

Schedule is subject to change.

TIME	MONDAY, OCTOBER 22, 2018	
6:00 – 7:30PM	Welcome Reception - Grand Ballroom	
TUESDAY, OCTOBER 23, 2018		
7:15 – 8:15AM	Networking Breakfast - Exhibit Hall - Grand Ballroom	
8:15-10:00AM Florida Ballroom	Opening General Session	<p>Welcome: Philip Dunklin, Chartwell, Inc.</p> <p>Sweat the Small Stuff, Slay Monsters and Play with Heart ... Beyond Strategies, Projects and Stats! Monica Whiting, Tampa Electric and Peoples Gas</p> <p>Leveraging Analytics for Customer Success: What To Look For, What To Do and How To Measure Success For Your Customers Barbara Higgins, Duke Energy</p>
10:00 – 10:15AM	Break - Florida Ballroom Foyer	
10:15-11:30AM Florida Ballroom	General Session	<p>Outage to Wallet: Leveraging Amazon Strategies for More Effective Digital Communications Bill Joiner, Message Broadcast (Diamond Sponsor)</p> <p>Chartwell's In It to Win It: Team Networking Challenge</p>
11:30AM – 12:00PM	Exhibit Hall Networking Activity - Grand Ballroom	
12:00 – 1:00PM	Lunch - Exhibit Hall - Grand Ballroom	
1:00 – 1:45PM	Concurrent Breakout Sessions	
CONFERENCE ROOMS		
Meeting Room 5&6	Salon A&B	Salon C&D
CUSTOMER CARE	BILLING & PAYMENT	COMMUNICATIONS
Transforming the Business Customer Relationship Elvana Hammoud, DTE Energy	Prepay: The Next Generation Yolanda France, Salt River Project	'Dear Neighbor' Communicatons Enhance Customer Relationships at SCE Tomaso Giannelli, SCE

TIME**TUESDAY, OCTOBER 23, 2018 | CONTINUED**

1:45 - 2:30PM

Concurrent Breakout Sessions**CONFERENCE ROOMS**

Meeting Room 5&6

Salon A&B

Salon C&D

CUSTOMER EXPERIENCE**BILLING & PAYMENT****COMMUNICATIONS**

Engaging Employees in the Customer Experience Journey
John Lincoln, **Duke Energy**

Successful Tactics to Increase e-Bill Adoption
Chris Jackson, **JEA**

Website Redesign Journey: Intuitive Navigation is Key
Raquel Phillips, **NJNG**

2:30 - 3:00PM

Networking Break - Exhibit Hall - Grand Ballroom

3:00 - 3:45PM

Concurrent Breakout Sessions**CONFERENCE ROOMS**

Meeting Room 5&6

Salon A&B

Salon C&D

CUSTOMER SERVICE**COMMUNICATIONS****CUSTOMER EXPERIENCE**

Building a Digital Foundation to Enable Self-Service
Ryan Vaal & Brittany Rolley,
Vectren

PECO's Easy-to-Use Mobile App Enhances the Customer Experience
Swee Shetty, **PECO**

Customer Threats - Employee Safety and Customer Experience
Tim Melton, **LG&E and KU**

3:45 - 4:30PM

Concurrent Breakout Sessions**CONFERENCE ROOMS**

Salon A&B

Salon C&D

CUSTOMER SERVICE**CUSTOMER EXPERIENCE**

Transformational Training
Luke Buzard & Jeanne Thompson,
TECO Peoples Gas System

Helping Customers Help Their Utility: Oncor's Photo Collection Tool
Amanda Townsend & Boyd Greene, **Oncor**

5:00 - 6:30PM

Networking Reception - Exhibit Hall - Grand Ballroom

6:30PM

Dutch Treat Dinner

TIME	WEDNESDAY, OCTOBER 24, 2018	
7:15 - 8:15AM	Networking Breakfast - Exhibit Hall - Grand Ballroom	
8:15 - 10:00AM Florida Ballroom	General Session	<p>Welcome and Recap of Day 1</p> <p>Simplifying and Personalizing the Customer Experience Geneviève Fournier, Hydro-Québec</p> <p>Employing Analytics to Better Serve Your Customers Graciela Chadwick, Chick-fil-A HELP (Initiatives and Insights) Heather Isaacson, Chick-fil-A, Inc.</p>
10:00 - 10:30AM	Networking Break - Exhibit Hall - Grand Ballroom	
10:30 - 11:45AM Florida Ballroom	General Session	<p>Reimagining Customer Connections in an Evolving Digital Marketplace Matt Swain, Broadridge (Platinum Sponsor)</p> <p>Panel: From 😡 to 😍 : Leveraging Social Media to Increase Customer Satisfaction Sabrina Potirala, ComEd Nicole Bradshaw, Entergy Sarah Sharp, Entergy Glen Brangers, Georgia Power</p> <p>Moderator: Ruchi Solanki, Chartwell, Inc.</p>
11:45AM - 1:15PM	Chartwell's Best Practices Awards Luncheon - Florida Ballroom	
1:15 - 2:00PM	Concurrent Breakout Sessions	
CONFERENCE ROOMS		
Salon A&B		Salon C&D
BEST PRACTICES AWARD WINNER: BILLING & PAYMENT		BEST PRACTICES AWARD WINNER: SELF-SERVICE
<p>Reducing Costs and Improving Performance with Robotics Process Automation Karen Cheung, SCE</p>		<p>The Mobile App of the Future: Identifying the Features Customers Want Andrea Wills, ComEd</p>

TIME**WEDNESDAY, OCTOBER 24, 2018 | CONTINUED**

2:00 - 2:45PM

Concurrent Breakout Sessions**CONFERENCE ROOMS**

Meeting Room 5&6

Salon C&D

**BEST PRACTICES AWARD
WINNER: CONTACT CENTER****BEST PRACTICES AWARD
WINNER: PROGRAM MARKETING****Leveraging Automation for More
Efficient Customer Service**Ryan Harris, **Hydro One Networks****Effective DIY Communications
for DIY Customers: Increasing
Your Nest Activation Rate**Elena Johnston, **KCP&L**

2:45 - 3:15PM

Networking Break - Exhibit Hall - Grand Ballroom

3:15 - 4:00PM

Concurrent Breakout Sessions**CONFERENCE ROOMS**

Meeting Room 5&6

Salon A&B

Salon C&D

GOLD SPONSOR**GOLD SPONSOR****GOLD SPONSOR****Leveraging External Customer
Contact Data to Reduce
Contact Center Costs,
Increase IVR
Containment and Improve
the Customer Experience**Chris Clark, **Neustar****What's Your Goal?
A Professional Theatre
Performance for Residential
Customer Engagement**Ward Eames, **NTC****Actionable Business
Analytics:
Utility Case Studies**Peat Miletic, **FinMetrix**

4:00 - 4:45PM

Concurrent Breakout Sessions**CONFERENCE ROOMS**

Meeting Room 5&6

Salon C&D

CUSTOMER EXPERIENCE**BEST PRACTICES AWARD
WINNER: COMMUNICATIONS****Using Analytics to Enhance the Customer
Experience for Business Customers**Marcie Forster, **BGE****Boosting Customer Awareness
with Psychographic Data**Bea Bains, **FortisBC**

4:45 - 5:30PM

Prize Drawings - Exhibit Hall - Grand Ballroom

6:00 - 8:30PM

Main Event - Jackson's Bistro, Bar & Sushi

TIME	THURSDAY, OCTOBER 25, 2018	
7:15 - 8:15AM	Breakfast - Florida Ballroom	
8:15 - 9:45AM Florida Ballroom	General Session	<p>Welcome and Recap of Day 2</p> <p>Customer Engagement: The Road Ahead</p> <p>Panelists: Megan Hegger, Ameren Missouri Spencer Warren, Hydro Ottawa Peter Narog, Xcel Energy</p> <p>Moderator: Noah Solomon, Chartwell, Inc.</p> <p>New Revenue Streams - What do Customers Really Want to Buy from their Utility? Stephanie Crockett & Pete Wiezalis, Mower</p>
9:45 - 10:15AM	Networking Break - Florida Ballroom Foyer	
10:15 - 11:45AM Florida Ballroom	General Session	<p>Engaging Utility Customers in the Digital Age: Take-aways from Chartwell's 2018 Residential Consumer Survey Russ Henderson, Chartwell, Inc.</p> <p>Decentralization: Affordability and Availability of Solar/Storage/Distributed/Generation/Technology Improvements Tom Hernandez, Tampa Electric</p>
11:45AM - 12:00PM	Adjourn	