









	<i>Interim CEO, DigDeep; Rachel Brown, Senior Advisor to the Assistant Secretary - Policy, Management, and Budget, US Department of the Interior</i>	
4:10pm – 5:00pm Changemakers Discovery Track – option 2	<p><b>Decarbonization and Equitable Energy Transformation</b></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><b>Presenters:</b> <i>Jameela Belyeu, Senior Manager Product Strategy &amp; Marketing; Julia Friedman, Director Regulatory Affairs and Market Development</i></p>	Old Town AB
4:10pm – 5:00pm Changemakers Discovery Track	<p><b>AEP's Agent Desktop Initiative: "Change Making" to Address Business and Technology Challenges, both Historical and Current</b></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><b>Presenters:</b> <i>Alec O'Brien, TMG Consulting; Amy Jones, AEP; Julie Standley, AEP</i></p>	La Jolla AB
5:15pm – 7:30pm	<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> </ul>	Level 4

- **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	<b>Yoga</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
10:45am – 12:00pm	<p><b>Joint Session:</b></p> <p><b>Managing an Optimal Supply Chain for Capital Projects</b> Join this session as we discuss methods for delivering quality, cost-optimized, capital programs through a project-driven supply chain. <i>Presenter: Joel Sandberg, Master Principal Solution Engineer, Oracle</i></p> <p><b>Energize Your Workforce: Empower the people who power the future</b> 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>	Gaslamp CD

	<b>Presenter:</b> Guy Waterman, Vice President Product Strategy for Cloud HCM, Oracle	
12:00pm – 1:00pm	<b>Lunch</b>	Harbor Ballroom
1:00pm - 1:50pm	<p><b>Delivering Modern Capabilities Reliably, Affordably &amp; Safety</b></p> <p>Advanced technology is no longer emerging technology. Learn how to leverage embedded IoT, machine learning and artificial intelligence capabilities to improve efficiency, reliability and safety.</p> <p><b>Presenters:</b> Charlie Govern, Master Principal Solutions Engineer and Pete St. Pierre, Director Product Management, Oracle</p>	Gaslamp CD
1:50pm – 2:10pm	<b>BREAK</b>	
2:10pm -3:00pm Oracle Uncovered Discovery Track	<p><b>SaaS Transformation Mindset - supporting your journey to the cloud</b></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><b>Presenters:</b> 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>	Seaport F
2:10pm -3:00pm Interactive Workshops	<p><b>Peer Panel: Innovation in affordability, community programs, and external partnerships</b></p> <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><b>Presenters:</b> Chimaobi C. Chijioko, 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
2:10pm -3:00pm Changemakers Discovery Track	<p><b>Oracle Ignite Kick Off: Demystifying Next Gen Tech</b></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</p>	Seaport A-E

	<p>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><b>Ignite Kick Off:</b> 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><b>Ignite Leaders:</b> <i>Caitlin Aburrow, Senior Director Global Product Marketing; Jason Duncan-Wilson, Senior Director Product Incubator; Jason Strautman, VP Data Science &amp; 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 Oracle Uncovered Discovery Track	<p><b>Personalized CX: Opower insights in your CRM, marketing, and trusted partner apps</b></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><b>Presenters:</b> <i>Kojo Quaye, Senior Manager, Product Strategy &amp; Darshini Thiagarajan, Group Product Manager</i></p>	Seaport F
3:10pm – 4:00pm Interactive Workshops	<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>	Seaport GH
3:10pm – 4:00pm Changemakers Discovery Track	<p><b>Oracle Ignite: Pitch Workshops</b></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><b>Ignite Leaders:</b> <i>Caitlin Aburrow, Senior Director Global Product Marketing; Jason Duncan-Wilson, Senior Director Product Incubator; Jason Strautman, VP Data Science &amp; Analytics Engineering; Jack Lucy, Master Principal Sales</i></p>	Seaport A-E



	<p><i>Consultant; Paul Hesby, Senior Solution Manager; Ashish Agarwal, Director Utility Innovation Lab and Burcin Kaplanoglu, VP Oracle Industry Labs</i></p>	
4:10pm – 5:00pm	<p><b>Oracle Ignite Finale: Pitch It!</b>          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!)  <b>Oracle Ignite Leaders</b> along with <i>Hillary Martin, VP Strategy and Marketing and David De Maio, SVP, Oracle and Caitlin Aburrow, Senior Director Global Product Marketing</i></p>	Seaport Ballroom