

We're going virtual!

PowerUp Chartwell's Outage Conference JUNE 2 & 3, 2020

AGENDA DAY ONE

TUESDAY, JUNE 2, 2020

11 AM - 4:30 PM ET

11:00 - 12:15 PM ET

Welcome & Announcements

Scott Johnson, Chartwell

General Session

Xcel Energy's Journey to Outage Excellence Through Employee Engagement
Presentation with Dawn Philaya, Xcel Energy

Panel Discussion

Upping the Outage Communications Game - Moderated by Scott Thomson, KUBRA; Panelists: Frank Monteleone, FirstEnergy; Jim Dedmon, Orlando Utilities Commission & Nayan Parikh, PSEG Long Island

12:15 - 12:45 PM ET

Lunch break - 30 minutes

12:45 - 2:00 PM ET

Awards Introduction - Best Practices in Outage Communications

Suzanne Haggerty, Chartwell

Gold Award Winner - Outage Communications

Optimizing Outage Communications in Real Time with a Customer Dashboard
Presentation with Di Pinheiro & Vinny Lou, Con Edison

Silver Award Winner - Outage Communications

Ameren Implements Hub to Improve and Optimize Real-Time Customer
Communications - Presentation with Steve Brophy, Ameren

2:00 - 2:15 PM ET

Break - 15 minutes

2:15 - 3:15 PM ET

Bronze Award Winner - Outage Communications

Leveraging Key Insights to Improve Outage Communications - Presentation with Doug O'Donnell,
Melody Moore & Charles Hersrud, Snohomish County PUD

General Session

Electric Utilities are Best Prepared to Engage During Crises
Presentation with Jay Malin, Agent511

3:15 - 3:30 PM ET

Break - 15 minutes

3:30 - 4:30 PM ET

General Session

Consumers Energy Leverages Machine Learning to Improve ETR Accuracy
Presentation with Amanda Gomez, Brad Steere & Matthew Spencer, Consumers Energy

Panel Discussion

Utilities Combat the Amazon Effect with Outage Communication & Restoration
Tools - Panel Discussion with Tomaso Giannelli, SCE; Dan Seguin, Hydro
Ottawa; Seamus Gorman, Central Hudson Gas & Electric Corp.

Wrap up & adjourn for the day

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PowerUp @ Chartwell's Outage Conference JUNE 2 & 3, 2020

AGENDA DAY TWO

WEDNESDAY, JUNE 3 11:00 AM - 4:30 PM ET

11:00 - 12:15 PM ET

Welcome & Announcements

Scott Johnson, Chartwell

General Session

Duke's Customer Engagement Strategy for Outage Communications
Presentation with Taryn Sims, Duke Energy

General Session

Turning Outage into Opportunity
Presentation with Bill Joiner, Message Broadcast & Sandy Buzzard, Duke Energy

12:15 - 12:45 PM ET

Lunch break - 30 minutes

12:45 - 2:00 PM ET

Awards Introduction - Best Practices in Outage Restoration

Suzanne Haggerty, Chartwell

Gold Award Winner - Outage Restoration

Increasing Service Reliability & Customer Satisfaction with Storm Improvement Program - Presentation with Robert Haromszeki, Hydro One

Silver Award Winner - Outage Restoration

Southern California Edison's Wildfire Mitigation Plan
Presentation with Tomaso Giannelli & Scott Long, SCE

2:00 - 2:15 PM ET

Break - 15 minutes

2:15 - 3:15 PM ET

Bronze Award Winner - Outage Restoration

Aiming for Excellence in Outage Restoration
Presentation with Maryse Dalpé, Hydro Quebec

General Session

Predict Outages and Infrastructure Damage Caused by Weather and Vegetation - Presentation with Rob Boucher, Meteorologist and Global Product Director for Energy & Utilities, The Weather Company, IBM

3:15 - 3:30 PM ET

Break - 15 minutes

3:30 - 4:30 PM ET

General Session

From Hurricanes to COVID-19: Utilities Navigate the Challenges of Major Event Communications - Presentation with Russ Henderson, Chartwell

Panel Discussion

ETR Accuracy - Perceptions vs. Reality

Panel Discussion with Stephen Patton, AEP, Tim Hendren, Duke Energy, Brad Steere, Consumers Energy & Amanda Townsend, Oncor

Wrap up & Adjourn for the day