tables to the cloud.</p> <p><i>Presenters: Hung Nguyen, Product Management Director; Patti Costello, Delivery Director, AMER Customer Solutions; Anthony Shorten, Senior Principal Product Manager</i></p>	Customer Experience and Billing Track Level 3: Lonestar D
2:50pm – 3:10pm	<p>Afternoon Break</p>	Lonestar Foyer
3:10pm – 4:00pm	<p>Partner Showcase: Red Clay – Cloud Eras-Stairway to Heaven</p> <p>Red Clay Presents: As our systems and solutions providers move to the cloud, all utilities must consider their cloud roadmap. Whether cloud is a current or future destination for your customer related systems or infrastructure, planning and “make-ready” activities are a key indicator of cloud readiness and viability for success. What steps are utility leaders taking to get to the promised land in the cloud. Join us on a musical journey to hear from four esteemed utility panellists from IT, Business and PMO representing small, medium and large Water and Electric Utilities.</p> <p><i>Customer Panellists: Gaurav Rathore, Manager, Oracle Utilities Apps, Portland General Electric; Alexander Hawk, Director, Customer Systems Technology, San Jose Water; Christy Wyndham, Sr. Manager Support & Planning, Santee Cooper and David Freudenstein, Manager, Solutions Delivery & Support, Region of Peel</i></p> <p><i>Moderator: Shannon Paulsen, VP of Advisory Services, Red Clay Consulting</i></p>	Customer Experience and Billing Track Level 3: Lonestar D
4:10pm – 5:00pm	<p>Stories from the Field: Utility Showcase - A Customer Transformation – Cloud MythBusters</p> <p>Embark on a journey of technological transformation as Red Clay and the Region of Peel co-present an enlightening session appropriately called "Cloud Mythbusters." It promises to be an eye-opener for those considering the leap into the cloud. Attendees will gain valuable insights into the Region of Peel's successful migration to the cloud, underpinned by Red Clay's expertise in all things Oracle. The presentation will strategically unveil and debunk five prevalent myths surrounding cloud migration. Expect a thought-provoking discourse that sets the stage for a deeper understanding of</p>	Customer Experience and Billing Track Level 3: Lonestar D

	<p>Oracle's cloud capabilities for utility billing. Join us for this session to unravel the complexities of cloud technology and discover how your organization can successfully navigate its cloud migration journey, just like the Region of Peel did with Red Clay's pioneering CCBCS solution.</p> <p>Presenters: <i>Leslie Benfield, Senior Developer, Region of Peel; John Spector, Senior Manager, PMO, Red Clay and Beshoy Ibrahim, Director, Solution Delivery, Red Clay</i></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 • 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! 	Level 5: Pool Deck

Tuesday, March 26

TIME (CDT)	TRACK	LOCATION
7:00am – 2:00pm	Registration	Level 4: JW Grand Ballroom Foyer
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: <i>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</i></p> <p>Presenters: <i>Creighton Oyler, SVP and GM Oracle Energy and Water; Geng Lin, SVP Product Development and Product Management; Caitlin Aburrow,</i></p>	JW Grand Ballroom

	<i>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</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 – 12:00pm	<p>Stories from the Field: Driving Customer Engagement Please join this session to hear from your peers.</p> <p>Customer Speakers: <i>Joe Brenner, VP, Solution Delivery, American Electric Power; Ted Henifin, Interim Third-Party Manager, JXN Water; Carla Dazet, Business Office Manager, JXN Water; Shaun Rosemond, Customer Experience Director, Southern Company; Leslie Finley, Technology Organization Director, Southern Company; Ryan Ogilvie, Division CIO, Portland General Electric; Gaurav Rathore, Manager AMI & IT for Customer Service, Portland General Electric; Oracle Partner, Fernando Pino, Red Clay to represent CELSIA and Oracle Partner, Damon Brown, BOSS USA</i></p> <p>Host: <i>James Steadman, Product Strategy, Sr. Director, Oracle</i></p>	Customer Experience and Billing Track Level 3: Lonestar D
12:00pm – 1:00pm	Lunch	JW Grand Ballroom – Level 4
1:00pm - 1:50pm	<p>Continuous Innovation via SaaS: How Gas South moved from CCB to CCS & the benefits to their business Hear about Gas South’s journey in modernizing their meter-to-cash operations. Moving from CCB on-premises to CCS (SaaS) was just the first step! Learn how Gas South is realizing a key benefit of SaaS – continuous innovation – through strategic partnership between IT, business, and Oracle to deliver desired business outcomes.</p> <p>Customer Presenter: <i>Greg Dunavant, VP Customer Operations, GasSouth</i> Presenter: <i>Greg Terpstra, Sr. Director, Oracle Consulting</i> Moderator: <i>Chona Emerson, Consulting Sales Solution Architect</i></p>	Customer Experience and Billing Track Level 3: Lonestar D

1:50pm – 2:10pm	BREAK	
2:10pm -3:00pm	<p>Revolutionizing Utility Customer Management: Unleash Innovation with Oracle's AI-Powered Solutions!</p> <p>Learn how Oracle has redefined the Customer Platform to enable utilities to delight their customers and drive their business. This session will demonstrate how AI enabled Agent Service capabilities revolutionize both the agent experience and the customer experience. It will also show how we empower their Account Managers to scale their Commercial and Industrial business and grow their revenue. The Future of Customer is here today!</p> <p><i>Presenters: James Steadman, Product Strategy Senior Director; Ashish Agarwal, Director, Utility Innovation Lab, Oracle</i></p>	<p>Customer Experience and Billing Track</p> <p>Level 3: Lonestar D</p>
3:10pm – 4:00pm	<p>Product Demo: Building rates can be fun and fast!</p> <p>Join us to learn how to use our Calculation Rule Based Rating Engine. We will review best practices for moving from the old rating engine to the new rating engine and include a demo. I promise it will be fun and informative!</p> <p><i>Presenters: David Siska, Vice President, Product Design & Architecture; Cynthia Fisher, Consulting Technical Director; Becky Ray, Consulting Customer Solutions Architect</i></p>	<p>Customer Experience and Billing Track</p> <p>Level 3: Lonestar D</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>