

Oracle Energy and Water Customer Edge Conference 2023

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
8:00am – 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
10:45am – 12:00pm	Cloud Tools: What they can do for you! This session will review and demonstrate the Oracle Utilities Application Framework Config Tools, including new features and our vision. We will discuss how they have changed and show some of the proof-of-concept work that demonstrates where we are headed. We will also review the Oracle Utilities Testing Accelerator (UTA) and the new starter content that has	Tech & Cloud Track Seaport GH

	<p>been built for it. This session will discuss best practices with UTA and show how it can be used to make it faster and safer to upgrade, as well as Groovy development.</p> <p>Presenter: <i>Anthony Shorten, Senior Principal Product Manager, Oracle</i></p>	
	<p>Customer Solutions Update & Roadmap</p> <p>Join us to learn about the latest enhancements for Oracle Utilities Customer Cloud Service (CCS), Customer to Meter (C2M), Customer Care and Billing (CCB), Customer Experience (CX) and Digital Self Service-Transactions (DSS-T). Related analytics updates will also be covered in this session.</p> <p>Presenters: <i>Dan Madigan, Product Management Senior Director, Brenda Craig, Global Customer Solutions Product Marketing Director and Hung Nguyen, Product Management Director, Oracle</i></p>	<p>Customer Transformation Track</p> <p>Seaport ABC</p>
	<p>Planning for the Modern Utility</p> <p>In this session, we'll dive deep into how ESG, rate case and workforce planning solutions can help you optimize efficiency and reduce risk through effective planning and reporting.</p> <p>Presenters: <i>Keith Rash, Senior Solution Engineer and James Rodgers, Master Principal Solution Engineer, Oracle</i></p>	<p>Enterprise Optimization & Execution Track</p> <p>Gaslamp CD</p>
	<p>Oracle Field Service Strategy and Vision</p> <p>Oracle Field Service plays a crucial role supporting the expanding field service management needs for Energy and Water. This session will outline how we are designing Oracle Field Service with the future of the utilities industry in mind and where we plan to take the product in the years to come.</p> <p>Presenters: <i>Paul Hesby, Sr. Product Manager; John Ranalli, Senior Manager Product Management & Faiza Tajammul, Senior Director, Product Management, Oracle</i></p>	<p>Field Service Optimization Track</p> <p>La Jolla AB</p>
	<p>Grid Roadmap: Now, New, and Next</p> <p>Find out what's coming and get a sneak peek at our vision for the future. See how we are applying composable architecture techniques to deliver the flexibility and performance you require to manage your distribution grid.</p> <p>Presenters: <i>Sameer Kalra, Director of Operational Technology Products; Brad Williams, Vice President, Industry Strategy & Russell Taylor, Principal Sales Consultant/Principal Grid Product Manager</i></p>	<p>Grid Modernization Track</p> <p>Balboa ABC</p>
	<p>Meter Operations Product Updates & Roadmap</p> <p>Learn about the latest enhancements to Oracle Utilities metering solutions and what we have planned for the year ahead. With many customer-driven enhancements, this session will highlight features and functions that will be directly applicable to your business.</p>	<p>Meter Operations Track</p> <p>Seaport F</p>

	<p>Presenters: Layne Nelson, Senior Principal Product Manager & Jason Kriendler, Director Product Management, Oracle</p>	
	<p>Opower Vision and Roadmap</p> <p>Hear from Opower executives about the Oracle Opower vision and product strategy for helping utilities tackle business challenges and achieve their net-zero targets. Come see the customer experience the Opower team is creating for everyone you serve. It needs to be simple, motivating, and satisfying. It needs to be powered by artificial intelligence, automated by SaaS technology, and influenced by behavioral science. It needs to deliver measurable decarbonization results and customer lifetime value.</p> <p>Presenters: Matt O'Keefe, GVP and Head of Opower & Natalie Musick, Head of Product, Opower</p>	<p>Opower Customer Engagement & Decarbonization Track</p> <p>Gaslamp AB</p>
	<p>Work and Asset Releases and Roadmaps</p> <p>Dive in for an overview of Oracle's work and asset management solutions roadmap. Learn what's next and get a sneak peek for upcoming functional capabilities.</p> <p>Presenters: Rahul Desai, Director, Product Management; Daryl Hillen, Senior Principal Product Manager & Kyle Harding, Senior Principal Product Manager</p>	<p>Work & Asset Modernization Track</p> <p>Old Town AB</p>
12:00pm – 1:00pm	Lunch	Harbor Ballroom
1:00pm – 1:50pm	<p>Cloud & Technology Transformation- A Sustainable Approach to Modernize Utility Core Systems</p> <p>Cloud and Technology Transformation provides utilities a sustainable approach to combine and manage CRM, Billing, Meter Data Management, Device Management, Smart Grid Operations etc. at scale. The Wipro delivered track provides an overview of Wipro's experience in delivering such transformation success story resulting in –Reduced Cost of Ownership, Faster Time to Market and Innovate new products and services</p> <p>Presenters: Michael Foley, Senior Business Development Manager & Raghavendra (Ajay) Manvikar, Senior Practice Partner, Wipro</p>	<p>Tech & Cloud Track</p> <p>Seaport GH</p>
	<p>Future of Utility Customer Experiences</p> <p>Join this session to see the full breadth of Oracle Energy & Water customer solutions in action. We'll see how a fully integrated front to back-office customer platform delivers seamless connected experiences.</p> <p>Presenters: James Steadman, Senior Principal Product Manager; Nam Nguyen, Group Product Manager, Oracle</p>	<p>Customer Transformation Track</p> <p>Seaport ABC</p>

	<p>Start Your Digital Transformation with Oracle Cloud</p> <p>Leverage your existing systems as you digitize your business with Oracle Cloud. Learn how disparate systems can be quickly brought together using the power of Oracle technology and applications that streamline the financial close while providing transparency to your data.</p> <p>Presenter: <i>Charlie Govern, Master Principal Solutions Engineer, Oracle</i></p>	<p>Enterprise Optimization & Execution Track</p> <p>Gaslamp CD</p>
	<p>Field Service Recent Releases and Roadmaps</p> <p>Join us for an overview of Oracle Field Service (OFS) recent releases and roadmap. Experts will provide details about the latest releases and outline upcoming functionality. We'll showcase today's industry leading OFS product while outlining our plans for future and upcoming capabilities.</p> <p>Presenters: <i>John Ranalli, Senior Manager Product Management & Faiza Tajammul, Senior Director, Product Management, Oracle</i></p>	<p>Field Service Optimization Track</p> <p>La Jolla AB</p>
	<p>Manage your Distributed Energy Resource (DER) lifecycle from Customer to Grid</p> <p>Learn how Oracle Utilities Distributed Energy Resource Management System (DERMS) manages the complete DER lifecycle and creates a system of engagement throughout the enterprise to create a sustainable grid.</p> <p>Presenters: <i>Tom Eyford, Global Industry Specialist, OT Solutions & Paul Westwater, Principal Grid Product Manager</i></p>	<p>Grid Modernization Track</p> <p>Balboa ABC</p>
	<p>Complex Billing Concepts</p> <p>Complex billing concepts have typically required a need for heavy customization and coding or even an external billing application. Previously advanced billing and usage management concepts are now becoming the normal with AMI related customer offerings in the area of demand response, shared/ community solar billing arrangements and energy balancing. Learn how to leverage Oracle Energy and Water solutions for achieving these complex billing concepts.</p> <p>Presenters: <i>Ha Bui, Principal Solution Consultant & Joven Luspo, Principal Solution Consultant, Oracle</i></p>	<p>Meter Operations Track</p> <p>Seaport F</p>
	<p>Unlocking the Clean Energy Future through Customer Data Access: Opportunity & Approach</p> <p>In order for states, cities, and energy providers to meet the challenge (and in many cases mandates) to reduce carbon emissions now and going forward, the issue of easy access to energy usage data must be solved and treated as a fundamental piece of our clean energy infrastructure future.</p> <p>Our panel presentation and discussion will focus on the importance of energy data to spur the required investment in our sector to scale rapidly and the need for easy, equitable</p>	<p>Opower Customer Engagement & Decarbonization Track</p> <p>Gaslamp AB</p>

	<p>access to the information for all. We will explore common concerns around privacy, security, and technical implementation from the perspective of two of the nation's leading utilities along with the pioneering approach being taken by UtilityAPI in partnership with Opower to create this network in the most rapid and cost-effective manner possible.</p> <p>Presenters: <i>Devin Hampton, CEO UtilityAPI, Michael Weinstein, Solution Line Owner, American Electric Power</i></p>	
	<p>Solution Strategy and Industry Vision</p> <p>The Oracle Utilities Work and Asset team will discuss how we're innovating to help you simplify and accelerate decision-making in today's fast moving utility industry. We'll discuss how designing solutions specifically for energy and water allows us to better provide solutions that increase efficiencies while lowering operational costs.</p> <p>Presenters: <i>Paul Hesby, Sr. Product Manager; Rahul Desai, Director, Product Management & Jack Lucy, Master Principal Sales Consultant</i></p>	<p>Work & Asset Modernization Track</p> <p>Old Town AB</p>
2:00pm – 2:50pm	<p>Securing Your Data in Oracle Cloud</p> <p>Join Oracle Energy and Water's Vice President of Cybersecurity as well as our Natalie, our Senior Director to learn about the latest trends we are tracking, Oracle's end-to-end cybersecurity strategies, and what we're doing to help keep utilities' IT systems secure.</p> <p>Presenters: <i>Hafid Elabdellaoui, VP Cybersecurity & Natalie Leykin, Product Development Senior Director</i></p>	<p>Tech & Cloud Track</p> <p>Seaport GH</p>
	<p>Navigating the Cloud Continuum – Considerations and Experiences – presented by RED CLAY</p> <p>Cloud computing has become a fact of life for information technology leaders in utilities. From tech-savvy municipalities to large investor-owned organizations, IT is leading conversations about why, how, and when to transition business-critical applications to the cloud. Red Clay will be having a panel discussion with a customer, so please join us!</p> <p>Panel Moderator: <i>Shannon Paulsen, VP of Advisory Services, Red Clay Consulting</i></p> <p>Panelists: <i>Brian Vukmir, Director of Enterprise Applications, Duquesne Light; Jeremy Marquette, Acting Assistant General Manager, Pasadena Water & Power; Michael Harris, Lead Applications Architect, Evergy and David Freudenstein, Solutions Support Delivery Manager, Region of Peel</i></p>	<p>Customer Transformation Track</p> <p>Seaport ABC</p>
	<p>ConEdison: Financial Planning with Oracle Cloud EPM</p> <p>Con Edison, one of the nation's largest investor-owned energy companies, eliminated customizations and accelerated financial planning processes with Oracle Cloud EPM. Join this session to learn what Con Edison's leading finance organization prioritized,</p>	<p>Enterprise Optimization & Execution Track</p> <p>Gaslamp CD</p>

	<p>how EPM was critical to enabling elevated digital strategies, and considerations for planning your Oracle Cloud enabled ERP.</p> <p>Presenter: <i>Craig Tetreault, Director of Finance Transformation KPMG and Kelly McLaughlin, Controller ConEdison</i></p>	
	<p>Oracle Field Service in Action!</p> <p>How does Oracle Field Service collaborate with other Oracle energy and water products? Learn how OFS is helping our customers tackle the challenges of today's utility industry by a showcase of OFS working with other products. We'll dive into use cases with other products.</p> <p>Presenters: <i>Viktoriya Feldman, Director, Project Management & Robert Gerber, Master Principal Solution Consultant, Oracle</i></p>	<p>Field Service Optimization Track</p> <p>La Jolla AB</p>
	<p>Grid Control and Optimization</p> <p>See the latest grid applications to increase service reliability, energy savings, and unified DER awareness - FLISR, FLA, OMS, and VVO. Watch how Oracle Utilities FlexSCADA enables commissioning and communication to devices - both in front of and behind the meter.</p> <p>Presenters: <i>Justin Bragwell, IT ADMS Systems Manager, and Kevin M. Hawrylak, Manager – ADMS Systems, FirstEnergy; Brett Doeher, Senior Principal Product Manager & Paul Westwater, Principal Grid Product Manager, Oracle</i></p>	<p>Grid Modernization Track</p> <p>Balboa ABC</p>
	<p>Maximizing Business Outcomes from MDM/AMI Investments</p> <p>Meter Data Management (MDM) can unlock immense value. It drives crucial business processes but also poses challenges if not planned and implemented properly. Abjayon has implemented Oracle Energy and Water MDM for more than 25 M global smart meters. In this session, Abjayon will provide insights on:</p> <ol style="list-style-type: none"> 1. Scaling MDM for utilities with different risk appetites for business process change (Fast scale-up vs Mindful scaling) 2. Best practices for grid operations, e.g. transformer load management 3. Enabling Load Aggregation Management for DSM 4. Machine learning enabled revenue protection and distribution operations <p>Presenter: <i>Rohit Pareek, Executive Vice President, Strategy and Consulting, Abjayon, Inc.</i></p>	<p>Meter Operations Track</p> <p>Seaport F</p>
	<p>Accelerating Behavioral Change Beyond the Home Energy Report</p> <p>Behavioral Energy Efficiency programs have relied mainly on the Home Energy Report's monthly communications to deliver results. Now, with evolving technologies and new program expectations for success, you have to leverage the power of behavior change to ensure customers adopt, engage and take</p>	<p>Opower Customer Engagement & Decarbonization Track</p> <p>Gaslamp AB</p>

	<p>action in new and potentially challenging ways. During this session, we will share why Behavioral Energy Efficiency is about more than just delivering the Home Energy Report and how the SaaS platform powering your behavioral program can flex to quickly meet specific needs for peak reduction, program enrollment, electrification, and rate adoption. We'll discuss our introduction of dynamic communications that flex to quickly meet specific needs.</p> <p>Customer Speakers: Will Batista, Manager Sustainability & Energy Efficiency, Southwest Gas; Karen Wheatley, Sr. Energy Efficiency Program Manager, PECO an Exelon Company & Kerri Carnes, Director, Customer to Grid Solutions at Arizona Public Service</p> <p>Presenters: Lisa Farley, Director of Client Success; Melissa Leymon, Senior Manager, Product Strategy, Oracle</p>	
	<p>Customer Experience Panel - Work and Asset</p> <p>Oracle Customers take center stage to dive into their experience working with Oracle Energy and Water. Existing and planned work and asset projects will be discussed so attendees can hear examples and have a chance to ask Oracle customers questions.</p> <p>Customer Panelists: Chris Martinson, Technical Services Manager, City of Saint Paul; Mark Lawler, CIO, Fayetteville PWC; Letitia Cisco-Smith, Project Manager, Fayetteville PWC; Paul Smith, IT Enterprise Application Manager, City of Dothan</p> <p>Moderated by: Daryl Hillen, Senior Principal Product Manager and Manisha Balchandani, Service Delivery Manager, OUA Leader, Oracle</p>	<p>Work & Asset Modernization Track Old Town AB</p>
2:50pm – 3:10pm	Afternoon Break	
3:10pm – 4:00pm	<p>Welcome to the Community!</p> <p>Join this session to discover Oracle Energy and Water's mission and vision, future goals, input from our user groups, & an overview of our offered solutions and how they connect. Plus, gain insight into our exclusive customer-only resources such as our quarterly newsletter, onboarding expectations & more!</p> <p>Presenters: Kari Beasley, Sr. Director, R&D Program Management, Reid Davis, Senior Manager, Customer Success Team, & Robert Walters, Principal Project Manager at Exelon- representing the Oracle Utilities User Group MDM Group</p>	<p>Oracle Uncovered Discovery Track Seaport F</p>
	<p>Driving Productive Self-Serve Customer Engagement with Mobile Wallets with ACI Worldwide</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</p>	<p>Interactive Workshop Seaport GH</p>

	<p>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>Presenters: <i>Joseph Frumento, Sr. Solution Consultant, ACI Worldwide and Sonia M. McCollum, Manager Digital CX, Southern Company Gas</i></p>	
	<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: <i>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</i></p>	<p>Changemakers Discovery Track 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: <i>Melissa Leymon, Senior Manager, Product Strategy & Marketing; Sameer Kalra, Director of Operational Technology Products and Chona Emerson, Consulting Sales Solution Architect</i></p>	<p>Changemakers Discovery Track Balboa ABC</p>
4:10pm – 5:00pm	<p>Meet the Leadership Team</p> <p>Join this session to meet the executives of Oracle Energy & Water. This session is an opportunity for customers and prospects to ask their most burning Oracle Energy & Water questions and hear insights from our executive leaders.</p> <p>Oracle Energy and Water Executive Leaders:</p>	<p>Oracle Uncovered Discovery Track Seaport F</p>

	<p>Hillary Martin, Vice President Product & Strategy Marketing Dave DeMaio, Senior Vice President Steve Heilig, GVP, Product Development Vanessa Richter, Vice President of Sales, Opower Hafid Elabdellaoui, VP Cybersecurity</p>	
4:10pm – 5:00pm	<p>Addressing Barriers to SaaS Transformation (Cloud) 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 & Water Integrated Managed Services can help! Presenter: Greg Terpstra, Sr Director, Oracle Global UIMS Delivery</p>	<p>Interactive Workshops Seaport GH</p>
4:10pm – 5:00pm	<p>Water is Life: Protecting our most precious resource 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 biggest water challenges. Presenters: 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</p>	<p>Changemakers Discovery Track Balboa ABC</p>
4:10pm – 5:00pm	<p>Decarbonization and Equitable Energy Transformation 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? Presenters: Jameela Belyeu, Senior Manager Product Strategy & Marketing; Julia Friedman, Director Regulatory Affairs and Market Development</p>	<p>Changemakers Discovery Track Old Town AB</p>
4:10pm – 5:00pm	<p>Ask Us Anything: Cloud, Tech, Integration, and More This session is an opportunity for members from Cloud & Tech to answer questions from previous sessions that they lead and audience members want to learn more, ask questions, or discuss opportunities. This session will be an open area where people can come and go as they please instead of staying after in session rooms to prevent delay of other sessions. This was a request from the cloud & tech team. This is the free time for cloud and tech to answer any and all questions. Presenters: Patti Costello Delivery Director, AMER Customer Solutions, Lynda Elmer Senior Director, NA Customer Solutions Delivery, Chona Emerson, Consulting Sales Solution Architect, John Eschmann, Consulting Sales Solution Architect</p>	<p>Oracle Uncovered Gaslamp AB</p>
4:10pm – 5:00pm	<p>Your Multi-Cloud approach with Oracle Cloud Infrastructure Educate and engage the audience on Oracle Cloud Infrastructure and how we complement a multi-cloud strategy</p>	<p>Oracle Uncovered Gaslamp CD</p>

	Presenters: Jim Fisher, GVP of Cloud Sales, NACT Energy & Utilities, Jay Heglar, Senior Vice President Strategy & Business Development	
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: Alec O'Brien, TMG Consulting; Amy Jones, AEP; Julie Standley, AEP</p>	Changemakers Discovery Track Seaport ABC
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 • 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 	Pool Deck – Level 4

Tuesday, March 14, 2023

TIME (CDT)	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
8:00am – 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
10:45am – 12:00pm	Oracle Utilities Application Framework (OUAF) and Cloud Updates & Roadmap, including Integrations This session will review the Energy and Water technology updates, including Oracle Utilities Application Framework, Utilities Testing Accelerator, and more. We'll cover updates from the past year, plus what we are planning going forward. We will also discuss recent Enterprise SaaS updates and the roadmap for the next 12 months. Our integration updates will also be covered. <i>Presenters: Brian Owenson, Software Development Senior Director; Brian Michel, Product Management Director; Vicky Feldman, Product Management Director</i>	Tech & Cloud Track Seaport GH
	Empower your key account managers to scale your C&I business Learn how Oracle Utilities Sales will help your account managers cultivate and grow Commercial and Industrial account revenue. In this session you will learn about how to easily navigate and manage complex accounts as well as generate usage forecasts and energy quotes. <i>Presenters: Steven Grover, Senior Director, Product Management and Shoreh Hedayati, Senior Principal Product Manager, Oracle</i>	Customer Transformation Track Seaport ABC
	Joint Session: Managing an Optimal Supply Chain for Capital Projects Join this session as we discuss methods for delivering quality, cost-optimized, capital programs through a project-driven	Enterprise Optimization & Execution Track Gaslamp CD

	<p>supply chain.</p> <p>Presenter: Joel Sandberg, Master Principal Solution Engineer, Oracle</p> <p>Energize Your Workforce: Empower the people who power the future</p> <p>With a retirement crunch, competition for talent, and a shortfall in the skills pipeline, utilities are threatened by a substantial workforce shortage. With a focus on sustainability and innovative technologies, utilities have a unique opportunity to position themselves as the place to be. With Oracle Cloud HCM, you can attract, retain, and upskill existing talent to strengthen your workforce.</p> <p>Presenter: Guy Waterman, Vice President Product Strategy for Cloud HCM, Oracle</p>	
	<p>Customer Experience Panel - Oracle Field Service</p> <p>Join this customer panel where OFS customers will share their stories and experiences with the OFS platform. Hear the challenges they were facing and how OFS was able to help provide solutions and answers.</p> <p>Customer Panelists: Jeremy Marquette, Assistant General Manager, Pasadena Water and Power; Letitia Cisco-Smith, Project Manager, Fayetteville PWC; Paul Wadman, Program Manager - WAM, ATCO Electric</p> <p>Moderator: Manisha Balchandani, Service Delivery Manager, OUAL Leader</p>	<p>Field Service Optimization Track</p> <p>La Jolla AB</p>
	<p>Extend Operations Beyond the Control Room</p> <p>What does a remote workforce in utilities look like? Learn about the latest Oracle Utilities Flex Ops, Outage Mobile Application, and analytics capabilities to improve safety, reliability, and customer satisfaction with an ERT case study.</p> <p>Presenters: Anthony Cassara, Project Specialist, Consolidated Edison; Joseph Polito, Project Manager, Consolidated Edison; Brett Doehr, Senior Principal Product Manager & Russell Taylor, Principal Sales Consultant/Principal Grid Product Manager, Oracle</p>	<p>Grid Modernization Track</p> <p>Balboa ABC</p>
	<p>Water—this one is for you!</p> <p>Think you don't need that Meter Data Management (MDM) solution? Think again.</p> <p>Your AMI "lite" solution is not the same as Oracle's MDM solution. Our unique value that MDM offers to water utilities is around automation of field activities, preparing for the future of rates structures, manager meter read performance regardless of technology, AND even better estimations and validations for non-AMI meters.</p> <p>Presenters: Maria De Chellis, Senior Director, Strategy & Value & Dezso Illyes, Principal Global Consultant, Strategy & Value, Oracle</p>	<p>Meter Operations Track</p> <p>Seaport F</p>

	<p>A customer-centric approach to making energy affordable for the most vulnerable customers</p> <p>Rising costs for everyday resources put millions of limited-income customers at a disadvantage and adds to the energy burden they already face. In this session, we will talk about why it benefits utilities to reach their most vulnerable customers and the need for funding collaboration, shared tools, and a better customer experience. We'll dive into how utilities can help ease the energy burden through a unique process of identifying, reaching and increasing customer enrollment in meaningful programs that help reduce arrearages and reach customers at scale more economically.</p> <p>Presenters: Jameela Belyeu, Senior Manager, Product Strategy & Ryan Irwin-Klausmeier, Director of Product Management, Oracle</p>	<p>Opower Customer Engagement & Decarbonization Track</p> <p>Gaslamp AB</p>
	<p>WACS Implementation Innovation</p> <p>A Tour of WACS implementations covering a range of new processes, technologies, integrations, and industries. This presentation will focus on how WACS can drive asset management innovation and improvement.</p> <p>Presenters: John Eschmann III, Consulting Sales Solution Architect; Mike Aksmanovic, Consulting Technical Director, Oracle</p>	<p>Work & Asset Modernization Track</p> <p>Old Town AB</p>
12:00pm – 1:00pm	Lunch	Harbor Ballroom
1:00pm – 1:50pm	<p>Cloud Tech Tips + How to Stay Current</p> <p>Looking to move your existing enterprise software solutions to the cloud? Or are you looking to migrate from legacy solutions to Oracle Energy and Water Enterprise SaaS solutions? Join this session for the top technical considerations, tips and suggestions from the Cloud Product Management team, including an overview on how to stay current with your SaaS releases.</p> <p>Presenter: Kashif Qureshi, Senior Principal Product Manager</p>	<p>Tech & Cloud Track</p> <p>Seaport GH</p>
	<p>Past, Present, and Future of Work Management and To Dos</p> <p>Learn about research and user feedback on To Do management. The session will contain a demo of recent features and best practices for leveraging the features. We will preview Next Gen Work Management that enables better prioritization and assignment for billing related To Dos and opportunities to use machine learning to improve operational efficiency.</p> <p>Presenter: David Siska, Product Design & Architecture Vice President & Rich Keeves, Principal Product Designer, Oracle</p>	<p>Customer Transformation Track</p> <p>Seaport ABC</p>
	<p>Delivering Modern Capabilities Reliably, Affordably & Safety</p> <p>Advanced technology is no longer emerging technology. Learn how to leverage embedded IoT, machine learning and artificial</p>	<p>Enterprise Optimization & Execution Track</p>

	<p>intelligence capabilities to improve efficiency, reliability and safety.</p> <p>Presenters: <i>Charlie Govern, Master Principal Solutions Engineer and Pete St. Pierre, Director Product Management, Oracle</i></p>	Gaslamp CD
	<p>Use Cases: Solution Prototyping – Accelerate Your OFS Implementation</p> <p>Learn how low/no code applications like OFS allow you to stand up solutions quickly for analysis and review. Discuss the additional benefits of early exposure to end users as well as positive impacts to accelerated process and training development, and overall impacts to project timelines and quality. G7 will demonstrate real world examples that apply to new implementations and existing enhancements.</p> <p>Presenters: <i>Barry White, Founder and President, Group Seven; Aaron Ripley, Product Development, Group Seven</i></p>	<p>Field Service Optimization Track</p> <p>La Jolla AB</p>
	<p>Improving Damage Assessment and Event Restoration with the Operations Mobile Application (OMA) Solution</p> <p>Streamline your storm restoration process with OMA. Eversource, as part of a company wide effort, has targeted outage restoration as an area for focused improvement. Adding this mobile solution for assessment details and NMS model operations during major events is one improvement Eversource implemented in 2022 for internal and external mobile damage assessors. Eversource also saw an opportunity to evaluate OMA not only for damage assessment, but also as a potential tool for the restoration process and introduced it for day-to-day emergent work. Learn about the project and challenges faced like deployment and authentication of external users and crew resource management.</p> <p>Presenters: <i>Ken Brajczewski, Sr Director – ADMS & Business Integration & Bill Mullenmaster, Executive Vice President, Chief Architect, Grid Bright; Christopher Piccolo, Manager, Grid Modernization Technology, and John LaCroix, IT Associate Developer, Business Application Systems, Eversource</i></p>	<p>Grid Modernization Track</p> <p>Balboa ABC</p>
	<p>AEP: MDM Road-mapping into a cloud world</p> <p>Longtime customer American Electric Power (AEP) serves 5.5 million customers in seven states with a strong portfolio of solutions across their utility operations. We will hear from AEP System Architect, Christopher Cole, on their MDM history and strategic roadmap, including Oracle Utilities Market Settlements Management (MSM). He will share project insights from their CCS phase 1 rollout and how they incorporate Oracle Utilities Testing Accelerator (OUTA). Christopher will share their Interval Billing approach and proof of concept, the benefits and barriers of their project, and their adaptability to meet market needs in the dynamic energy landscape.</p>	<p>Meter Operations Track</p> <p>Seaport F</p>

	<p>Presenters: Christopher Cole, Principal System Architect from AEP, Layne Nelson, Senior Principal Product Manager & Sid Proddhan, Senior Director, Account Delivery, Oracle</p>	
	<p>Delivering an empowering energy management experience for business customers</p> <p>Utilities' business customers are expecting seamless experiences with clear data and insights at their fingertips. Opower is helping utilities take a step forward with a new Business Customer Engagement solution with a flexible suite of cross-channel experiences designed for business customers and utility account managers. Using personalized self-service tools and outbound messaging and alerts, Opower helps to enhance customer satisfaction, reduce cost-to-serve, and make account managers more effective.</p> <p>Join this session to learn more about how we're doing that. Hear from clients who have or will soon launch this solution about the value its driving with their customers.</p> <p>Presenters: James Giampietro, Principal, Product Strategy & Lonny Blumenthal, Group Product Manager, Oracle Opower</p>	<p>Opower Customer Engagement & Decarbonization Track</p> <p>Gaslamp AB</p>
	<p>Asset Management and the Path to Cloud</p> <p>Mapping the path to Cloud for Utilities who may have a mix of integrated on-prem legacy solutions such as WACS, EBS, Mobile and Third-Party Systems dedicated to Assets and Asset Management. Session will include open-forum discussion and real-world case-studies for different paths our clients are taking to Cloud, including what major decisions influenced the path for each.</p> <p>Presenter: Farley Moore, Practice Director, Utilities, EMTEC</p>	<p>Work & Asset Modernization Track</p> <p>Old Town AB</p>
1:50pm – 2:10pm	Break	
2:10pm – 3:00pm	<p>SaaS Transformation Mindset - supporting your journey to the cloud</p> <p>Join this session to learn more about the breakdown of roles and responsibilities, the guided learning paths available and what you should expect from your system integrators and project teams during implementation and after go-live. We'll dive deep into the differences between on premise and SaaS, mapping a clear migration plan, stakeholder management, tools and support available, and more.</p> <p>Presenters: Manpreet Hundal, Sr. Director Enablement, Rochelle Cister, Consulting Customer Solutions Director, Calvin Tu, Senior Director, Utilities Cloud Solutions and Brian Michel, Director, Product Management, Oracle</p>	<p>Oracle Uncovered Discovery Track</p> <p>Seaport F</p>
	Peer Panel: Innovation in affordability, community programs, and external partnerships	Interactive Workshops

	<p>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.</p> <p>Presenters: Chimaobi C. Chijioke, VP Customer Services, Georgia Power; Antoine Tilmon, VP Customer Operations NV Energy – BHE along with Maria DeChellis, Sr. Director Solution Consulting, Oracle</p>	Seaport GH
	<p>Oracle Ignite Kick Off: Demystifying Next Gen Tech</p> <p>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 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: 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</p>	Changemakers Discovery Track Seaport A-E
3:10pm – 4:00pm	<p>Personalized CX: Opower insights in your CRM, marketing, and trusted partner apps</p> <p>See what bringing Opower customer analytics and insights into your CRM and Marketing Automation Systems can do for customer operations. Learn how extending single sign on capabilities to your trusted partner applications simplifies the customer journey and accelerates program enrollment. In this session, we'll have a dialog and showcase how to create an easier path to data sharing, insights, and customization across all your customer solutions.</p> <p>Presenters: Kojo Quaye, Senior Manager, Product Strategy & Darshini Thiagarajan, Group Product Manager, Oracle</p>	Oracle Uncovered Discovery Track Seaport F

	<p>"Water" you building with your AML program</p> <p>Whether you are starting your AML program or you have been on it for a while, are you building a smart-scape of data? We will discuss uses of the AML 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 AML data.</p> <p>Presenters: <i>Tarja Nummela, Customer Service Director, City of Tempe, Denis Demera, Customer Care & Field Service Manager, LVVWD along with Maria DeChellis, Sr. Director Solution Consulting, Oracle</i></p>	<p>Interactive Workshops</p> <p>Seaport GH</p>
	<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</p> <p>Discovery Track</p> <p>Seaport A-E</p>
<p>4:10pm – 5:00pm</p>	<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>

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