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# Oracle Customer Edge Summit 2026

## Open a World of Opportunities with AI

**Austin, TX | April 12-14, 2026**

## Track Agenda – Metering (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<br>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)<br><br>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 | Lonestar D<br>Combined session with Customer Service & |

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| | 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.<br><br>**Oracle Presenters:** Nam Nguyen, Director Product Management, Nick Birrell, Product Strategy, and Jen Lee, Senior Design Manager, Oracle | Billing and Customer Engagement |
| 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 – 2:30pm | Metering Product Updates, Analytics Enhancements, and Roadmap Insights (1103)<br><br>Join us for an engaging session in the Metering track highlighting the latest product updates and the future roadmap for metering solutions. Gain insights into our strategic vision, discover recent enhancements in analytics and actionable insights, and see a live demo showcasing 26.4 usage extract features. We will also explore the integration of Machine Learning capabilities within the database and share long-term plans designed to drive performance, intelligence, and innovation for your metering operations. This session is ideal for those seeking to stay ahead with leading-edge technologies and features in the metering landscape.<br><br>**Oracle Presenters:** Layne Nelson, Product Management and Sandro Belvisi, Product Strategy, Oracle | Lonestar C |
| 2:45pm – 3:15pm | Break & Visit the Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase | |
| 3:00pm – 5:00pm | Optional Workshop:<br>Interactive Agentic AI Workshop: Reimaging our Work Experience with AI Agents (1095)<br><br>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. 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.<br><br>**Oracle Presenter:** Ashish Agarwal, Senior Director, Industry Labs, Oracle | 402/403 |
| 3:15pm – 4:00pm | Red Clay Sponsored Session<br>Customer Spotlight: Calgary, Lakeland, and the Path to Operational Value (1104)<br><br>Learn how the City of Calgary and other utilities like Lakeland Electric are modernizing meter operations by placing Oracle MDM at the core of their AMI strategies. Hear from Calgary and partner Red Clay Consulting on how AMI-enabled automation, improved exception handling, and trusted data insights are driving operational value and enhancing customer experience. Walk away with practical examples of how utilities are turning AMI data into real-time action and laying the foundation for future innovation.<br><br>**Partner Presenter:** Tyler Hammett, Director Solution Delivery, Red Clay Consulting | Lonestar C |
| 4:15pm – 5:00pm | Smart Water Metering: AMI Innovations, AI Use Cases, and Strategies for Water Utilities (1105) | Lonestar C |

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| | Discover the latest innovations and unique use cases shaping the future of metering for water utilities in this dedicated session. Explore current trends in Advanced Metering Infrastructure (AMI), best practices for smart meter rollouts, and how water utilities are leveraging cutting-edge AI solutions to enhance operations. Learn from real-world examples and expert insights into how new technologies are supporting water conservation, improving customer engagement, and enabling smarter, data-driven decision making.<br><br>**Oracle Presenters:** Maria DeChellis, Global Industry and Customer Advisor, and Kevin Yordy, Director of Data Science Product Management, Oracle | |
| 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 | **Meters from the cloud - Live Utility SaaS Meter Panel (1106)**<br><br>Customers live on Oracle Utilities SaaS Meter service share insights on how they, being on SaaS and technology being current positions them to more proactively drive the business. Addressing business problems early in the life cycle drives efficiencies downstream. Additionally, they will discuss considerations to customizations, the impact to testing, how to adopt new features like DMP in SaaS and look the future with AI and machine learning.<br><br>A few of the topics we'll cover include SaaS upgrades and testing, customization considerations, avoiding errors downstream, planning system upgrades/maintenance, looking forward to what the future holds and AI.<br><br>You'll see the question on the slide, but you'll have to join us to hear their incredible answers!<br><br>Attendees can expect to leave with practical insights of moving to meter solution in the cloud and energized at a new way to look at their business.<br><br>**Customer Presenters:**<br>• James Moore, Smart Grid Systems Manager, Lakeland Electric<br>• Kevin Kinsley, Utility Services Coordinator, City of Columbus<br>• Shari Mydske, CIS Operations Manager, City of Seattle<br><br>**Oracle Presenters:** Cathy Vollmer, Oracle Customer Success Manager, and Ha Bui, Sales Consulting, Oracle | Lonestar C |
| 11:00am – 11:45am | **Ask the Experts: Solving Utilities' Biggest Challenges with Innovation and Best Practices (1107)**<br><br>Join our "Ask the Experts" panel for a concise, interactive discussion on today's most pressing business and operational challenges in the utilities sector. Industry leaders will explore effective strategies for cost reduction, exception management, field work optimization, billing simplification, and | Lonestar C |

addressing unique needs of electric, water, and gas customers. Additional topics include AMI deployment, data analytics, project planning for SaaS migrations, and best practices for utilizing advanced technologies such as AI and ML. Bring your key questions and gain valuable insights and recommendations to drive efficiency and innovation in your organization.

**Customer Presenter:** James Moore, Smart Grid Systems Manager, Lakeland Electric
**Partner Presenter:** Tyler Hammett, Director Solution Delivery, Red Clay Consulting
**Oracle Presenters:** Layne Nelson, Product Management; Parth Singh, Delivery Manager; Ha Bui, Sales Consulting, Oracle

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| 11:45am – 1:00pm | **Lunch** | |
| 1:00pm -1:45pm | **Top 10 Metering trends to unlock value from AMI data (1108)**<br><br>Join us to help shape the future Metering roadmap and unlock greater value from AMI data. This session will explore emerging use cases—including GenAI-driven To-Dos, smarter meter operations management, and grid operations insights derived from AMI—along with other leading trends in the AMI landscape. We'll bring a global perspective and a long-term view to inform priorities, investments, and next steps.<br><br>**Oracle Presenters:** Sandro Belvisi, Product Strategy and Tom Eyford, Global Industry and Customer Advisor, Oracle | Lonestar C |
| 2:00pm -2:45pm | **From Data to Action: Empowering Utilities with MDM Analytics & AI**<br><br>Utilities are generating more data than ever before, but turning that data into timely, operational insight can be a challenge. In this session, Oracle will walk through the latest innovations and upcoming roadmap across Next-Generation MDM, Meter Operations and Grid Insights, Device Analytics, and the Oracle Utilities Data Intelligence platform.<br><br>Attendees will learn how new machine learning–driven capabilities are being embedded directly into core utility workflows to reduce manual effort, improve data quality, and accelerate operational response. The session will also highlight how Oracle Utilities Data Intelligence provides a unified analytics foundation, enabling utilities to break down data silos, visualize insights across domains, and scale analytics and AI across the enterprise.<br><br>This session will cover what is available today, what is coming next, and how utilities can begin adopting these capabilities to move from reactive data analysis to proactive, insight-driven operations. Attendees will leave with a clear understanding of how Oracle's evolving analytics, ML, and AI offerings can help transform meter data into actionable metering and grid intelligence for operations.<br><br>**Oracle Presenters:** Jason Kriendler, Director of Product Management; Kevin Yordy, Director of Data Science Product Management, Oracle | Lonestar C |
| 2:45pm – 3:15pm | **Break & Visit the Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase** | |
| 3:15pm – 4:00pm | **BOSS Sponsored Session with Cedar Falls Utilities**<br><br>Migrating from C-side to M-side: Hear how a Multi-service utility leveraged a CCB upgrade to convert to C2M Advanced Metering Solutions to unify electric, water, and natural gas meter data by leveraging C2M on OCI to align their AMI roadmap.<br><br>**Customer Presenter:** TBD<br>**Partner Presenter:** Damon Brown, BOSS | Lonestar C |

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