

Schedule is subject to change.

TIME	MONDAY, SEPTEMBER 30, 2019	
6:00 - 7:30PM	Welcome Reception - Exhibit Hall - Elite Hall A	
TUESDAY, OCTOBER 1, 2019		
7:30 - 8:30AM	Networking Breakfast - Exhibit Hall - Elite Hall A	
8:30-10:00AM Elite Hall B	<b>Opening General Session</b>	<p><b>Welcome:</b> Philip Dunklin, <b>Chartwell, Inc.</b></p> <p><b>Utility Partner:</b> <b>Disrupt, or Be the Disrupted</b> Michael Cross, <b>Entergy</b></p> <p><b>Controlling the Narrative: A Live Demonstration of SCE's Customer Communications Portal</b> Bill Joiner, <b>Message Broadcast (Diamond Sponsor)</b> Tomaso Giannelli, <b>Southern California Edison</b></p>
10:00 - 10:30AM	Networking Break - Exhibit Hall - Elite Hall A	
10:30-11:45AM Elite Hall B	<b>General Session</b>	<p><b>Executive Panel: 2020 and Beyond</b> <b>Moderator:</b> Tracie Boutte, <b>Entergy</b> <b>Panelists:</b> Louise-Anne Comeau, <b>Emera</b> Tara Oglesby, <b>Ameren Missouri</b></p> <p><b>Chartwell's In It to Win It: Team Networking Challenge</b> <b>Moderator:</b> Scott Johnson, <b>Chartwell, Inc.</b></p>
11:45 - 12:15PM	Exhibit Hall Networking Activity - Elite Hall A	
12:15 - 1:30PM	Lunch - Exhibit Hall - Elite Hall A	
1:30 - 2:15PM	Concurrent Breakout Sessions	

## CONFERENCE ROOMS

Strand 11	Strand 12	Strand 13
<b>BILLING &amp; PAYMENT</b>	<b>MARKET RESEARCH</b>	<b>DIGITAL EXPERIENCE</b>
<p><b>Payments - Where Utilities Are and Where Customers Want Them to Be</b> Noah Solomon, <b>Chartwell, Inc.</b></p>	<p><b>Leveraging Customer Panels to Drive Customer Satisfaction and Experience</b> John Bord, <b>Tucson Electric Power</b></p>	<p><b>Energizing and Improving the Customer Experience: APS' Digital Customer Care Journey</b> Kimarie Aycock, <b>APS</b></p>

**TIME**

**TUESDAY, OCTOBER 1, 2019 | CONTINUED**

2:15 - 3:00PM

**Concurrent Breakout Sessions**

**CONFERENCE ROOMS**

Strand 11	Strand 12	Strand 13
<b>BILLING &amp; PAYMENT</b>	<b>MARKETING</b>	<b>SOCIAL MEDIA</b>
<b>eBill Adoption: Learn Strategies and Best Practices from an Industry Leader</b> Nirla Sharma, <b>BC Hydro</b>	<b>Comprehensive Marketing Improvements to Invigorate Energy Efficiency Efforts</b> Beth Pollock, <b>NB Power</b>	<b>Keeping Customers Engaged with Social Media</b> Christy Hajoway, <b>First Energy</b> Lauren Siburkis, <b>First Energy</b>

3:00 - 3:30PM

**Networking Break - Exhibit Hall - Elite Hall A**

3:30 - 4:00PM

**Concurrent Breakout Sessions**

**CONFERENCE ROOMS**

Strand 11	Strand 12	Strand 13
<b>GOLD SPONSOR</b>	<b>GOLD SPONSOR</b>	<b>GOLD SPONSOR</b>
<b>Digitally Transforming Customer Engagements - Meeting Utility Clients at THEIR Moment of Need</b> Lisa Sutrick, <b>Pitney Bowes</b>	<b>The New Customer Engagement Strategy For Utilities - Power Up Quality of Life</b> Stephanie Crockett, <b>Mower</b> Lisa Dolbear, <b>Mower</b>	<b>Restoring Customer Trust in Utility Phone Calls</b> Chris Clark, <b>Neustar</b> Daniel Clark, <b>Neustar</b>

4:00 - 4:45PM

**Concurrent Breakout Sessions**

**CONFERENCE ROOMS**

Strand 11	Strand 12	Strand 13
<b>BILLING &amp; PAYMENT</b>	<b>BEST PRACTICES AWARD WINNER: COMMUNICATIONS</b>	<b>CONTACT CENTER</b>
<b>Increasing ePayment Adoption: How to Steer Your Customers to this Lower-Cost Channel</b> Dan Boatwright, <b>JEA</b>	<b>Invasion of the Fatbergs: JEA's Campaign to Stop Sewer-Blocking Blobs</b> David Goldberg, <b>JEA</b> Melissa Ham, <b>JEA</b>	<b>Running a High Performing Call Center on a Nonprofit Cooperative Utility Budget</b> Gary Avin, <b>LCEC</b>

5:00 - 6:30PM

**Networking Reception - Exhibit Hall - Elite Hall A**

7:15PM

**Dutch Treat Dinner**

TIME	WEDNESDAY, OCTOBER 2, 2019	
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7:30 - 8:30AM	<b>Networking Breakfast - Exhibit Hall - Elite Hall A</b>	
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8:30 - 10:00AM <b>Elite Hall B</b>	<b>General Session</b>	<p><b>Welcome and Recap of Day 1</b></p> <p><b>Achieving Both Customer Affordability and Increased Customer Satisfaction in a New Energy Landscape</b> Tara Oglesby, Ameren Missouri</p> <p><b>Delivering the Energy Experience of the Future</b> Indran Ratnathicam, Uplight (Platinum Sponsor)</p>
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10:00 - 10:30AM	<b>Networking Break - Exhibit Hall - Elite Hall A</b>	
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10:30 - 12:00PM <b>Elite Hall B</b>	<b>General Session</b>	<p><b>Bank on Data: Delivering Insights and Fortifying the Customer Experience</b> Corey LeBlanc, Origin Bank</p> <p><b>Customer Choice in Energy - Emera's Perspective on the Changing Landscape And Approaches to Keep Pace</b> Louise-Anne Comeau, Emera</p>
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12:00PM - 1:30PM	<b>Chartwell's Best Practices Awards Luncheon - Elite B</b>	
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1:30 - 2:15PM	<b>Concurrent Breakout Sessions</b>	
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CONFERENCE ROOMS		
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Strand 11	Strand 12	Strand 13
<b>BILLING AND PAYMENT</b>	<b>BEST PRACTICES AWARD WINNER: SELF-SERVICE</b>	<b>BEST PRACTICES AWARD WINNER: PROGRAM MARKETING</b>
<p><b>Improving Customer Experience with Genuine Customer Centricity</b> Pat Ricks, Entergy</p>	<p><b>Social Media Chatbot Helps Customers Resolve Issues without Assistance from a Human Agent</b> Nancy Casanova, SCE</p>	<p><b>Targeting Business Customers with Data-Driven Insights</b> Will Ellis, PEPCO</p>

**TIME**

**WEDNESDAY, OCTOBER 2, 2019 | CONTINUED**

2:15 - 3:00PM

**Concurrent Breakout Sessions**

**CONFERENCE ROOMS**

Strand 11	Strand 12	Strand 13
<b>BEST PRACTICES AWARD WINNER: BILLING AND PAYMENT</b>	<b>CUSTOMER EXPERIENCE</b>	<b>OUTAGE COMMUNICATIONS</b>
<p><b>Improving CSAT and Reducing Costs with a Focused Bill Redesign</b></p> <p>Denise Richerson, <b>Tucson Electric Power</b></p> <p>Linda Tiarks, <b>Tucson Electric Power</b></p>	<p><b>Fast Forward: The Future of Customer Experience</b></p> <p>Panelists:</p> <p>Joe Cromer, <b>DEG Digital/Sitecore</b></p> <p>Jamie Timm, <b>Dynamit</b></p> <p>Dwight Scruggs, <b>Kandela, a Division of Porch</b></p>	<p><b>Outage Communication: How to Deliver an Award-Winning Customer Experience</b></p> <p>Tomaso Giannelli, <b>SCE</b></p>

3:00 - 3:45PM

**Networking Break / Prize Drawings - Exhibit Hall - Elite Hall A**

3:45 - 4:30PM

**Concurrent Breakout Sessions**

**CONFERENCE ROOMS**

Strand 11	Strand 12	Strand 13
<b>BILLING AND PAYMENT</b>	<b>BEST PRACTICES AWARD WINNER: CONTACT CENTER</b>	<b>DIGITAL</b>
<p><b>New and Emerging Technologies- How Can Utilities Stay Ahead of the Curve</b></p> <p><b>Moderator:</b> Bill Patchett, <b>Salt River Project</b></p> <p><b>Panelists:</b></p> <p>Gabriel Nunez, <b>BGE</b></p> <p>Shawn Bielke, <b>Xcel Energy</b></p> <p>Karen Cheung, <b>Southern California Edison</b></p>	<p><b>Improving the Escalated Call Experience with CSR Coaching and Enhanced Processes</b></p> <p>Richard Shaw, <b>ComEd</b></p>	<p><b>Redesigning the Digital Customer Experience</b></p> <p>Royce Workman, <b>NiSource</b></p> <p>Stephen Gill, <b>NiSource</b></p> <p>Linda Siddons, <b>NiSource</b></p>

5:30PM

**Buses meet in lobby to depart for Main Event**

6:00 - 8:30PM

**Main Event - Generations Hall**

**TIME****THURSDAY, OCTOBER 3, 2019**

7:30 - 8:30AM

**Breakfast - Elite Hall B**8:30 - 9:45AM  
**Elite Hall B****General Session****Welcome and Recap of Day 2****Improving Digital Customer Experience****Moderator:** Rachael Harper, **Chartwell, Inc.****Panelists:**Royce Workman, **NiSource**Nancy Casanova, **Southern California Edison****The Power of Effective CX and Communications**Adam Berke, **Broadridge (Platinum Sponsor)**Raymond Joseph, **Con Edison**

9:45 - 10:15AM

**Networking Break - Elite Foyer**10:15 - 11:45AM  
**Elite Hall B****General Session****Maintaining C&I Loyalty in a Greener Future****Moderator:**Suzanne Haggerty, **Chartwell, Inc.****Panelists:**Jennie King, **Salt River Project**Bryan Falconer, **Southern California Edison****Utility Marketplaces: Today and Tomorrow**Russ Henderson, **Chartwell, Inc.**

12:00PM

**Adjourn**