

@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

Keynote - Transmitting Excellence: Transforming Utility Customer Service with the USAA Way

- Angela Alanis, Vice President of Property and Casualty Service, USAA
- Tom Grothues, CEO, Tom G. Consulting

9:25 - 10:10 AM

Customer-Centric Billing: Understanding and Adapting to Payment Trends

Moderator: Tara Mondelli, Vice President, Client Success, KUBRA

- *Panelist details coming soon*

10:10 - 10:25 AM

Networking Break

10:25 - 11:30 AM

Sponsor Spotlight: ACI Worldwide

Enterprise Transformation: Executive Perspectives on Navigating the Future Utility Landscape

Moderator: Tracie Boutte, Executive Advisor, Chartwell Inc.

- *Panelist details coming soon*

11:30 AM - 12:00 PM

Team Networking Challenge

12:00 - 1:30 PM

Lunch

BREAKOUT 1

Evergy & Interactions Partner to Achieve 68% Containment

- Steve Hughes, Sr. Director, Utilities Practice, Interactions
- Lindsay Washburn, Senior Digital Product Manager, Evergy

BREAKOUT 2

Level Up Your Customer Service: A Roadmap to AI-Powered Modernization for Utilities

- Mike Dolloff, Chief Revenue Officer, InflowCX, an Amplix Company

BREAKOUT 3

Session details coming soon

1:30 - 2:15 PM

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, Senior Consultant, Chartwell Inc.

- Amy Atchley, EV Equity Development Manager, Austin Energy
- Becky Whitman, Business Development Manager, Electric Vehicles & Charging, Ameren Missouri

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

BGE's Strategic Outreach Provides Comprehensive Support to Vulnerable Customers

- *Speaker details coming soon*



BREAKOUT 2

Evergy Incorporates Start-Service Functionality into IVA

- Lindsay Washburn, Senior Digital Product Manager, Evergy



BREAKOUT 3

PG&E Effectively Elevates Small Business Customer Satisfaction

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

1:15 - 2:00 PM

DAY TWO: THURSDAY, OCT. 10, CONT.

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

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**