

 Chartwell's

# EMACS

The Customer Experience Conference

# 2024 SCHEDULE

October 8-11, 2024 · San Antonio

TUESDAY, OCT. 8

6:00 - 7:30 PM

Chartwell's EMACS Conference Welcome Reception  
Sponsored by Paymentus

## DAY ONE: WEDNESDAY, OCT. 9

7:30 - 8:30 AM	Breakfast
8:30 - 9:25 AM	<b>Keynote - Transmitting Excellence: Transforming Utility Customer Service with the USAA Way</b> <ul style="list-style-type: none"> <li>Angela Alanis, Vice President of Property and Casualty Service, USAA</li> <li>Tom Grothues, CEO, Tom G. Consulting</li> </ul>
9:25 - 10:10 AM	<b>Diamond Sponsor KUBRA</b> <i>Session details coming soon</i>
10:10 - 10:25 AM	Networking Break
10:25 - 11:30 AM	<b>Sponsor Spotlight: ACI Worldwide</b>  <b>Enterprise Transformation: Executive Perspectives on Navigating the Future Utility Landscape</b>  Moderator: Tracie Boutte, Executive Advisor, Chartwell Inc. <ul style="list-style-type: none"> <li><i>Panelist details coming soon</i></li> </ul>
11:30 AM - 12:00 PM	Team Networking Challenge
12:00 - 1:30 PM	Lunch
1:30 - 2:15 PM	<div> <div>BREAKOUT 1</div> <div><i>Session details coming soon</i></div> </div>
	<div> <div>BREAKOUT 2</div> <div> <b>Level Up Your Customer Service: A Roadmap to AI-Powered Modernization for Utilities</b> <ul style="list-style-type: none"> <li>Mike Dolloff, Chief Revenue Officer, InflowCX, an Amplix Company</li> </ul> </div> </div>
	<div> <div>BREAKOUT 3</div> <div><i>Session details coming soon</i></div> </div>

## DAY ONE: WEDNESDAY, OCT. 9, CONT.

2:20 - 3:05 PM

### BREAKOUT 1

#### **Making a Difference: Strengthening Business Customer Relationships with Tailored Energy Solutions**

Moderator: John Bord,  
Senior Consultant,  
Chartwell Inc.

- Tomaso Giannelli,  
Key Account  
Manager, Georgia  
Power
- Benjamin Jung,  
Business Liaison, CPS

### BREAKOUT 2

#### **LIHEAP Overview and Advocacy Outlook for 2024: Navigating Challenges in the Utility Sector**

- Katrina Metzler,  
Executive Director,  
National Energy and  
Utility Affordability  
Coalition

### BREAKOUT 3

#### **Electrifying Transportation: Insights from Utility Leaders**

Moderator: Karl Popham

- *Panelist details  
coming soon*

3:05 - 3:35 PM

Networking Break

3:35 - 4:30 PM

### **Collaborative Roundtables: Solutions for Today's Utility Challenges**

- Enhancing Customer Experience with AI and Machine Learning
- Innovative Self-Service Solutions for Utility Customers
- Strategies for Elevating Small Business Customer Satisfaction
- Equitable Payment Structures for Utility Customers
- Engaging Customers through Gamification and Incentives
- Comprehensive Support Strategies for Vulnerable Customers
- Driving EV Adoption through Strategic Programs and Partnerships
- Enhancing CX through Field Operations and Business Partner Training
- Navigating Utility Transformation: Practical Strategies for All Levels
- Optimizing VOC Programs and Customer Surveys for Actionable Insights
- Multicultural Marketing and CX: Strategies for Inclusive Engagement
- Building Strong Vendor Partnerships: Best Practices for Successful SLAs

5:00 - 6:30 PM

**EMACS Networking Reception**

## DAY TWO: THURSDAY, OCT. 10

7:30 - 8:30 AM

Breakfast

8:30 - 9:25 AM

### **Keynote - Rising Stronger Together: CPS Energy's Customer Satisfaction Journey**

Moderator: Karl Popham, Senior Consultant, Chartwell Inc.

- Rudy Garza, President and CEO, CPS Energy
- DeAnna Hardwick, Chief Customer Strategy Officer, CPS Energy

9:25 - 10:10 AM

### **Diamond Sponsor Message Broadcast**

*Session details coming soon*

10:10 - 10:25 AM

Networking Break

10:25 - 11:30 AM

### **Sponsor Spotlight: GridX**

#### **The Future of Customer Experience: Executive Strategies for the Next Decade**

Moderator: IS Dunklin, CEO, Chartwell Inc.

- Alex Chiang, VP Customer Solutions & Experience, Manitoba Hydro
- Robert Globocki, VP, Customer Experience and Billing Operations, Hydro One

11:30 AM - 12:45 PM

### **Chartwell Best Practices Awards Luncheon**

12:45 - 1:15 PM

### **Dessert with Solution Providers**



#### **BREAKOUT 1**



#### **BREAKOUT 2**



#### **BREAKOUT 3**

1:15 - 2:00 PM

#### **BGE's Strategic Outreach Provides Comprehensive Support to Vulnerable Customers**

- *Speaker details coming soon*

#### **Eversource Incorporates Start-Service Functionality into IVA**

- Lindsay Washburn, Senior Digital Product Manager, Eversource

#### **PG&E Effectively Elevates Small Business Customer Satisfaction**

- Alicia Romer, Sr. Manager, Small Business Engagement, Pacific Gas & Electric Company

## DAY TWO: THURSDAY, OCT. 10, CONT.

	 <b>BREAKOUT 1</b>	 <b>BREAKOUT 2</b>	 <b>BREAKOUT 3</b>
2:05 - 2:50 PM	<b>Enbridge Gas Uses Whimsy and Gamification to Collect Meter Read Recordings</b> <ul style="list-style-type: none"> <li><i>Speaker details coming soon</i></li> </ul>	<b>Hydro One's Use of AI and Analytics Strengthens Customer Journey Blueprint</b> <ul style="list-style-type: none"> <li><i>Speaker details coming soon</i></li> </ul>	<b>Consumers Energy Equitably Restructures Card Payments</b> <ul style="list-style-type: none"> <li>Brian Lewis, Executive Director of Customer Operations, Consumers Energy</li> </ul>
2:50 - 3:20 PM	Networking Break		
3:20 - 4:05 PM	<i>Session details coming soon</i>	<i>Session details coming soon</i>	<i>Session details coming soon</i>
4:10 - 4:55 PM	 <b>Orange and Rockland Uses Strategic and Inclusive Approach to Drive EV Adoption</b> <ul style="list-style-type: none"> <li>Andrew Farrell, Director of E-Mobility, Orange and Rockland Utilities, Inc.</li> </ul>	<b>Enhancing Customer Experience with AI in the Utility Industry</b> <p>Moderator: John Bord, Senior Consultant, Chartwell Inc.</p> <ul style="list-style-type: none"> <li><i>Panelist details coming soon</i></li> </ul>	<b>Enhancing Outage Communications with Real-Time Customer Feedback and Benchmarking</b> <p>Moderator: Jennie King, Principal Consultant, Chartwell Inc.</p> <ul style="list-style-type: none"> <li>Chance Kinnison, Customer Research &amp; Insights Program Manager, CPS Energy</li> <li>Arnold Santayana, Sr Manager, Enterprise Customer Experience, CPS Energy</li> <li>Ann Kinnard, Director, Customer Experience, CPS Energy</li> </ul>
5:30 - 7:30 PM	<b>The Main Event</b>		

## DAY THREE: FRIDAY, OCT. 11

7:30 - 8:30 AM

Breakfast

8:30 - 9:30 AM

**Keynote - Beyond the Hype: Navigating Real-World Opportunities and Risks in Artificial Intelligence**

- Jay Boisseau, Founder, Austin AI Alliance

9:30 - 10:15 AM

***Session details coming soon***

10:15 - 10:45 AM

Networking Break

10:45 - 11:55 AM

**Sponsor Spotlight: Oracle**

**Closing the Knowledge Circuit: Opportunities and Challenges to Engage Customers in the Energy Transition**

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

- Stacy Maloney, Director, Customer Experience and Brand and Marketing, Portland General
- *Other panelist details coming soon*

11:55 - 12:10 PM

**Closing Remarks  
Adjourn**