

PowerUp @ Chartwell's VIRTUAL OutageConference

AGENDA DAY ONE

TUESDAY, JUNE 8 | 11:00 AM ET - 5:30 PM ET

GENERAL SESSIONS

11:00 - 11:10 AM ET

Welcome & Announcements

11:10 - 11:40 AM ET

Keynote: Promises Made, Promises Kept with Entergy, 2021 Chartwell Award Winner

Speakers:

- Susan Adam, Manager of Customer Solutions, Entergy
- Jennifer Gary, Marketing Manager, Entergy

11:45 - 12:15 PM ET

Say Something: Communicating with Customers During the Moments That Matter

Speaker:

- Bill Joiner, Chief Strategy Officer, Message Broadcast

12:15 - 1:00 PM ET

Lunch Break - Don't forget to visit with sponsors in the virtual hall!

BREAKOUT SESSIONS

1:00 - 1:30 PM ET

TECO Reduces Costs & Increases Ease-of-Use with Outage Reporting Enhancements, 2021 Chartwell Award Winner

Speakers:

- Jasmine Bennett, Program Manager of Digital Customer Experience, TECO
- Donnie Ware, Manager of the Digital Customer Experience, TECO

Alabama Power Leverages Existing Technology to Shorten Restoration Time, 2021 Chartwell Award Winner

Speakers:

- Justin Perry, Senior Engineer, Alabama Power
- Greg Edwards, Information System Analyst, Alabama Power

1:40 - 2:10 PM ET

Outage Communications Top 10 to Combat Uncertainty

Speaker:

- Jay Malin, Managing Director, AGENT511

TBA

2:20 - 2:50 PM ET

AEP Improves Outages and More Through Voice Enabled Devices

Speaker:

- Eric Davis, Digital & User Experience Manager, AEP

PG&E Improves the PSPS Experience with Automation, Personalization

Speaker:

- Andrea Tau, Principal Public Safety Power Shutoff Event Communications Specialist, PG&E

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AGENDA DAY ONE

TUESDAY, JUNE 8 | 11:00 AM ET - 5:30 PM ET

BREAKOUT SESSIONS

3:00 - 3:30 PM ET

Hydro Ottawa: Taking On The Age Of Infobesity With Podcasting

Speaker:

- Dan Séguin, Director of Communications and Public Affairs, Hydro Ottawa

AEP's Storm Outage Prediction Model, 2021 Chartwell Award Winner

Speaker

- Stephen A. Patton, Customer Journey Lead, AEP

GENERAL SESSIONS

3:40 - 3:55 PM ET

Sponsored Spotlight: Easing Outage Anxiety with Conversational AI

Speaker:

- Steve Hughes, Senior Director, Utilities Practice, Interactions

3:55 - 4:55 PM ET

Panel Discussion: Learning from the Past, Preparing for the Future

Speakers

- Taryn Sims, VP, Duke Energy
- Amanda Townsend, Director of Contact Center Operations, Oncor
- Luanda Lee, Sr. Project Manager, Florida Power & Light

5:00 - 5:30 PM ET

PowerUp After Hours: Join us for fun, networking and prizes!

AGENDA DAY TWO

WEDNESDAY, JUNE 9 | 11:00 AM ET - 4:00 PM ET

11:00 - 11:10 AM ET

Welcome & Announcements

11:10 - 11:40 AM ET

Keynote: SCE Sharpens the Saw of Excellence, 2021 Chartwell Award Winner

Speakers:

- Tomaso Giannelli, Senior Manager, Southern California Edison
- Sandra Labib, Senior Project Manager, Southern California Edison

11:45 - 12:15 PM ET

The Perfect Storm: Lessons Learned from the Texas Winter Storms

Speakers:

- Colton Marshall, Product Manager, KUBRA IQ & IncidentWatch, KUBRA
- Sebastian Clavijo Suero, Product Manager, Storm Center, KUBRA

12:15 - 1:00 PM ET

Lunch Break - Don't forget to visit with sponsors in the virtual hall!

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WEDNESDAY, JUNE 9 | 11:00 AM ET - 4:00 PM ET

BREAKOUT SESSIONS

1:00 - 1:30 PM ET

DTE Leverages AMI Data to Address Nested Outages

Speaker:

- Rami Younes, Marketing Program Manager, DTE Energy

Alabama Power's Outage Alerts Program Leverages Technology for the Benefit of the Customer, 2021 Chartwell Award Winner

Speakers:

- Julie McCormick, Information System Analyst, Alabama Power
- Wayne Boone, Principal, Alabama Power

1:40 - 2:10 PM ET

Acing Utility Customer Communications for Superior CX

Speakers

- Darren Brady, Chief Customer Officer, Smart Energy Water
- Treena Colby, Program Development Manager, Tacoma Public Utilities
- Jason Burnette, Senior Business Systems Analyst, Dominion Energy

Leveraging Analytics to Deliver Clear, Consistent, and Visual Outage Information

Speakers:

- Jamal Syed, President & CEO, HEXstream
- Karthik Mada, Senior VP Delivery and Chief Architect, HEXstream

2:20 - 2:50 PM ET

Con Edison Improves Preemptive Shutoff Communications

Speakers:

- Estephany Conde, Project Specialist, Con Edison
- Joseph Polito, Project Manager, Con Edison

Ameren's "Empathy Alerts" Keep Customers Informed through Extended Outages

Speakers:

- Tom Brinkmann, Supervising Engineer, Operations Excellence, Ameren Missouri
- Josalin Wills, Customer Service Specialist, Business Lead, Ameren Illinois
- Jill Schonaerts, Product Owner, Customer Solutions, Ameren Missouri

GENERAL SESSIONS

3:00 - 3:15 PM ET

Sponsored Spotlight: Real-time Role-based Community Safety Solutions

Speaker:

- Kevin Peterson, COO, DataCapable

3:15 - 3:45 PM ET

Forged in Crisis: Utility Outage Communications Finds Excellence in Adversity

Speaker:

- Russ Henderson, Senior Research Manager, Chartwell, Inc.

3:45 PM ET

Closing remarks