




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	Welcome and Announcements	
11:10-11:40 AM ET	Keynote: AEP's Customer Experience Transformation: Thrilling Customers While Managing Costs Speaker: Tom Kirkpatrick, Senior Vice President and Chief Customer Officer, AEP	
11:45-12:15 PM ET	The Value of Empathy: Social Alignment of Utility Centric Mobile Experience Speaker: Bill Joiner, Chief Strategy Officer, Message Broadcast	
12:15-1:00 PM ET	Visit Virtual Exhibit Hall. <i>**The Virtual Exhibit Hall will remain open from 11 AM ET - 3 PM ET.**</i>	
1:00-1:30 PM ET	Duke Energy's Proactive Payment Arrangements Assist Customers During the COVID-19 Crisis  Speakers: Kevin Alexander, Market Research Analyst, Duke Energy Paul Watkins, Manager of Digital Strategy, Duke Energy	How Shifting Digital Strategies Can Help You Succeed Speaker: Dan Séguin, Director of Communications Hydro Ottawa
1:40-2:10 PM ET	Gain 20/20 Vision of Your Customers' Needs Speaker: Johnathan Coons, Director of Marketing EFI	How to Refocus Call Centers on High-Value Touchpoints & Enable Next-Level Self-Service Speaker: Jamie Timm, Partner & VP of Program Management, WillowTree
2:20-2:50 PM ET	'Powering Progress': PSEG Takes Brand Perception to New Heights  Speaker: Suzanne Brienza, Director of Customer Experience & Utility Marketing, PSEG	'Here to Help': SRP Connects with Business Customers During COVID Crisis Speaker: Jennie King, Director of Strategic Energy Management Salt River Project
3:00-4:00 PM ET	Sponsor Spotlight: Presented by Updater Panel Discussion: COVID-19 Success Stories and Lessons Learned (So Far) Panelists: Alex Schott, Director of Customer Communications, ONE Gas Chris Jackson, Manager of Billing Support Services, JEA Tomaso Gianelli, Senior Manager, Business Customer Division, SCE John Bord, Manager of Customer Experience, Tucson Electric Power	
4:30 - 5:00 PM ET	Roundtable Discussion: Improving CX through Digital Transformation and Self-Service for Utilities <i>*Pre-registration required. Register here!*</i> Moderators: Phil Gray, EVP of Corporate Development, Interactions; Ed Anderson, Sr. Manager of Call Center Technology, TXU	

TIME	DAY 2 WEDNESDAY, OCTOBER 7, 2020 11 AM ET - 4 PM ET	
11:00-11:10 AM ET	Welcome and Announcements	
11:10-11:40 AM ET	Keynote: The Role of Technology in Helping Customers During the Pandemic Speaker: Aaron Berndt, Head of Energy Industry Partnerships Google	
11:45-12:15 PM ET	Enriching the Customer Journey in Call Centers and Beyond with Artificial Intelligence Speaker: Varun Nagaraj, COO Bigely	
12:15-1:00 PM ET Visit Virtual Exhibit Hall. <i>**The Virtual Exhibit Hall will remain open from 11 AM ET - 3 PM ET.**</i>		
1:00-1:30 PM ET	PECO Enhances the Online Start, Stop, and Move Process with Data-driven Initiative Speaker: Edward Stephens, Manager of Projects and Analytics PECO 	Integrating VOC Data Analytics to Improve Customer Experience Speaker: Doris Yon, Manager, VOC Strategy and Solutions Southern Company Gas
1:40-2:10 PM ET	Improve the IVR Experience for Your Customers & Reduce Live Agent Costs at The Same Time Speaker: Mitch Young, Vice President, Identity Solutions, Neustar	Leveraging Data and Analytics to Improve Customer Experience and Drive Efficiency Speaker: Cameron Cross, Senior Manager of Data & Engineering, West Monroe
2:20-2:50 PM ET	BGE Dives Into Data to Reinvigorate an Energy Efficiency Program for Small Businesses Speaker: Amber Williams, Senior Marketing Specialist BGE 	Digitally Transforming Key Customer Interactions: Xcel Energy's Progress and Next Steps Speaker: Megan Scheller, Senior Director of Customer Experience and Brand Strategy Xcel Energy
3:00-4:00 PM ET	Sponsor Spotlight: Presented by Paymentus Executive Panel Discussion: Rethinking the Future of Customer Experience Panelists: Laura Gillham, Vice President of Communications, Nova Scotia Power Tony Gardner, Vice President of Customer Experience, CenterPoint Energy Sean Vanslyke, CEO and GM, SEMO Electric Cooperative	
4:15 - 5:00 PM ET EMACS AFTERHOURS Prize giveaways, interactive conversations and a live jam session with Chartwell's own Russ Henderson!		

TIME	DAY 3 THURSDAY, OCTOBER 8, 2020 11 AM ET - 4 PM ET	
11:00-11:15 AM ET	Welcome and Announcements Best Practices Awards Presentation: People's Choice – Video category	
11:15-11:40 AM ET	Keynote: Strengthening Loyalty in the Digital Age Speaker: I.S. Dunklin, Director, Data Analytics and Research, Chartwell, Inc.	
11:45-12:15 PM ET	Innovating the EV Game: A Three-Pronged Approach to Successful Adoption Speakers: Stephanie Crockett, Executive Vice President, Managing Director Mower Ariella Cohen, Product Owner of Clean Transportation National Grid	
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1:00-1:30 PM ET	Con Edison Embraces Immersive Training to Speed CSR Preparation, Realize Cost Savings  Speakers: Laurie Busacca, Section Manager Con Edison David Trias-Jordan, Supervisor, Central Customer Experience Day Center, Con Edison	Making Life Easier in Uncertain Times: Personalized Payment Options and Customer Move Services Speakers: Shaun Jackson, SVP Marketing KUBRA Matthew Neagle, Chief Operating Officer Porch
1:40-2:10 PM ET	Fast Forward: Improving Customer Experience Speakers: Rob Taylor, Senior Advisor Billing, Payments and Communications, Fiserv John Hoggard, Principal, Global Utilities, Quadient	TECO's Customer Obsession Delivers Results Speaker: Melissa Cosby, Director, CE Strategy and Service Excellence Tampa Electric & Peoples Gas
2:20-2:50 PM ET	How to Take the First Steps to Becoming an Agile Company Speaker: Susan Adam, Manager, Customer Solutions Entergy	PSE&G's Personalized Approach to Budget Billing Speakers: Nicole Swan, Manager of Billing Operations, PSE&G Dylan Walko, Business Support Specialist, PSE&G
3:00-4:00 PM ET	Sponsor Spotlight: Presented by Blastpoint Panel Discussion: How to Strengthen Employee Engagement in Your Company Panelists: Judy Farnam, Manager of Customer Service, Ameren Missouri Natalie Piontek, Manager of Inclusion and Employee Engagement, LG&E/KU Energy Katherine Cheney, Senior Market Research Analyst, Duke Energy	