

 Chartwell's

EMACS

The Customer Experience Conference

2022 SCHEDULE

October 17-20, 2022 · Orlando

MONDAY, OCT. 17

6:00 - 7:30 PM

Chartwell's EMACS Conference Welcome Reception
sponsored by Invoice Cloud

DAY ONE: TUESDAY, OCT. 18

7:30 - 8:30 AM

Breakfast

8:30 - 9:30 AM

Keynote - Digital Dos and Don'ts: A Guide to Creating Easy, Exceptional Experiences

- Jeff Lojko, SVP, CX Transformation, Bank of America

9:30 - 10:15 AM

Diamond Sponsor: Message Broadcast

10:15 - 10:45 AM

Networking Break

10:45 - 10:55 AM

Sponsor Spotlight: Presented by Doxim

10:55 - 11:40 AM

Executive Panel: Leading Foundational Change

- Sheila Pressley, Chief Customer Officer, JEA
- Wes Ashton, VP, Customer Experience, Black Hills Energy

11:40 AM - 1:00 PM

Lunch sponsored by KUBRA

1:00 - 1:45 PM

BREAKOUT SESSIONS

New Customer Focus Helps Hydro One Boost Satisfaction, Efficiency

- Rob Globocki, Director, Customer Care, Hydro One

Session details coming soon.

1:45 - 2:30 PM

BREAKOUT SESSIONS

Gold Sponsor: Mower

Session details coming soon.

Community Impact - Grounding Customer Experience in Equity and Justice

- Karen Ehrhardt-Martinez, Director of Behavioral Science and Customer Insights, ICF

2:30 - 3:00 PM

Networking Break

3:00 - 3:45 PM

BREAKOUT SESSIONS

Tranzact Outage Survey: Optimizing CX VoC Data Through Industry Benchmarking

- Jennie King, Principal Consultant, Chartwell, Inc.

Con Edison Adds Credit Card Payment Option to Field Services

- Raymond Joseph, MBA - Billing Delivery Operations Section Manager, Con Edison
- Jonathan Feld, Billing & Payments Project Specialist, Con Edison

3:45 - 4:45 PM

Roundtable Discussions

5:30 - 7:00 PM

Networking Reception sponsored by Bidgely



DAY TWO: WEDNESDAY, OCT. 19

7:30 - 8:30 AM

Breakfast

8:30 - 9:30 AM

Keynote: Duke Energy

9:30 - 10:15 AM

Platinum Sponsor: Bidgely

10:15 - 10:45 AM

Networking Break

10:45 - 10:55 AM

Sponsor Spotlight: Presented by Paymentus

10:55 - 11:40 AM

Panel: Driving Innovation and Digital Adoption

- Angela Sanchez, Director of Billing Exceptions, Cash Processing, C&I Billing, Gas Transportation Programs, Printing & Inserting, & Energy Assistance, NiSource
- Raymond Joseph, MBA, Billing Delivery Operations Section Manager, Con Edison
- Kerry Lakatos-Hayward, Director, Customer Operations, Alectra Utilities

11:40 AM - 1:15 PM

Lunch sponsored by HomeServe and
The Chartwell Best Practices Awards

1:15 - 1:45 PM

Dessert with Solution Providers

1:45 - 2:30 PM

BREAKOUT SESSIONS

Session details coming soon.

PECO's Meter Defender Discourages Electric Theft

- Keith Steger, Supervisor, PECO



2:30 - 3:15 PM

BREAKOUT SESSIONS

Strengthening Customer Relationships and Value Through High Performance Programs

- Dwight Scruggs, VP, Business Development & Sales Leader, Cinch

Gold Sponsor: Interactions

Session details coming soon.

3:15 - 3:45 PM

Networking Break

3:45 - 4:30 PM

BREAKOUT SESSIONS

Session details coming soon.

ComEd Adds Videos to Reliability Reports to Communicate About Grid Reliability



5:30 - 8:00 PM

The Main Event sponsored by Message Broadcast

7:30 - 8:30 AM

Breakfast

8:30 - 9:20 AM

Keynote: Leveling Up for the Future

- Rob Globocki, Director, Customer Care, Hydro One

9:20 - 10:05 AM

Leveraging True SaaS to Keep Pace with Utility Customer Expectations

- Travis Murray, Assistant Vice President, Enterprise Alliances, Invoice Cloud

10:05 - 10:20 AM

Networking Break

10:20 - 10:30 AM

Sponsor Spotlight: Presented by ACI Worldwide

10:30 - 11:40 AM

From Customer Segmentation to Success: Tips, Tools, and New Tech

- Melissa Cosby, Director, CE Strategy, Tampa Electric/Peoples Gas
- David Quin, Director, Customer Journey Experience, Entergy
- Jennifer Neiswonger, Director, Customer Experience, Duquesne Light Company