

Oracle Energy and Water Customer Edge Conference 2023

Discovery Track – Changemakers AGENDA



March 12-14, 2023

Manchester Grand Hyatt, San Diego

Sunday, March 12, 2023

TIME (PST)	TITLE	LOCATION
1:00pm – 6:00pm	Registration	Palm Foyer

Monday, March 13, 2023

TIME (PST)	TRACK	LOCATION
6:45am – 5:00pm	Registration	Palm Foyer
7:30am – 8:30am	Breakfast	Seaport Ballroom
8:30am – 10:30am	General Session: 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	Innovation Hub: 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	Solution Track Breakout Sessions – see full program agenda	

12:00pm – 1:00pm	Lunch	Harbor Ballroom
1:00pm – 3:10pm	Solution Track Breakout Sessions – see full program agenda	
3:10pm – 4:00pm	<p>Choose Your Own Adventure: New Product Innovation Showcase</p> <p>Wondering what our incubator team is up to? Want to talk about what's next on the analytics frontier? Join us for this product exploration session. You'll get the chance to pick 2 poster sessions to hear the latest from our top innovators and ask your questions.</p> <p>Topics to Choose From:</p> <p>3:10 – 3:25</p> <ul style="list-style-type: none"> • Democratization of Data Science: A Self-Service Data Science Platform – Seaport ABC • Accessing energy insights across all consumer apps – Gaslamp AB • Autonomous Grid Edge Resiliency – Old Town AB <p>3:30 – 3:50</p> <ul style="list-style-type: none"> • Connecting your world of data: A new paradigm of bringing app data together – Seaport ABC • Exploring water digital twins – Old Town AB <p>Topic Leaders: Jason Kriendler, Director Product Management; Erik Hobbie, Director Incubator Management; Jason Duncan-Wilson, Senior Director Product Incubator; Kojo Quaye, Senior Manager Product Strategy and Marketing; Brad Williams, Vice President Industry Strategy; Mike Ballard, Vice President of Industry Strategy and Innovation</p>	<p>Changemakers Discovery Track – Option 1</p> <p>Seaport ABC Gaslamp AB Old Town AB</p>
3:10pm – 4:00pm	<p>Distributed Energy: Turning consumers and their devices into dispatchable grid resources</p> <p>Join this session to explore how we can take demand flexibility to the next level with distributed energy resource management. In this session, we'll dive into the powerful benefits for you and your customers when you can tap into devices across the grid. We'll discuss the new frontier of reliable, safe grid management, and how a comprehensive strategy for today's intelligent, dynamic grid can help you orchestrate energy demands and generation, control devices across the network, and develop localized energy markets.</p> <p>Presenters: Melissa Leymon, Senior Manager, Product Strategy & Marketing; Sameer Kalra, Director of Operational Technology Products and Chona Emerson, Consulting Sales Solution Architect</p>	<p>Changemakers Discovery Track – Option 2</p> <p>Balboa ABC</p>
4:10pm – 5:00pm	<p>Water is Life: Protecting our most precious resource</p> <p>Water is critical to all life, the world's water stewards (yes, you!) are faced with increasingly complex challenges - from aging infrastructure and led pipe replacement to extreme drought and everything in between. Join this discussion with water experts to talk about how technology can help us solve some of today's</p>	<p>Changemakers Discovery Track – Option 1</p> <p>Balboa ABC</p>

	<p>biggest water challenges.</p> <p>Presenters: <i>Maria DeChellis, Sr. Director Solution Consulting; Julie Waechter, Interim CEO, DigDeep; Rachel Brown, Senior Advisor to the Assistant Secretary - Policy, Management, and Budget, US Department of the Interior</i></p>	
4:10pm – 5:00pm	<p>Decarbonization and Equitable Energy Transformation</p> <p>As we drive energy efficiency and demand flexibility programs, as we promote electrification initiatives and more distributed energy resources across the grid, we must also ensure the burden of energy transformation is not disproportionately borne by vulnerable customer groups. In this engaging discussion, we'll tackle a question of critical importance: how do we ensure our energy systems are equitable as we push to achieve sustainability targets?</p> <p>Presenters: <i>Jameela Belyeu, Senior Manager Product Strategy & Marketing; Julia Friedman, Director Regulatory Affairs and Market Development</i></p>	<p>Changemakers Discovery Track – Option 2</p> <p>Old Town AB</p>
4:10pm – 5:00pm	<p>AEP's Agent Desktop Initiative: “Change Making” to Address Business and Technology Challenges, both Historical and Current</p> <p>Years ago, AEP launched an in-house user interface to provide its call center agents a way to execute common CIS functions quickly and efficiently and in a manner that supported the ability of agents to comply with business rules for seven (7) different operating companies working in eleven (11) different states. As AEP embarks on its journey to replace its older mainframe CIS system with an Oracle solution, it still needs its agents to handle customer interactions efficiently in this same complex regulatory environment. In the second half of 2022, AEP launched an effort to determine which existing Commercial, Off-the-Shelf (COTS) software solutions could be integrated with the new Oracle CIS and other systems to support call center agent efficiency, the complicated regulatory environment, and increased expectations regarding Customer Experience (CX) capabilities.</p> <p>Presenters: <i>Alec O'Brien, TMG Consulting; Amy Jones, AEP; Julie Standley, AEP</i></p>	<p>Changemakers Discovery Track – Option 3</p> <p>Seaport ABC</p>
5:15pm – 7:00pm	<p>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!</p> <ul style="list-style-type: none"> • After a long day of conference sessions, don't you just want to chill and grab a drink? PwC is making this possible at their local craft beer station. • Accenture is hosting a BEACH THEME Watercolor Postcard station where you'll receive a memorable souvenir from the event 	<p>Pool Deck – Level 4</p>

- Join **Deloitte** 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
- **KPMG** welcomes you to enjoy a special cocktail at their mixology station – slide over for an “Electric Lemonade” or perhaps a “Turbo-Tini”
- While you’re enjoy the reception, take a photo at the roaming photo booth and capture this experience with a digital memory – thanks to **Infosys**

Tuesday, March 14, 2023

TIME (PST)	TRACK	LOCATION
6:30am – 7:15am	Yoga Session	Hillcrest CD
7:00am – 2:00pm	Registration	Palm Foyer
7:30am – 8:30am	Breakfast	Seaport Ballroom
8:30am – 10:30am	General Session: 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	Innovation Hub: 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	Solution Track Breakout Sessions – see full program agenda	
12:00pm – 1:00pm	Lunch	Harbor Ballroom
1:00pm – 1:50pm	Solution Track Breakout Sessions – see full program agenda	
1:50pm – 2:10pm	Break	
2:10pm- 3:00pm	Oracle Ignite Kick Off: Demystifying Next Gen Tech Roll up your sleeves and put your thinking caps on...it's time to dive in. Tuesday afternoon we invite you all to join the Oracle Ignite Series, during which you will join teams to develop and	Changemakers Discovery Track Seaport Ballroom A-E

	<p>pitch innovative solutions to real-world problems using next generation tech. In true Ignite fashion, all presentations will be 20 slides, in just 5 minutes, with slides automatically advancing after 15 seconds. Quick, powerful, and a whole lot of fun!</p> <p>Ignite Kick Off: Let's get started in our Ignite Series by exploring technologies that could have big implications for the industry. Four experts will each be challenged to deliver a 5 minute Ignite-style session laying out their chosen technology. Their goal: convince you to join their team for the next phase of the Ignite Series.</p> <p>Ignite Leaders: <i>Caitlin Aburrow, Senior Director Global Product Marketing; Jason Duncan-Wilson, Senior Director Product Incubator; Jason Strautman, VP Data Science & Analytics Engineering; Jack Lucy, Master Principal Sales Consultant; Paul Hesby, Senior Solution Manager; Ashish Agarwal, Director Utility Innovation Lab and Burcin Kaplanoglu, VP Oracle Industry Labs</i></p>	
3:10pm – 4:00pm	<p>Oracle Ignite: Pitch Workshops</p> <p>Choose which next gen technology team you'd like to join in this hands-on workshop. Bring your big ideas as you and your team develop a pitch: how would you apply your next gen technology to solve a big, hairy industry challenge?</p> <p>Ignite Leaders: <i>Caitlin Aburrow, Senior Director Global Product Marketing; Jason Duncan-Wilson, Senior Director Product Incubator; Jason Strautman, VP Data Science & Analytics Engineering; Jack Lucy, Master Principal Sales Consultant; Paul Hesby, Senior Solution Manager; Ashish Agarwal, Director Utility Innovation Lab and Burcin Kaplanoglu, VP Oracle Industry Labs</i></p>	<p>Changemakers Discovery Track</p> <p>Seaport Ballroom A-E</p>
4:10pm – 5:00pm	<p>Oracle Ignite Finale: Pitch It!</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>Oracle Ignite Leaders <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>