

 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

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

## Roadblocks Ahead-Mapping Digital Journeys with Waze-Like Wisdom

- Rebecca Lessem, Section Manager for Customer Operations, Con Edison
- Di Soares, Senior Architect CX Journey Mapping Program, Con Edison
- Elisa Henry, Chief Operating Officer, Message Broadcast

10:15 - 10:45 AM

Networking Break

10:45 - 11:40 AM

## Sponsor Spotlight: Presented by Doxim

### Executive Panel: Leading Foundational Change

- Sheila Pressley, Chief Customer Officer, JEA
- Wes Ashton, VP, Customer Experience, Black Hills Energy
- Tracie Boutte, Vice President of Customer and Business Operations, Entergy
- Scott Johnson, VP, Chartwell, Inc.

11:40 AM - 1:00 PM

Lunch sponsored by KUBRA

1:00 - 1:45 PM

## BREAKOUT SESSIONS

### Exelon Offers Seamless Hand-off from IVR to Web for Payment Arrangements

- Arul Thakkar, Principal Product Manager, Exelon

### Mastering Outage Messaging

- Michael Williams, Principal Manager or BCD Business Operations, SCE
- John Zumbado, Senior Engineer, Georgia Power
- Tim Melton, Senior Consultant, Chartwell, Inc.

1:45 - 2:30 PM

## BREAKOUT SESSIONS

### Why Bill Assistance and Community Support (among others) are Key to Customer Trust

- Nicole Jezykowski, Director, Brand, Marketing & Communications, National Grid
- Stephanie Crockett, President & COO, Mower

### Community Impact - Grounding Customer Experience in Equity and Justice

- Jose Goncalves, Manager, Energy Efficiency - Income Qualified and Education, DTE
- Karen Ehrhardt-Martinez, Director of Behavioral Science and Customer Insights, ICF

2:30 - 3:00 PM

Networking Break



# DAY ONE: TUESDAY, OCT. 18

3:00 - 3:45 PM

## BREAKOUT SESSIONS

### Optimizing CX VoC Data Through Customer Transaction Surveys and Industry Benchmarking

- Meg Kendall, Manager, Customer Data Analytics and Research, Manitoba Hydro
- Jennie King, Principal Consultant, Chartwell, Inc.

### Con Edison Adds Credit Card Payment Option to Field Services

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

3:45 - 4:45 PM

### From Challenges to Solutions: Chartwell's Networking Roundtables

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: Transforming the Customer Experience

Melissa Seixas, State President - Florida, Duke Energy

9:30 - 10:15 AM

### Get Shift Done: Revolutionize EV Load Shift & CX with Analytics

- Pauline Marcou, Strategy & Growth Lead, Bidgely

10:15 - 10:45 AM

Networking Break

10:45 - 11:40 AM

### Sponsor Spotlight: Presented by Paymentus

### Driving Innovation and Digital Adoption Across Billing & Payment Channels

- Angela Sanchez, Director, NiSource
- Raymond Joseph, Billing Delivery Operations Section Manager, Con Edison
- Kerry Lakatos-Hayward, Director, Customer Operations, Alectra Utilities
- Pat Ricks, Senior Advisor, Chartwell, Inc.

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

### New Customer Focus Helps Hydro One Boost Satisfaction and Efficiency

- Rob Globocki, Director, Customer Care, Hydro One

### PECO's Meter Defender Discourages Electric Theft

- Keith Steger, Supervisor, PECO



# DAY TWO: WEDNESDAY, OCT. 19

2:30 - 3:15 PM

## BREAKOUT SESSIONS

### Strengthening Customer Relationships and Value Through High Performance Programs

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

### Transforming CX While Reducing O&M at Evergy with Conversational AI

- Steve Hughes, Senior Director, Interactions
- Lindsay Washburn, Senior Digital Business Analyst, Evergy, Inc.

3:15 - 3:45 PM

Networking Break

3:45 - 4:30 PM

## BREAKOUT SESSIONS

### Con Edison's Virtual Assistant Empowers Self Service Transactions

- Rebecca Lessem, Section Manager for Customer Operations, Con Edison

### ComEd Adds Videos to Reliability Reports to Communicate About Grid Reliability

- Wendy Hines, Sr. Business Project Manager, ComEd



5:30 - 8:00 PM

The Main Event sponsored by Message Broadcast

# DAY THREE: THURSDAY, OCT. 20

7:30 - 8:30 AM

Breakfast

8:30 - 9:20 AM

### Keynote: Leveling Up for the Future: Hydro One's Energy Transition Journey

- Rob Globocki, Director, Customer Care, Hydro One

9:20 - 10:05 AM

### Utility Survey Says: Your #1 Rated Customer Journey Lasts Only Seconds Each Month

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

10:05 - 10:20 AM

Networking Break

10:20 - 11:40 AM

### Sponsor Spotlight: Presented by ACI Worldwide From Customer Segmentation to Success: Tips, Tools, and New Tech

- Melissa Cosby, Director of CE Strategy, TECO
- David Quin, Director, Customer Journey Experience, Entergy
- Jennifer Neiswonger, Director, Customer Experience, Duquesne Light Company
- Steve Waters, Senior Research Manager, Chartwell, Inc.