



**OCTOBER 6-8 | VIRTUAL**

Schedule is subject to change.

TIME	DAY 1   TUESDAY, OCTOBER 6, 2020   11 AM ET - 4 PM ET	
11:00-11:10 AM ET	<b>Welcome and Announcements</b>	
11:10-11:40 AM ET	<b>Keynote: AEP's Customer Experience Transformation: Thrilling Customers While Managing Costs</b>  Speaker: Tom Kirkpatrick, Senior Vice President and Chief Customer Officer, <b>AEP</b>	
11:45-12:15 PM ET	<b>Presentation with Message Broadcast - Details to follow</b>	
12:15-1:00 PM ET	<b>Visit Virtual Exhibit Hall</b>	
1:00-1:30 PM ET	<b>Duke Energy's Proactive Payment Arrangements Assist Customers During the COVID-19 Crisis</b>  Speakers: Kevin Alexander, Market Research Analyst <b>Duke Energy</b> Paul Watkins, Manager of Digital Strategy <b>Duke Energy</b>	<b>How Shifting Digital Strategies Can Help You Succeed</b>  Speaker: Dan Séguin, Director of Communications <b>Hydro Ottawa</b>
1:40-2:10 PM ET	<b>Gain 20/20 Vision of Your Customers' Needs</b>  Speaker: Johnathan Coons, Director of Marketing <b>EFI</b>	<b>How to Refocus Call Centers on High-Value Touchpoints &amp; Enable Next-Level Self-Service</b>  Speaker: Jamie Timm, Partner & VP of Program Management, <b>WillowTree</b>
2:20-2:50 PM ET	<b>'Powering Progress': PSEG Takes Brand Perception to New Heights</b>  Speaker: Suzanne Brienza, Director of Customer Experience & Utility Marketing <b>PSEG</b>	<b>'Here to Help': SRP Connects with Business Customers During COVID Crisis</b>  Speaker: Jennie King, Director of Strategic Energy Management <b>Salt River Project</b>
3:00-4:00 PM ET	<b>Sponsor Spotlight: Presented by Updater</b>  <b>Panel Discussion: COVID-19 Success Stories and Lessons Learned (So Far)</b>  Panelists: Alex Schott, Director of Customer Communications, <b>ONE Gas</b> Chris Jackson, Manager of Billing Support Services, <b>JEA</b> Tomaso Gianelli, Senior Manager, Business Customer Division, <b>SCE</b> John Bord, Manager of Customer Experience, <b>Tucson Electric Power</b>	



TIME	DAY 2   WEDNESDAY, OCTOBER 7, 2020   11 AM ET - 4 PM ET	
11:00-11:10 AM ET	<b>Welcome and Announcements</b>	
11:10-11:40 AM ET	<b>Keynote: The Role of Technology in Helping Customers During the Pandemic</b> Speaker: Aaron Berndt, Head of Energy Industry Partnerships <b>Google</b>	
11:45-12:15 PM ET	<b>Enriching the Customer Journey in Call Centers and Beyond with Artificial Intelligence</b> Speaker: Varun Nagaraj, COO <b>Bigely</b>	
12:15-1:00 PM ET	<b>Visit Virtual Exhibit Hall</b>	
1:00-1:30 PM ET	<b>PECO Enhances the Online Start, Stop, and Move Process with Data-driven Initiative</b> Speaker: Edward Stephens, Manager of Projects and Analytics <b>PECO</b> 	<b>Integrating VOC Data Analytics to Improve Customer Experience</b> Speaker: Doris Yon, Manager, VOC Strategy and Solutions <b>Southern Company Gas</b>
1:40-2:10 PM ET	<b>Improve the IVR Experience for Your Customers &amp; Reduce Live Agent Costs at The Same Time</b> Speaker: Mitch Young, Executive Director of Identity Risk Solutions, <b>Neustar</b>	<b>Leveraging Data and Analytics to Improve Customer Experience and Drive Efficiency</b> Speaker: Cameron Cross, Senior Manger of Data & Engineering, <b>West Monroe</b>
2:20-2:50 PM ET	<b>BGE Dives Into Data to Reinvigorate an Energy Efficiency Program for Small Businesses</b> Speaker: Amber Williams, Senior Marketing Specialist <b>BGE</b> 	<b>Digitally Transforming Key Customer Interactions: Xcel Energy's Progress and Next Steps</b> Speaker: Megan Scheller, Senior Director of Customer Experience and Brand Strategy <b>Xcel Energy</b>
3:00-4:00 PM ET	<b>Sponsor Spotlight:</b> Presented by Paymentus <b>Executive Panel Discussion: Rethinking the Future of Customer Experience</b> Panelists: Laura Gillham, Vice President of Communications, <b>Nova Scotia Power</b> Kevin Kastner, Vice President of Customer Services, <b>Georgia Power</b> Sean Vanslyke, CEO and GM, <b>SEMO Electric Cooperative</b>	

TIME	DAY 3   THURSDAY, OCTOBER 8, 2020   11 AM ET - 4 PM ET	
11:00-11:10 AM ET	<b>Welcome and Announcements</b>	
11:10-11:40 AM ET	<b>Keynote: Strengthening Loyalty in the Digital Age</b> Speaker: I.S. Dunklin, Director, Data Analytics and Research <b>Chartwell, Inc.</b>	
11:45-12:15 PM ET	<b>Innovating the EV Game: A Three-Pronged Approach to Successful Adoption</b> Speakers: Stephanie Crockett, Executive Vice President, Managing Director <b>Mower</b> Ariella Cohen, Product Owner of Clean Transportation <b>National Grid</b>	
12:15-1:00 PM ET	<b>Visit Virtual Exhibit Hall</b>	
1:00-1:30 PM ET	<b>Con Edison Embraces Immersive Training to Speed CSR Preparation, Realize Cost Savings</b> Speaker: Laurie Busacca, Section Manager <b>Con Edison</b>	<b>TECO's Customer Obsession Delivers Results</b> Speaker: Melissa Cosby, Director, CE Strategy and Service Excellence <b>Tampa Electric &amp; Peoples Gas</b>
1:40-2:10 PM ET	<b>Fast Forward: Improving Customer Experience</b> Speakers: Rob Taylor, Senior Advisor Billing, Payments and Communications, <b>Fiserv</b> John Hoggard, Principal, Global Utilities, <b>Quadient</b>	<b>Presentation with KUBRA and Kandela, A Porch Company</b> Details to follow
2:20-2:50 PM ET	<b>How to Take the First Steps to Becoming an Agile Company</b> Speaker: Susan Adam, Manager, Customer Solutions <b>Entergy</b>	<b>PSE&amp;G's Personalized Approach to Budget Billing</b> Speakers: Nicole Swan, Manager of Billing Operations, <b>PSE&amp;G</b> Dylan Walko, Business Support Specialist, <b>PSE&amp;G</b>
3:00-4:00 PM ET	<b>Sponsor Spotlight:</b> Presented by Blastpoint <b>Panel Discussion: How to Strengthen Employee Engagement in Your Company</b> Panelists: Judy Farnam, Manager of Customer Service, <b>Ameren Missouri</b> Natalie Piontek, Manager of Inclusion and Employee Engagement, <b>LG&amp;E/KU Energy</b> Katherine Chaney, Senior Market Research Analyst, <b>Duke Energy</b>	

