<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>6:00 - 7:30 PM</td>
<td>PowerUp: Chartwell’s Outage Conference Welcome Reception</td>
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<tr>
<td>7:30 - 8:30 AM</td>
<td>Breakfast</td>
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</table>
| 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                                       |
## 2023 Schedule

### Wednesday, June 14 (Cont.)

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>1:15 - 2:00 PM</td>
<td><strong>Breakouts Room 1</strong>&lt;br&gt;Duke Energy’s Planned Outage Portal Streamlines the Service Outage Planning Process&lt;br&gt;  • Brad Cone, Sr. Product Owner, Duke Energy</td>
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<tr>
<td>2:00 - 2:45 PM</td>
<td><strong>Breakouts Room 2</strong>&lt;br&gt;ComEd Develops an Integrated Storm Communications Plan for Severe Weather Events&lt;br&gt;  • Michele Ptaszek, Manager, Customer Education &amp; Marketing, ComEd&lt;br&gt;  • Natalie Staerkel, Sr. Marketing Specialist, ComEd</td>
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<td>2:45 - 3:15 PM</td>
<td>Networking Break</td>
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<tr>
<td>3:15 - 4:00 PM</td>
<td><strong>Breakouts Room 1</strong>&lt;br&gt;From Outage to Outstanding: A Digital Customer-Centric Approach to End-to-End Outage Management&lt;br&gt;  • Robert Brnilovich, North America - Delivery Leader, SEW</td>
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<tr>
<td>3:15 - 4:00 PM</td>
<td><strong>Breakouts Room 2</strong>&lt;br&gt;Why You Should be Leveraging Real-Time Intelligence During Widespread Outage Events&lt;br&gt;  • Pete DiSalvo, Co-Founder and CEO, DataCapable&lt;br&gt;  • Zac Canders, Co-Founder, DataCapable</td>
</tr>
<tr>
<td>4:00 - 4:45 PM</td>
<td><strong>PowerUp Networking Roundtables:</strong>&lt;br&gt;ETRs, Planned Outages, Outage Response Organizational Structure, Field Crew Technology &amp; Training, Outage Alerts &amp; the TCPA, Digital Communication Messaging Strategy, Distribution Automation for Outage Restoration, Analytics &amp; Dashboards</td>
</tr>
<tr>
<td>5:30 - 7:00 PM</td>
<td><strong>PowerUp: Chartwell’s Outage Conference Networking Reception</strong></td>
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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**
  - 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