

PowerUp @ Chartwell's OutageConference

2023 SCHEDULE

TUESDAY, JUNE 13

6:00 - 7:30 PM

**PowerUp: Chartwell's Outage Conference
Welcome Reception**

WEDNESDAY, JUNE 14

7:30 - 8:30 AM

Breakfast

8:30 - 9:15 AM

**Duke Energy Meets Rising Threats with Robust Planning
and Communication**

- Taryn Sims, Vice President, Marketing, Insights & Customer Engagement, Duke Energy

9:15 - 10:00 AM

A Data Mining Perspective on Outage Communications

- Todd Clement, Senior Product Manager, Notifi & KUBRA IQ, KUBRA
- Greg Cahill, Principal Software Engineer, KUBRA

10:00 - 10:30 AM

Networking Break

10:30 - 11:30 AM

Sponsor Spotlight: HEXstream

**Panel discussion: Lessons From Ice and Fire - Excelling in Outage
Communications Today**

- Jennie King, Principal Consultant, Chartwell Inc.
- Tim Melton, Senior Consultant, Chartwell Inc.
- Jennifer Gary, Senior Consultant, Chartwell Inc.

Moderator: Steve Waters, Director of Councils, Chartwell Inc.

11:30 AM - 12:30 PM

Lunch sponsored by BlastPoint and
The Chartwell Best Practices Awards

12:30 - 1:15 PM

Dessert with Solution Providers

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WEDNESDAY, JUNE 14 (CONT.)

	BREAKOUTS ROOM 1	BREAKOUTS ROOM 2
1:15 - 2:00 PM	Duke Energy's Planned Outage Portal Streamlines the Service Outage Planning Process <ul style="list-style-type: none">Brad Cone, Sr. Product Owner, Duke Energy 	ComEd Develops an Integrated Storm Communications Plan for Severe Weather Events <ul style="list-style-type: none">Michele Ptaszek, Manager, Customer Education & Marketing, ComEdNatalie Staerkel, Sr. Marketing Specialist, ComEd 
2:00 - 2:45 PM	From Outage to Outstanding: A Digital Customer-Centric Approach to End-to-End Outage Management <ul style="list-style-type: none">Robert Brnilovich, North America - Delivery Leader, SEW	Why You Should be Leveraging Real-Time Intelligence During Widespread Outage Events <ul style="list-style-type: none">Pete DiSalvo, Co-Founder and CEO, DataCapableZac Candors, Co-Founder, DataCapable
2:45 - 3:15 PM	Networking Break	
3:15 - 4:00 PM	Exelon Develops a Centralized Customer Self-Service Hub for Outage Events <ul style="list-style-type: none">Kevetta Snow, Project Manager, Exelon 	Avista's New Weather & Incident Forecasting Tool Offers a Better Customer Experience <ul style="list-style-type: none">Andrew Barrington, Products and Services Manager, Avista 
4:00 - 4:45 PM	PowerUp Networking Roundtables: ETRs, Planned Outages, Outage Response Organizational Structure, Field Crew Technology & Training, Outage Alerts & the TCPA, Digital Communication Messaging Strategy, Distribution Automation for Outage Restoration, Analytics & Dashboards	
5:30 - 7:00 PM	PowerUp: Chartwell's Outage Conference Networking Reception	

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THURSDAY, JUNE 15

7:30 - 8:30 AM

Breakfast

8:30 - 9:15 AM

Becoming Frictionless: APS's CX Transformation Journey to Outage Improvement and More

- Lisa Gearhart, Director, CX Strategy & Solutions, APS

9:15 - 10:00 AM

Powering Through the Holidays - Navigating Load Shed with Effective Communication

- Paul Watkins, CX Strategist, Message Broadcast by LINK Mobility
- Brad Cone, Sr. Product Owner, Duke Energy

10:00 - 10:30 AM

Networking Break

10:30 - 11:15 AM

Hydro Ottawa Dramatically Rebuilds Trust Through Education & Outreach

- Josée Larocque, Manager, Media and Public Affairs, Hydro Ottawa



11:15 am - 12:15 PM

Lunch

12:15 - 1:00 PM

SDG&E's Climate Analytics Platform Provides Real-Time Data on Wildfire Threats

- Cameron Carroll, Group Product Manager - Digital Innovation, SDG&E
- Joaquin Sebastian Peral, Enterprise Data Scientist, Advanced Risk Analytics, SDG&E



1:00 - 2:00 PM

Sponsor Spotlight: ProcedureFlow

Panel discussion: Celebrating Excellence, Forecasting the Future

- Karen Sparling, Emergency Response Specialist, Crisis Management, Ameren Illinois
- Di Pinheiro Soares, Project Specialist and Product Owner, Con Edison
- Michael Williams, Principal Manager, Business Customer Division Business Operations, Southern California Edison
- Wayne Boone, Principal, Alabama Power Company

Moderator: John Bord, Senior Consultant, Chartwell Inc.

2:00 PM

Adjourn