

# Oracle Energy and Water Customer Edge Conference 2023

## Discovery Track – Interactive Workshops AGENDA

Sponsored by: 

**March 12-14, 2023**

Manchester Grand Hyatt, San Diego

**Sunday, March 12, 2023**

| TIME (PST)      | TITLE               | LOCATION   |
|-----------------|---------------------|------------|
| 1:00pm – 6:00pm | <b>Registration</b> | Palm Foyer |

**Monday, March 13, 2023**

| TIME (PST)        | TRACK  | LOCATION         |
|-------------------|--|------------------|
| 6:45am – 5:00pm   | <b>Registration</b>  | Palm Foyer       |
| 7:30am – 8:30am   | <b>Breakfast</b>   | Seaport Ballroom |
| 8:30am – 10:30am  | <b>General Session:</b> Welcome to Customer Edge! We'll begin each day together in general sessions designed to ignite your spark and get ready for the day ahead. Day one we'll kick off with our SoCal industry leader panel and hear from local utilities about how they're driving sustainability and reliability programs while serving their communities. Then we'll hand the mic over to our product leaders who will give you a sneak peek into exciting product updates across our portfolio. Finally, we'll be joined by security experts for a check in on the latest cybersecurity news in the industry. | Seaport Ballroom |
| 10:00am – 5:00pm  | <b>Innovation Hub:</b> 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!  | Seaport Foyer    |
| 10:45pm – 12:00pm | <b>Solution Track Breakout Sessions – see full program agenda</b>  |                  |
| 12:00pm – 1:00pm  | <b>Lunch</b>   | Harbor Ballroom  |

|                 |  |  |
|-----------------|--|--|
| 1:00pm – 3:10pm | <b>Solution Track Breakout Sessions – see full program agenda</b>  |  |
| 3:10pm – 4:00pm | <p><b>Driving Productive Self-Serve Customer Engagement with Mobile Wallets with ACI Worldwide</b></p> <p>Consumers run their life from their phone and look for efficient, secure, self-serve interactive experiences. Join this workshop to hear how Southern Company Gas partnered with ACI Worldwide to leverage Apple/Google wallets to create a frictionless billing and payment experience that resulted in meaningful cost reduction, customer satisfaction and self-service. See for yourself as we discuss ways utilities can light up customer phones with timely account and critical service alerts to shift engagement to digital channels and reduce inbound call volume.</p> <p><b>Presenters:</b> <i>Joseph Frumento, Sr. Solution Consultant, ACI Worldwide and Sonia M. McCollum, Manager Digital CX, Southern Company Gas</i></p>  | <p>Interactive Workshop<br/>Discovery Track<br/>Seaport GH</p> |
| 4:10pm – 5:00pm | <p><b>Addressing Barriers to SaaS Transformation (Cloud)</b></p> <p>Understand the most observed barriers to SaaS Operational Success and the Operational Readiness Activities that can help mitigate. We all want a smoother transition to SaaS Live Operate and to achieve defined Outcomes. Discover what to expect in Live Operate and how your success starts before go-live, a breakdown of roles and responsibilities of You (customer), DevOps, CSM and how Oracle Energy &amp; Water Integrated Managed Services can help!</p> <p><b>Presenter:</b> <i>Greg Terpstra, Sr Director, Oracle Global UIMS Delivery</i></p>  | <p>Interactive Workshop<br/>Discovery Track<br/>Seaport GH</p> |
| 5:15pm – 7:00pm | <p><b>Edge Reception: Join us on the Pool Deck and immerse yourself in the San Diego culture! This will be an amazing evening filled with plenty of food and drinks. Dress casual!</b></p> <ul style="list-style-type: none"> <li>• After a long day of conference sessions, don't you just want to chill and grab a drink? <b>PwC</b> is making this possible at their local craft beer station.</li> <li>• <b>Accenture</b> is hosting a BEACH THEME Watercolor Postcard station where you'll receive a memorable souvenir from the event</li> <li>• Join <b>Deloitte</b> and get a speedy caricature of yourself – you will be able to wear this with your event lanyard to show folks what a true “character” you are</li> <li>• <b>KPMG</b> welcomes you to enjoy a special cocktail at their mixology station – slide over for an “Electric Lemonade” or perhaps a “Turbo-Tini”</li> <li>• While you're enjoy the reception, take a photo at the roaming photo booth and capture this experience with a digital memory – thanks to <b>Infosys</b></li> </ul> | <p>Pool Deck – Level 4</p>                                     |

## Tuesday, March 14, 2023

| TIME (CDT)        | TRACK  | LOCATION   |
|-------------------|--|--|
| 6:30am – 7:15am   | <b>Yoga Session</b>  | Hillcrest CD   |
| 7:00am – 2:00pm   | <b>Registration</b>  | Palm Foyer   |
| 7:30am – 8:30am   | <b>Breakfast</b>   | Seaport Ballroom                                       |
| 8:30am – 10:30am  | <b>General Session:</b> Are you ready for day two? Our second day of Customer Edge is all about innovation. We'll start off with a bang as we announce and celebrate this year's Changemaker Award winners. We'll then be joined by Oracle leaders to discuss the future of technology as we see it and showcase some exciting projects that are exploring the limits of what's possible in the industry. And finally, we are thrilled to have Josh Linkner, world-renowned innovation expert, join us for some creative troublemaking to leave you buzzing and ready to drive industry transformation.  | Seaport Ballroom                                       |
| 10:00am – 5:00pm  | <b>Innovation Hub:</b> 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!  | Seaport Foyer  |
| 10:45pm – 12:00pm | <b>Solution Track Breakout Sessions – see full program agenda</b>  |  |
| 12:00pm – 1:00pm  | <b>Lunch</b>   | Harbor Ballroom  |
| 1:00pm – 1:50pm   | <b>Solution Track Breakout Sessions – see full program agenda</b>  |  |
| 1:50pm – 2:10pm   | <b>Break</b>   |  |
| 2:10pm- 3:00pm    | <b>Peer Panel: Innovation in affordability, community programs, and external partnerships</b><br>Yesterday's programs for assistance consisted of payment arrangements, budget billing, or perhaps a reduced rate. Today, utilities are creating innovative new programs where renewable energy programs are piloting homes for low-income communities, public-private partnerships are being designed helping small commercial organizations, and new community organizations are engaging with utilities to help in alternate ways such as plumbing and energy efficiency repairs. Learn about what your peers are doing, ask questions, and bring home some new ideas.<br><b>Presenters:</b> Chimaobi C. Chijioke, VP Customer Services, Georgia Power; | Interactive Workshops<br>Discovery Track<br>Seaport GH |

|                 |   |   |
|-----------------|---|---|
|                 | <p><i>Antoine Tilmon, VP Customer Operations NV Energy – BHE along with Maria DeChellis, Sr. Director Solution Consulting, Oracle</i></p>   |   |
| 3:10pm – 4:00pm | <p><b>"Water" you building with your AMI program</b></p> <p>Whether you are starting your AMI program or you have been on it for a while, are you building a smart-scape of data? We will discuss uses of the AMI program beyond customer leak detection or water conservation, including financial reporting, redesigning job descriptions, reevaluating management reports and training, and how your peers are solving everyday issues in water with their AMI data.</p> <p><b>Presenters:</b> <i>Tarja Nummela, Customer Service Director, City of Tempe, Denis Demera, Customer Care &amp; Field Service Manager, LVVWD along with Maria DeChellis, Sr. Director Solution Consulting, Oracle</i></p> | <p>Interactive Workshops<br/>Discovery Track<br/>Seaport GH</p> |
| 4:10pm – 5:00pm | <p><b>Oracle Ignite Finale: Pitch It!</b></p> <p>Ready, set, pitch! In this Ignite Series Finale your team will pitch your big idea. We'll poll the audience to crown one team as winner. Who will claim the coveted first place prize package? (Hint: it includes a discount for next year's Customer Edge!)</p> <p><b>Oracle Ignite Leaders</b> <i>along with Hillary Martin, VP Strategy and Marketing and David De Maio, SVP and Caitlin Aburrow, Senior Director Global Product Marketing, Oracle</i></p>  | <p>Seaport Ballroom</p>   |