

Oracle Customer Edge Summit 2026

Open a World of Opportunities with AI

Austin, TX | April 12-14, 2026

Track Agenda – Customer Service and Billing (subject to change)

Sunday, April 12

TIME (CDT)	TRACK	LOCATION
1:00pm – 6:00pm	Registration	Level 4 JW Grand Ballroom Foyer
4:30pm – 6:00pm	Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase Meet & Greet - Reception	

Monday, April 13

TIME	TRACK	LOCATION
7:00am – 5:00pm	Registration	Level 4 JW Grand Ballroom Foyer
7:30am – 8:15am	Breakfast	
8:30am – 9:30pm	Opening Keynote: AI Changes Everything Welcome to the Oracle Customer Edge Summit! While AI is reshaping business, the infrastructure industries are in many ways shaping AI. In this session, we'll discuss infrastructure growth and its implications across the engineering, construction, and utilities industries, the ways in which AI is changing the ways in which we approach the work, take a deep dive into some of Oracle's latest AI-driven innovation, and much more.	JW Grand Ballroom
9:45am – 10:30am	Utility Industry Keynote: Empowering AI-driven innovation for utilities	
10:45am – 11:30am	Construction and Engineering Industry Keynote: Empowering AI-driven innovation for engineering and construction	
10:45am – 11:30am	The Oracle Customer Platform Vision (1102) This session covers Oracle's strategy to bring together the capabilities of its customer platform into a single, unified application experience—built with Oracle's Redwood design language. Attendees will see how the initiative builds on the strengths of Oracle's Customer Information System (CIS), expanding the	Combined Session with Customer Engagement and Metering



	<p>capabilities needed for today's digital utility to improve service and support stronger customer engagement. We'll share early prototypes, highlight key priorities for the initial release, and provide a look ahead what's next on the roadmap.</p> <p>Oracle Presenters: Nam Nguyen, Director Product Management and Jen Lee, Senior Design Manager, Oracle</p>	Lonestar D
11:30am – 12:00pm	Break & Visit the Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase	
12:00pm – 1:00pm	Lunch	See signage for all locations
1:00pm – 1:45pm	<p>Global Water: The intersection of water service and technology from our customers around the world (1112)</p> <p>This session explores how Air Selangor (Malaysia) and the Kingdom of Saudi Arabia's National Water Company are modernizing their water services using cloud architectures, Oracle technology, people, and data. Framed by country-led initiatives such as Vision 2030, NWC will detail initiatives that reduce non-revenue water, manage the growing water supply needs, and continuing to evolve customer experience. Air Selangor will share how intelligent metering, real-time asset visibility, and customer engagement tools support service continuity in a fast-growing region. We will examine practical patterns and experiences that have translated their strategy into measurable outcomes. The companies will speak through their programs, experiences, and how they have used technology to meet their needs across their country-wide service territories.</p> <p>Customer presenter: Hamza Triki, Customer Application Director, National Water Company</p> <p>Oracle Presenter: Maria DeChellis, Global Industry Specialist, Oracle</p>	Lonestar D
2:00pm – 2:45pm	<p>How's the Weather up there? Real Life from the Cloud - Live Utility SaaS Customer Experience Panel (1115)</p> <p>These Customers have made the leap to the energy and water cloud and are flying high on SaaS! Join us for a Live SaaS Customer Experience panel. Panelists will share their insights on how being on Energy & Water SaaS and being current has empowered them to move to a more proactive posture and address business problems differently. Eager to share their thoughts and considerations on customizations, impact to testing, how to adopt new features in SaaS and look to the future with AI.</p> <p>No fancy slideware here - you'll hang on every word they say and hear about the reality of being on SaaS.</p> <p>Customer Presenters: Stephanie Burgess, SR Manager Customer, Santee Cooper, Margarita Urueña, Systems Analyst, Gas South, and Donna May Tan, Lubbock Power & Light</p> <p>Oracle Presenters: Cathy Vollmer, Senior Customer Success Manager and Rochelle Cister, Consulting Solutions, Sr. Director, Oracle</p>	Lonestar D
2:45pm – 3:15pm	Break & Visit the Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase	
3:00pm – 5:00pm	<p>Optional Workshop: Interactive Agentic AI Workshop: Reimagining our Work Experience with AI Agents (1095)</p> <p>This interactive workshop will immerse participants in the transformative potential of AI agents in the utility industry. Attendees will witness demonstrations highlighting the practical capabilities of advanced AI agents.</p>	402/403

2 AGENDA / Customer Service & Billing

Copyright © 2026, Oracle and/or its affiliates / Public

Confidential- Oracle Internal

	<p>Following these demonstrations, participants will engage in a collaborative ideation session designed to spark creativity and develop innovative, actionable AI agent use cases tailored to their organization’s unique needs. This workshop empowers industry professionals to envision and implement practical AI strategies that drive efficiency, productivity, and competitive advantage in their daily work.</p> <p>Oracle Presenter: Ashish Agarwal, Senior Director Industry Labs, Oracle</p>	
3:15pm – 4:00pm	<p>True 360: The Utilities AI Data Platform (1024)</p> <p>The promise of a single solution driving operational success for utilities has been just out of reach—until now. Traditionally, customer operations, assets, billing, and metering have each managed data in siloed systems, offering just a narrow slice of the full picture. With the Utilities AI Data Platform, you achieve true 360-degree visibility across your business. Pre-configured data pipelines seamlessly bring together curated, high-quality (“gold”) data from every major utility domain into a unified platform. Now, connect asset and customer data; link billing, metering, and engagement insights; and power next-level AI use cases to accelerate innovation. Join Oracle experts to learn how Utilities AI Data Platform finally delivers a complete, connected view empowering smarter decisions and better outcomes across your enterprise.</p> <p>Oracle Presenters: Jason Kriendler, Director of Product Management and Kojo Quaye, Product Strategy, Oracle</p>	Lonestar D
4:15pm – 5:00pm	<p>TMG Partner Session: Smarter Bills, Happier Customers: How AI is driving Customer Experience (1113)</p> <p>Customer Service and Billing play a pivotal role in shaping how individuals perceive and trust their Utility provider. This session will explore effective approaches for creating clearer and more intuitive billing experiences that help customers understand their charges, recognize where they can save, and easily access the information they are looking for. Attendees will gain insights from industry experts on how AI directly enhances customer experience by simplifying billing details, predicting common questions, and supporting faster, more personalized interactions across digital channels. Attendees can expect to leave with practical insights that strengthen customer satisfaction and improve overall billing performance.</p> <p>Partner Presenter: Supriya Mukhapadhyay, Head of Product Strategy & Innovation, TMG</p>	Lonestar D
5:30pm – 7:00pm	Customer Edge Reception	Pool Deck – Level 5

Tuesday, April 14

TIME	TRACK	LOCATION
7:00am – 2:00pm	Registration	
7:30am – 8:15am	Breakfast	
8:30am – 9:30am	Opening Session: Empowering resilience: Celebrating our customers	
9:30am – 10:00am	Break & Visit the Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase	

10:00am – 10:45am	Agentic AI for Customer Self-Service: Instant Answers, Happier Customers (1114)	Combined session with Customer Engagement
	<p>In the rush to automate customer experience, the gap between simple chat interfaces and true problem-solving remains wide. This session explores the development of an Agentic Self-Service Platform designed to bridge that gap by functioning as a central reasoning engine rather than a basic chatbot. We will detail the integration of a core AI Agent with CCS (Customer Communication Services) and Opower, creating a unified ecosystem capable of executing complex tasks across disparate systems. Grounded in rigorous UX Research, this project demonstrates how to translate user mental models into a structured logic layer that guides the agent’s decision-making. By simulating high-value support interactions, the platform is engineered to proactively intercept and resolve complex inquiries, with the goal of significantly reducing the volume of high-cost calls to the center.</p>	Lonestar D
	Oracle Presenters: Erik Hobbie, Product Manager and Karina van Schaardenburg, Director, Design and Research (Opower), Oracle	
11:00am – 11:45am	No Customer Left Behind: Affordability Strategies That Meet Customers Where They Are (1116)	Lonestar D Combined session with Customer Engagement
	<p>Energy and Water companies are evolving how they support financially vulnerable customers—combining empathy, program innovation, policy revisions, and data-driven decisioning to improve customer outcomes while reducing arrears. In this session, affordability leaders share what’s working in the field: outreach approaches that build trust, program and payment options that reflect real customer circumstances, and the analysis used to target assistance effectively and measure impact. Join these “affordability pioneers” for practical ideas you can take back to your organization—so you can strengthen engagement, improve collections outcomes, and deliver on the commitment: No Customer Left Behind.</p>	
	Customer Presenters: TBD	
11:45am – 1:00pm	Lunch	
1:00pm - 1:45pm	AI Call Center Automation (1117)	Lonestar D
	<p>Utility companies face unprecedented demands, higher customer expectations, regulatory complexity, and pressure for cost efficiency. In this session, discover how next-generation AI is transforming inbound customer interactions through Oracle’s call summarization and call tagging solutions. Learn how these features automatically capture call details and intelligently classify interactions. Empowering agents, especially new hires, to respond with greater accuracy and improve service consistency. Discover real-world benefits for both front-line staff and call center leadership and see the Redwood-inspired design journey that shaped this game-changing innovation.</p>	
	Oracle Presenter: Angela Brown, Senior Principal Product Manager, Oracle	
2:00pm - 2:45pm	PG&E’s complex billing journey: Powered by data visualization best practices (1119)	Lonestar D
	<p>PG&E, with Oracle Consulting Services, used data visualization to accelerate delivery of a modern cloud-based billing platform to replace a legacy system and support complex rate structures. By embedding Oracle Utilities Analytics Visualization (OUAV) and BI Publisher from solution design through post-go-live support, the team improved transparency, sped approvals, and increased stakeholder confidence. See practical examples, including how PG&E simplified highly complex net metering scenarios spanning hundreds of linked accounts. Learn best practices for incorporating visual data modeling into design walkthroughs and how visual insights enabled faster monitoring, proactive decision-making, coordinated risk mitigation, quicker issue resolution, lower costs, and stronger cross-functional collaboration.</p>	

Customer Presenter: Matthew Workman, Senior Manager Complex Billing and Billing Modernization, PG&E

Oracle Presenters: Nanette Evangelista, Consulting Solution Director, and Parth Singh, Consulting Services Solution Architect, Oracle

2:45pm – 3:15pm

Break & Visit the Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase

3:15pm – 4:00pm

Expediting ToDo resolution with AI (1118)

Lonestar D

This session covers Oracle’s strategy for utilizing AI to help expedite the resolution process for system generated ToDos (exceptions). Attendees will learn about the approach that Oracle is taking, see an early prototype of the user experience, and learn about the guardrails that Oracle is planning to implement to ensure that your ToDos are resolved as efficiently and accurately as possible.

Oracle Presenter: Andreas Ruhl, Senior Director, Product Management, Oracle