

PowerUp @ Chartwell's Outage Conference

2024 SCHEDULE

MONDAY, JUNE 3

6:00 - 7:30 PM

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

TUESDAY, JUNE 4

7:30 - 8:30 AM

Breakfast

8:30 - 9:15 AM

Syncing Up Power and Service: Hydro One's Outage Transformation

- Robert Globocki, VP, Customer Experience and Billing Operations, Hydro One
- Theodore Lyberogiannis, Director, System Reliability & Emergency Management, Hydro One
- Lorraine Gray, VP of System Control/Grid Control, Hydro One

9:15 - 10:00 AM

AI-Powered Outage Comms: Revolutionizing Customer Messaging with ChatGPT

- Paul Watkins, CX Strategist, Message Broadcast

10:00 - 10:30 AM

Networking Break

10:30 - 11:30 AM

Sponsor Spotlight: KUBRA

Forging New Paths Together: Embracing 'All Hazards' in Utility Emergency Management

- Jenny Pearce, VP Reliability Assurance and Emergency Preparedness, Avangrid
- Angie Gibson, VP Emergency Preparedness and Response, PG&E
- Jason Regg, VP Security and Resilience, TVA

Moderator: Don Daigler, Resilience Executive Consultant, Chartwell, Inc.

11:30 AM - 12:20 PM

Chartwell's Best Practices Awards Luncheon

12:20 - 12:50 PM

Dessert with Solution Providers

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TUESDAY, JUNE 4 (CONT.)

12:50 - 1:35 PM

Entergy's Journey to Enhanced Efficiency for Outage Communications

- Shantel Johnson, Sr. Manager, Marketing, Entergy



ComEd Uses Tabletop Exercises to Prepare Disaster Response Plans

- Christian Jurcich, Emergency Preparedness Specialist, ComEd



1:40 - 2:25 PM

Empowering Customers Through Storms: Entergy's Innovative Approach

- Karlon Butler, Manager, Entergy
- Katy Desjardins, Director of Customer Success, DataCapable

Improving Customer and Employee Experiences with Outage Analytics

- Mariam Mohamed, Director of Digital Experience, DTE Energy
- Scott Smith, Practice Director, WIT Solutions

2:30 - 3:15 PM

ComEd Utilizes Drones for Damage Assessment and Situational Awareness

- Victor Migliore, Senior Engineering Technology Specialist, ComEd



Consumers Energy Brings Machine Learning to its ETR Messaging

- Ryan Keilen, Manager of Customer Data Analytics, Consumers Energy
- Vincent Marinas, Data Scientist, Consumers Energy



3:15 - 3:30 PM

Networking Break

3:30 - 4:15 PM

SMUD's Storm Response Team Drives Operational Excellence

- Tracy Carlson, Director, Customer Care, SMUD
- Jenna Lesch, Manager, Customer Strategy & Operations, SMUD



OPPD's Response to Winter Storm Gerri Highlights the Value of Preparation

- Jacob Babb, Senior Emergency Preparedness Specialist, OPPD



4:20 - 5:00 PM

PowerUp Networking Roundtables

PowerUp Networking Roundtables

5:15 - 6:30 PM

PowerUp: Chartwell's Outage Conference Networking Reception

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WEDNESDAY, JUNE 5

7:30 - 8:30 AM Breakfast

8:30 - 9:15 AM **KEYNOTE - The Architecture of Resilience: Strengthening Preparedness and Response in the Utility Industry**
• Don Daigler, Resilience Executive Consultant, Chartwell, Inc.

9:15 - 10:00 AM **Platformification of Digital Customer Experiences in the Utility Sector: A Roadmap for Outage Management and Communication**
• Brad Adamske, Chief Growth Officer, Smart Energy Water

10:00 - 10:30 AM Networking Break

10:30 - 11:45 AM **Sponsor Spotlight: AGENT511**
Next-Gen Outage Solutions: Harnessing AI and Machine Learning for Communications and Restoration
• Robert Globocki, VP, Customer Experience and Billing Operations, Hydro One
• Nicholas Cross, Director of Customer Analytics, Consumers Energy
• Andrew Barrington, Products and Services Manager, Avista
Moderator: Tracie Boutte, Executive Advisor, Chartwell, Inc.

12:00 PM **Adjourn**