



Oracle Utilities Customer Edge Conference 2020



As of February 25, 2020

Oracle Utilities Customer Edge Conference is our primary annual customer event. Teams across Oracle Utilities come together to showcase product updates, facilitate networking, and nurture a deep understanding of our customers and how we can meet their technology needs.







Oracle Utilities Customer Edge Conference - schedule and agenda *(subject to change)*

MONDAY, MARCH 2ND		
TIME	TITLE	LOCATION
8:00 am – 8:30 am	Networking Breakfast	Zilker I-IV
8:45 am – 10:45 am	<p>Program Kick-off & General Session</p> <p>Welcome to the 2020 Oracle Utilities Customer Edge Conference! In our day one opening session, we're excited to show you some of the coolest new features and solutions across our portfolio. We'll take you on a journey through some of the most common challenges utilities around the world are facing – journeys you're sure to recognize – and showcase how we are continuing to deliver solutions to tackle these challenges.</p> <p>Emcee: Matt O'Keefe, AVP, Opower Sales, Oracle Utilities Opower</p> <p>Welcome Address: Rodger Smith, Senior Vice President & General Manager, Oracle Utilities</p> <p>Host Utility Welcome: Kerry Overton, Deputy General Manager and Chief Customer Officer, Austin Energy</p> <p>Investment Showcase: Dan Byrnes, SVP, Product Development, Oracle Neel Gulhar, VP, Product Management, Oracle Jamal Syed, President & CEO, HEXstream</p>	<p>Zilker I-IV</p> 

11:00 am – 11:50 am	Track Session Breakouts	
	Analytics Track: Solution Strategy and Vision	Hill Country C-D
	Asset Management Track: Asset Lifecycle Management	Texas VI
	Cloud and Technology Track: Cloud Deep Dive: Cloud Data Management and Cloud Native	Texas III
	Customer Operations Track: Customer Operations Strategic Vision	Texas I
	Grid and Network Track: Preparing for Tomorrow's Customer Centric Networks	Texas V
	Meter Operations Track: Customer Updates	Texas VII
	Mobility Track: Mobility Vision and Strategy	Hill Country A-B
	Opower Energy Management Track: The Opower Vision: Accelerating the Clean Energy Future	Big Bend A-D
12:00 pm – 1:00 pm	Lunch SW Bistro; Zilker Terrace & Foyer; Big Bend & Foyer; Hill Country A-D and Marker 10 Bar & Patio	
1:00 pm – 1:50 pm	Track Session Breakouts	
	Analytics Track: Roadmap Overview: Analytics and Data Science	Hill Country C-D
	Asset Management Track: Roadmap Review: What's new with Oracle Utilities Work and Asset Management	Texas VI
	Cloud and Technology Track: Client Panel: Prepping for the Cloud	Texas III
	Customer Operations Track: Customer Solutions Deep Dive, PART A: Functionality Focus	Texas I
	Grid and Network Track: Roadmap Overview: Network Platform	Texas V
	Meter Operations Track: Meter Solution Product Roadmap	Texas VII
	Mobility Track: Oracle Field Service Cloud Overview	Hill Country A-B
	Opower Energy Management Track: Meet the Home Energy Reports of the Future, Today **This session will run from 1:00 – 2:20pm	Big Bend A-D
2:00 pm – 2:50 pm	Track Session Breakouts	
	Analytics Track: Analytics in the Wild: Utility Panel	Hill Country C-D
	Asset Management Track: How Smart Devices are Changing the Asset Equation	Texas VI

	Cloud and Technology Track: Integration in Focus	Texas III
	Customer Operations Track: Customer Solutions Deep Dive, PART B: Cloud Focus	Texas I
	Grid and Network Track: Bringing the Autonomous Network to Life	Texas V
	Meter Operations Track: Maximizing the Value of AMI	Texas VII
	Mobility Track: Customer Journeys in Mobility Solutions	Hill Country A-B
	**Opower Energy Management Track: Advancing the Analytics Test and Learn Agenda ** This session will run from 2:30 – 3:00pm	Big Bend A-D
3:00 pm – 3:10 pm	BREAK	
3:10 pm – 5:00 pm	Industry Track Session Breakouts	
	<p>The Path Forward: Transmission Trends, Digital Transformation, and Regulatory Insights (Facilitated by Utiligent)</p> <p>While topics such as changing customer demand and energy efficiency dominate the headlines, it is the impact that digital and grid edge services have on energy delivery and the business model that is the most transformational aspect of the energy industry. We will cover the National Association of Regulatory Utility Commissioners (NARUC) survey results on the most pressing issues facing industry, with links to policy, state regulations and individual programs. As we move to generation, we are joined by Gridliance to discuss FERC 1000 and the future of independent transmission. Finally, we will discuss digital transformation and how expectations and assumptions, even in well-planned initiatives, can be the big difference in customer engagement.</p> <p>Moderator: Maria DeChellis, VP, Customer Engagement, Utiligent</p> <p>Speakers:</p> <p>Roy Ellis, Co-Author; NARUC Study- Digital Grid and Policy</p> <p>Justin Campbell, Senior Vice President, Chief Development Officer, Gridliance</p> <p>Mike Bassignani, Chief Executive Officer/Founder, Utiligent</p> <p>Helen Burt, Executive Vice President, Chief Customer Officer, Utiligent</p>	<p>Zilker Ballroom</p> 
	<p>Water Industry Peer to Peer Roundtable Discussions (Facilitated by Blue Heron Consulting)</p> <p>The water industry is challenged with leaks, backflow testing, technology advancements, and customer facing issues. Join other water utilities as we explore these challenges and more in this industry specific peer to peer round table event facilitated by Blue Heron Consulting.</p> <p>Speakers:</p> <p>Amabelle Batara, Functional Architect, Blue Heron</p> <p>Victoria Weber, Vice President, Customer Relations & Business Development, Blue Heron</p>	<p>Texas I</p> 

	<p>Gas Industry Track Session: Analytics & The Keys to Future Success: The Exelon Journey (Facilitated by Infosys)</p> <p>Prior to the implementation of smart grid, visibility to the T&D system was limited. New sources of data such as AMI, reclosers, and distributed sensors at different points along the grid network increase visibility into the performance and health of the assets. The Grid T&D domain is designed to enable EU to leverage smart grid data as a strategic asset to generate actionable intelligence, drive innovation, improve operational efficiencies, and unlock new business insights. The Data Analytics Platform (DAP) will serve as the foundational tool for convergence and scalability of analytical solutions across Exelon Utilities. These analytic insights will drive sustained value by improving reliability and customer satisfaction, decreasing operational cost, and capturing new revenue opportunities.</p> <p>Speakers:</p> <p>Richard Rosentiel, IT Director of EU Analytics, Exelon Ashok Kamath Moodbidri, Senior Director, Infosys</p>	<p>Texas III</p> 
3:10 pm – 4:00 pm	Opower Energy Management Track: Trends in Behavioral Energy Efficiency and How to Adapt Your Program	Big Bend A-B
5:30 pm – 7:30 pm	Welcome reception for all attendees of the Oracle Utilities Customer Edge Conference	Marker 10 Bar & Patio

TUESDAY, MARCH 3 RD		
TIME	TITLE	LOCATION
8:00 am – 8:45 am	Breakfast	
8:45 am – 10:00 am	<p>General Session Day 2</p> <p>Kicking off Day 2 of this year’s event, we’re excited to celebrate utility leaders in our inaugural Customer Awards program. Following the ceremony, we’ll focus in on disruption and innovation. We’ll discuss industry transformation and hear from utility executives about their biggest opportunities ahead. To wrap up, we’ll take a look at what happens when we bring innovation to life – turning buzzwords into real business value – across the most exciting areas of disruption in the industry</p> <p style="text-align: center;">Customer Edge Awards Ceremony</p> <p>Join us Tuesday, March 3rd at 8:45 am in the Zilker Ballroom to celebrate our Winners during our first annual Customer Edge Award Recognition Ceremony!</p> <p style="text-align: center;">FINALISTS IN EACH CATEGORY</p> <p style="text-align: center;"><u>Project of the Year</u></p> <div style="display: flex; justify-content: space-around; align-items: center;">    </div> <p style="text-align: center;"><u>Innovation</u></p> <div style="display: flex; justify-content: space-around; align-items: center;">    </div>	Zilker I-IV

Sustainability



Emcee: Matt O’Keefe, AVP, Opower Sales, Oracle Utilities/Opower

Executive Panel Moderator: Hillary Martin, VP Product Strategy & Marketing, Oracle Utilities

Panelists:

Mike Sicilia, Executive Vice President, Global Business Units, Oracle
 Charles King, Senior Vice President & Chief Information Officer, Evergy
 Matthias Kurwig, Cofounder & Chief Executive Officer, Enervue

“Innovation Unleashed: What we’re working on now”

Hillary Martin, VP Product Strategy & Marketing, Oracle Utilities



10:10 am – 11:00 am	Track Session Breakouts	
	Analytics Track: Meter-to-Cash Customer Analytics Showcase	Hill Country C-D
	Asset Management Track: Roadmap Review: Overview of New and Planned Functional Capabilities	Texas VI
	Cloud and Technology Track: Tech Features to Make Your Job Easier	Texas III
	Customer Operations Track: Oracle Utilities Digital Self-Service: New Features Demo and Roadmap Preview	Texas I
	Grid and Network Track: Tackling the New Era of Distributed Energy Resource Management	Texas V
	Meter Operations Track: Meter Solution Product Update and Visualization Demo	Texas VII
	Mobility Track: Oracle Field Service Cloud Roadmap Overview	Hill Country A-B
	Opower Energy Management Track: Delivering Customer Value with Smart Meter Engagement	Big Bend A-D
11:10 am – 12:00 pm	Track Session Breakouts	
	Analytics Track: Intoollect Process and Performance Analytics for Deeper Insights	Hill Country C-D
	Asset Management Track: What’s So Cool About Release 2?	Texas VI
	Cloud and Technology Track: Cloud and Technology Roadmap – Part I	Texas III
	Customer Operations Track: AMI for Water: Tapping Meter Data to Transform Customer Engagement – with Red Clay and LVVWD	Texas I
Grid and Network Track: SCADA Plus for Today and Tomorrow	Texas V	

	Meter Operations Track: Complex Billing Overview and Demo	Texas VII
	Mobility Track: Better Together: Reviewing Important Integrations in the Mobility Platform	Hill Country A-B
	Opower Energy Management Track: The Evolution of Load Management with Distributed Energy Resources (DER) Optimization – with EnergyHub	Big Bend A-D
12:00 pm – 1:00 pm	Lunch SW Bistro; Zilker Terrace & Foyer; Big Bend & Foyer; Hill Country A-D and Marker 10 Bar & Patio	
1:00 pm – 1:50 pm	Track Session Breakouts	
	Analytics Track: Network and Asset Management Analytics Showcase	Hill Country CD
	Asset Management Track: Defining requirements for your Asset Management Program: Why understanding your Asset Types is critical and why not doing so could doom your implementation – with Black & Veatch	Texas VI
	Cloud and Technology Track: Cloud and Technology Roadmap – Part II	Texas III
	Customer Operations Track: Finding the Right Path Forward - A conversation about CIS upgrades with Oracle Consulting Services	Texas I
	Grid and Network Track: Establishing Mesh Networks - with GridBright	Texas V
	Meter Operations Track: C2M: Why, When and How? – with Triniti Consulting	Texas VII
	Mobility Track: The Benefits of a Comprehensive Integration Between OFSC and a Geospatial Platform – with IQGeo	Hill Country A-B
	Opower Energy Management Track: Effective Customer Engagement for a Complex Time of Use Customer Future	Big Bend A-D
2:00 pm – 2:50 pm	Track Session Breakouts	
	Analytics Track: Analytics Insights Deep Dive	Hill Country C-D
	Asset Management Track: Asset and Mobility: The Art of the Possible	Texas VI
	Cloud and Technology Track: Value of Oracle's Customer Success Model	Texas III
	Customer Operations Track: Analytics Visualization for Customer Information Systems	Texas I
	**Grid and Network Track: What's New in Outage Management? (this session will run from 2:00pm – 4:00pm)	Texas V

	Meter Operations Track: Exelon Customer Case Study	Texas VII
	Mobility Track: Oracle Utilities Mobile Workforce Management: The Road Ahead	Hill Country AB
	Opower Energy Management Track: Digitally Engage More Customers and Improve Marketing Effectiveness	Big Bend A-D
02:50 pm – 3:10 pm	BREAK	
3:10 pm – 4:00 pm	Track Session Breakouts	
	Analytics Track: Workshop – Integrating Machine Learning into Business Process	Hill Country CD
	Asset Management Track: Better Together: Reviewing Important Integrations in the WAM/WACS Platform	Texas VI
	*Cloud and Technology Track: Demo Series and Hands – on Time (this session will run from 3:10pm – 5:00pm)	Texas III
	Customer Operations Track: Oracle CX for Utilities: Expanding your toolset for modern customer engagement	Texas I
	**Grid and Network Track: What’s New in Outage Management? (this session will run from 2:00pm – 4:00pm)	Texas V
	Meter Operations Track: Settlements Updates and Demo	Texas VII
	Mobility Track: Comparing Mobile Solutions: Oracle Field Service Cloud and Oracle Utilities Mobile Workforce Management	Hill Country AB
	Opower Energy Management Track: Building the Electric Vehicle Customer Journey	Big Bend A-D
4:10 pm – 5:00 pm	Track Session Breakouts	
	Analytics Track: Bringing the Best of Oracle Innovation to Utilities	Hill Country CD
	Asset Management Track: Simplifying Asset Management: The Power of Analytics and the Cloud	Texas VI
	*Cloud and Technology Track: Demo Series and Hands – on Tim (this session will run from 3:10pm – 5:00pm)	Texas III
	Customer Operations Track: Utility Voices Panel	Texas I
	Grid and Network Track: Leveraging Data Science Across the Network	Texas V
	Meter Operations Track: Oracle Utilities Customer to Meter and Cloud Solution Updates	Texas VII
	Mobility Track: Mobile Workforce Management (MWM) User Group Meeting	Hill Country AB
	Opower Energy Management Track: Imagining a New Customer Experience for Your Business Accounts – with Agentis	Big Bend A-D

Thank you to our 2020 Sponsors



The Executive Edge Forum Track is private to those attendees

We'd like to thank the Diamond Sponsors

