

ORACLE

Oracle Energy and Water Customer Edge Conference

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

Sponsored by:



Track Agenda – Grid Management

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 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. <i>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</i>	JW Grand Ballroom



	<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 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</p>	
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>Roadmap: Grid Management</p> <p>Hear about the Oracle vision and product strategy that will support utilities facing the business challenges of reliability, sustainability, and efficiency. Learn about Advanced Distribution Management System, SCADA, and Distributed Energy Resource Management System (DERMS) improvements and what the future holds for these solutions. See our integrated DERMS solution in action.</p> <p>Presenters: Sameer Kalra, Director of Operational Technology Products, Tom Eyford, Global Industry Specialist, OT Solution Paul Westwater, Principal Grid Product Manager, and Allison Salke, Sr. Product Marketing Manager</p>	Grid Management Track Lonestar G
12:00pm – 1:00pm	<p>Lunch</p>	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>	JW Grand Ballroom

	<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>Product Demo: Latest features for storm management and remote work</p> <p>See the latest Network Management System features designed to improve the user experience and ensure reliable and safe operations: Common Network Viewer, Flex Operations, Operations Mobile Application, Outage Management System, and Analytics.</p> <p>Presenters: Brett Doehr, Sr. Principal Product Manager, Scott Pekarek, Director of OMS Product Development, Chip Jones, Master Principal Sales Consultant</p>	<p>Grid Management Track</p> <p>Level 3: Lonestar G</p>
2:50pm – 3:10pm	<p>Afternoon Break</p>	<p>Level 3: Lonestar Foyer</p>
3:10pm – 4:00pm	<p>Stories from the Field: FirstEnergy deploys distribution automation + Volt/VAR optimization</p> <p>Hear a case study, lessons learned, and results from a distribution automation and Volt/VAR deployment. See how you can leverage these applications to optimize grid efficiency.</p> <p>Customer speaker: Kevin Hawrylak, Manager ADMS Systems, FirstEnergy</p> <p>Presenter: Sameer Kalra, Director of Operational Technology Products, Oracle</p>	<p>Grid Management Track</p> <p>Level 3: Lonestar G</p>
4:10pm – 5:00pm	<p>Strategy Session: Cybersecurity and SCADA</p> <p>Effective grid management requires business users have access to data no matter where it resides. See the latest in cybersecurity practices to keep your data safe.</p> <p>Customer speaker: Chad Carsten, Director of Operations Technology, Evergy</p> <p>Presenters: Hafid Elabdellaoui, VP Cybersecurity and Scott Pekarek, Director of OMS Product Development, Oracle</p>	<p>Grid Management Track</p> <p>Level 3: Lonestar G</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 	<p>Level 5: Pool Deck</p>

	<ul style="list-style-type: none"> • 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	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><i>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</i></p> <p><i>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</i></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. • 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>Next-Gen DERMS: A comprehensive customer-to-grid platform</p> <p>From customer to the control room, distributed energy resources (DERs) are changing the traditional utility business. Join us for an in-depth, comprehensive journey through our Distributed Energy Resource Management solution (DERMS). This session will demonstrate complete customer-to-grid scenarios, from customer engagement, to detecting DERs and enrolling devices in programs, to analysing and improving grid management. We will showcase the power of a complete platform to manage grid-edge devices, engage customers at scale, and optimize the grid.</p> <p><i>Presenters: Sophie Sheeline, Sr. Product Manager, James Giampietro, Principal, Product Strategy & Marketing, Erin Verdugo, Lead Complex Solutions Principal Consultant, Oracle, and Tom Eyford, Global Industry Specialist, OT Solutions</i></p>	<p>Grid Management Track combined with Opower Track</p> <p>Level 4: JW Grand Ballroom</p>
12:00pm – 1:00pm	Lunch	Level 4: JW Grand Ballroom
1:00pm - 1:50pm	<p>Streamlining NMS Projects - A Streamlined Approach to Implementing and Upgrading Oracle NMS with Lessons Learned at Rappahannock Electric Cooperative</p> <p>A key component to streamlining Oracle NMS projects is to heavily leverage a robust baseline configuration for the Oracle Utilities NMS Application that also includes standardized reporting, integration, and the OMA mobile application. By doing so, Qualus was able to successfully reduce the time of implementation for REC's 2.5 upgrade, as well provide a mechanism to manage future patches and upgrades of NMS in a more efficient way. Often electrical utilities are faced with shorter and shorter timelines to implement or upgrade their ADMS systems do to project and resource constraints. When done using the traditional approach, the compressed timeline often leads to either missed functionality or functionality that utilities would like to have but lack due to project timelines. Our new approach led to an implementation of the system in less than 12 months which also included a completely new GIS data model and systems integrated with NMS. This solution approach will work for any utility, but it is even further simplified for utilities that want MultiSpeak based integrations and have ESRI/MapWise GIS models.</p>	<p>Grid Management Track</p> <p>Level 3: Lonestar G</p>

	<p>Customer Speaker: Arthur Wholey, Director of Operational and Construction Services, Rappahannock Electric Cooperative</p> <p>Presenter: Bill Mullenmaster, Director, Integration Solutions, Qualus</p>	
1:50pm – 2:10pm	BREAK	
2:10pm -3:00pm	<p>Product Demo: DERMS Lifecycle</p> <p>Gain end-to-end visibility, control, program and event management from the control room to the grid edge and across the entire customer spectrum. Learn how Flex SCADA, Live Energy Connect, Digital Asset Cloud Service, and our Distributed Energy Resource Management System work together to monitor, control, and orchestrate DERs and their data.</p> <p>Presenters: Sameer Kalra, Director of Operational Technology Products, Paul Westwater, Principal Grid Product Manager, Anirban Acharya, Principal Sales Consultant</p>	<p>Grid Management combined with Work & Asset Track</p> <p>Level 3: Lonestar G</p>
3:10pm – 4:00pm	<p>Product Demo: Outage Response and Asset Management: From the control room to the field</p> <p>See how you can supercharge outage response and restoration with Oracle Field Service and our Network Management System including Operations Mobile Application. Witness how data is shared between the control room and field in real time to improve situational awareness, customer satisfaction, and safety.</p> <p>Presenters: Brett Doehr, Sr. Principal Product Manager, Vicky Feldman, Director of Product Management, Jose Alanis, Master Principal Sales Consultant</p>	<p>Grid Management Track combined with Field Service Track</p> <p>Level 3: Lonestar G</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>