

Oracle Energy and Water Customer Edge Conference 2023

March 12-14, 2023

Customer Transformation Agenda

Sponsored by:



CRITICALRIVER



InvoiceCloud®



Sunday, March 12, 2023

TIME (PST)	TRACK	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

10:45am – 12:00pm	Customer Solutions Update & Roadmap 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. Presenters: Dan Madigan, Product Management Senior Director, Brenda Craig, Global Customer Solutions Product Marketing Director and Hung Nguyen, Product Management Director, Oracle	Seaport ABC
12:00pm – 1:00pm	Lunch	Harbor Ballroom
1:00pm – 1:50pm	Future of Utility Customer Experiences 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. Presenters: James Steadman, Senior Principal Product Manager; Nam Nguyen, Group Product Manager	Seaport ABC
2:00pm – 2:50pm	Navigating the Cloud Continuum – Considerations and Experiences – presented by RED CLAY 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! Panel Moderator: Shannon Paulson, VP of Advisory Services, Red Clay Consulting Panelists: 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	Seaport ABC
2:50pm – 3:10pm	Break	
3:10pm – 4:00pm Oracle Uncovered Discovery Track	Welcome to the Community! 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! 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	Seaport F

3:10pm – 4:00pm Interactive Workshop	<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 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>	Seaport GH
3:10pm – 4:00pm Changemakers Discovery Track	<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>	Seaport ABC Gaslamp AB Old Town AB
3:10pm – 4:00pm Changemakers Discovery Track	<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</p>	Balboa ABC

	<p>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>4:10pm – 5:00pm</p> <p>Oracle Uncovered</p> <p>Discovery Track</p>	<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><i>Hillary Martin, Vice President Product Strategy & Marketing</i></p> <p><i>Dave DeMaio, Senior Vice President</i></p> <p><i>Steve Heilig, GVP, Product Development</i></p> <p><i>Vanessa Richter, Vice President of Sales, Opower</i></p> <p><i>Hafid Elabdellaoui, VP Cybersecurity</i></p>	<p>Seaport F</p>
<p>4:10pm – 5:00pm</p> <p>Oracle Uncovered</p> <p>Discovery Track</p>	<p>Ask Us Anything: Cloud, Tech, Integration, and More</p> <p>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.</p> <p>This is the free time for cloud and tech to answer any and all questions.</p> <p>Presenters: <i>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, Oracle</i></p>	<p>Gaslamp AB</p>
<p>4:10pm – 5:00pm</p> <p>Oracle Uncovered</p> <p>Discovery Track</p>	<p>Your Multi-Cloud approach with Oracle Cloud Infrastructure</p> <p>Educate and engage the audience on Oracle Cloud Infrastructure and how we complement a multi-cloud strategy</p> <p>Presenters: <i>Jim Fisher, GVP of Cloud Sales, NACT Energy & Utilities, Jay Heglar, Senior Vice President Strategy & Business Development</i></p>	<p>Gaslamp CD</p>
<p>4:10pm – 5:00pm</p> <p>Interactive</p> <p>Workshops</p>	<p>Addressing Barriers to SaaS Transformation (Cloud)</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 & Water Integrated Managed Services can help!</p> <p>Presenters: <i>Greg Terpstra, Sr Director, Oracle Global UIMS Delivery</i></p>	<p>Seaport GH</p>

4:10pm – 5:00pm Changemakers Discovery Track – option 1	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. <i>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</i>	Balboa ABC
4:10pm – 5:00pm Changemakers Discovery Track – option 2	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? <i>Presenters: Jameela Belyeu, Senior Manager Product Strategy & Marketing; Julia Friedman, Director Regulatory Affairs and Market Development</i>	Old Town AB
4:10pm – 5:00pm Changemakers Discovery Track	AEP's Agent Desktop Initiative: “Change Making” to Address Business and Technology Challenges, both Historical and Current 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. <i>Presenters: Alec O'Brien, TMG Consulting; Amy Jones, AEP & Julie Standley, AEP</i>	La Jolla AB
5:15pm – 7:30pm	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! <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. 	Level 4

- **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**

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
10:45am – 12:00pm	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.	Seaport ABC

	Presenters: Steven Grover, Senior Director, Product Management, Shoreh Hedayati, Senior Principal Product Manager, Oracle	
12:00pm – 1:00pm	Lunch	Harbor Ballroom
1:00pm – 1:50pm	Past, Present, and Future of Work Management and To Dos 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. Presenter: David Siska, Product Design & Architecture Vice President & Rich Keeves, Principal Product Designer, Oracle	Seaport ABC
1:50pm – 2:10pm	BREAK	
2:10pm -3:00pm Oracle Uncovered Discovery Track	SaaS Transformation Mindset - supporting your journey to the cloud 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. 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	Seaport F
2:10pm -3:00pm Interactive Workshops	Peer Panel: Innovation in affordability, community programs, and external partnerships 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. 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	Seaport GH

2:10pm -3:00pm Changemakers Discovery Track	<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>	Seaport A-E
3:10pm – 4:00pm Oracle Uncovered Discovery Track	<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</p>	Seaport F
3:10pm – 4:00pm Interactive Workshops	<p>"Water" you building with your AMI program</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>Presenters: 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</p>	Seaport GH

3:10pm – 4:00pm Changemakers Discovery Track	Oracle Ignite: Pitch Workshops 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? <i>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</i>	Seaport A-E
4:10pm – 5:00pm	Oracle Ignite Finale: Pitch It! 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!) <i>Oracle Ignite Leaders along with Hillary Martin, VP Strategy and Marketing and David De Maio, SVP, Oracle and Caitlin Aburrow, Senior Director Global Product Marketing</i>	Seaport Ballroom