ORACLE

Oracle Customer Edge Summit 2026

Open a World of Opportunities with AI

Austin, TX | April 12-14, 2026

Track Agenda – Utility Asset Operations
(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	
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	**Roadmap: Work and Asset Management for Utilities (1010)** Get an inside look at Oracle's Work and Asset Management roadmap for utilities, spanning upcoming releases and long-term strategic investments. The product team will showcase recently delivered capabilities, demo future features, and outline how we're improving user experience, boosting productivity with AI assistance, enhancing planning, and streamlining integrations. You'll also hear how customer feedback is steering our priorities and how you can get involved in shaping what's next through our design process. **Oracle Presenters:** Daryl Hillen, Senior Principal Product Manager, Yukti Malhan, UX Designer and Rahul Desai, Director of Product Management, Oracle	Lonestar B
2:00pm – 2:45pm	**Essential Energy Case Study: Planning long range work on long, long powerlines (1053)** Essential Energy operates and maintains one of the world's largest electricity distribution networks, encompassing vast and extremely remote regions. Managing and sustaining such extensive infrastructure poses unique challenges—particularly when planning, scheduling, and executing long-range maintenance and capital works for isolated assets. Essential Energy adopted Oracle Work and Asset Cloud Service (WACS) as a strategic solution to optimize work planning, packaging, and execution across its remote asset base. The paper highlights the implementation and ongoing use of WACS to streamline the aggregation of work packages, improve asset visibility, and enhance resource allocation while ensuring compliance and safety standards are upheld. **Customer Presenter:** Michael Pelley, Manager EAM Solution, Essential Energy **Oracle Presenter:** Matthew Gleeson, VP Energy Transition, Oracle	Lonestar B
2:45pm – 3:15pm	**Break & Visit the Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase**	
3:00pm – 5:00pm	**Optional Workshop:** **Interactive Agentic AI Workshop: Reimaging our Work Experience with AI Agents (1095)** 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. **Oracle Presenter:** Ashish Agarwal, Senior Director, Industry Labs, Oracle	402/403
3:15pm – 4:00pm	**Accenture Partner Session:** **Delta Utilities: Oracle Cloud Implementation (1076)** Delta Utilities is a new gas startup utility headquartered in New Orleans that recently completed its acquisition of Entergy's gas business, which serves over 204,000 customers. Our Oracle implementation was a major undertaking, completed in under 18 months. We deployed a full Oracle red stack—spanning SaaS, PaaS, and IaaS—to stand up Delta's business and field-operation applications across both front and back-office functions. **Customer Presenter:** Mark Miko, Chief Information Officer, Delta Utilities **Partner Presenter:** Michael Ramirez, Americas Resources Operations Lead, Accenture	Lonestar B Combined with Field Service
4:15pm – 5:00pm	**How St Pete is using what's typically for utilities for the whole city (1031)**	Lonestar B

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	The City of St. Petersburg is using Oracle WACS, which is predominantly used for utilities, as the enterprise Asset Management Information System (AMIS) for all City assets, and a pillar of our Capital Asset Management Plan (CAMP). The City charter establishes the purpose, vision, mission, and function of the CAMP. To ensure that residents are provided with services that are essential to their quality of life. The City's infrastructure & assets are critical in delivering these services. At the same time, many assets are reaching the end of their useful life. The AMIS will serve as a unified platform for managing capital assets citywide & will address total asset lifecycle management throughout a multi-phase project that began in 2024. **Customer Presenter:** Samantha Mooren, App Supp II, City of St Petersburg	
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	Connected Reliability: Mastering Customer Emergencies with CCS, WACS, and OFS (1057) Experience a live, end-to-end demonstration of the "Connected Reliability" model using Oracle Utilities CCS, WACS, and OFS. We will simulate a high-stakes customer call-in emergency to showcase how seamless integration between customer service, asset management, and field operations ensures public safety and regulatory compliance. Witness the automated workflow from the initial CSR service call to immediate technician dispatch and the triggering of repair workflows based on field-captured data. We will highlight how WACS enforces compliance through automatic processing and provides real-time visibility to the CSR, concluding with analytics that drive strategic asset insights and a sustainable culture of reliability. **Oracle Presenter:** Chad Johnson, Asset Reliability, Oracle	Lonestar B combined session with Field Service
11:00am – 11:45am	Disruption to Continuity: Oracle Cloud Go-Live in the Midst of a Cyberattack (1059) When a citywide cyberattack disrupted nearly all on-premise systems, the City of St. Paul faced an unprecedented challenge in the final stages of implementing Oracle Work and Asset Cloud Service. Rather than pause, City leadership and Oracle Consulting made a decisive move to accelerate go-live on Oracle Cloud, restoring critical work and asset management operations. This session shares how a production-ready UAT environment, disciplined testing and data migration, and rapid training and hyper care enabled a successful go-live during a cyber crisis—demonstrating how Oracle Cloud SaaS can turn disruption into operational continuity. **Customer Presenters:** Andy Knuth, Project Manager, City of St. Paul and Chris Martinson, Technical Services Manager, City of St. Paul **Oracle Presenter:** Craig Kunzel, Energy and Water Delivery Manager, Oracle	Lonestar B

11:45am – 1:00pm	Lunch	
1:00pm - 1:45pm	**Anticipate, Assess, Act: Proactive Asset Management (1067)**	Lonestar B

1:00pm - 1:45pm — Lonestar B

Anticipate, Assess, Act: Proactive Asset Management (1067)

In today's rapidly evolving landscape, electric utilities face unprecedented risks that demand innovative solutions. This presentation showcases how Tri-State is leading the way in proactive asset management by harnessing the power of Oracle's WACS, OUAV and OFS platforms, alongside other advanced inspection technologies. Through real-time data analysis, strategic forecasting, and cutting-edge inspection methods, Tri-State is transforming its ability to anticipate threats and assess vulnerabilities. These forward-thinking strategies empower the organization to respond swiftly to wildfire risks, optimize long-term capital planning, and strengthen resilience against procurement challenges facing our industry.

Customer Presenter: John Hansen, Senior Manager Asset Management & Field Services, Tri-State Generation and Transmission

2:00pm - 2:45pm — Lonestar B

Anaheim Public Utilitiy's Journey from Fragmented Systems to Integrated Asset Management with WACS & OFS (1049)

Anaheim Public Utilities partnered with Red Clay to modernize operations by upgrading from WAM v1.9 to the WACS and OFS platforms, introducing foundational asset management and OFS use cases that are new to their utility operations. Phase I went live in January 2026, delivering an initial asset hierarchy and centralized asset visibility, an introduction of unitized work, a reworked regulatory accounting framework, streamlined timekeeping, and a refreshed Compatible Units library—reducing reliance on spreadsheets and improving accountability. APU is well-positioned for future enhancements, such as preventive maintenance and inspections, which will drive efficiency and operational maturity across water and electric departments.

Customer Presenter: TBD
Partner Presenter: Shannon Paulsen-Thompson, VP Advisory Services, Red Clay Consulting

2:45pm – 3:15pm — **Break & Visit the Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase**

3:15pm – 4:00pm — Lonestar B

Navigating SaaS Upgrades: Customer Perspectives and Best Practices (1038)

Join this interactive panel discussion to hear how utilities are managing the move to a continuous SaaS upgrade cycle, as major releases roll out every six months. Customers and Oracle experts will share firsthand experiences and practical tips for planning, testing, and deploying SaaS upgrades while minimizing business disruption. Panelists will dive into lessons learned, new approaches for communication and change management, and tools to support smoother transitions. Walk away with actionable strategies for maximizing value from new features, ensuring compliance, and empowering business users to confidently embrace continuous improvement in a cloud-first environment.

Oracle Presenters: Paul Little, Customer Success Manager and Rahul Desai, Director of Product Management, Oracle

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