PowerUp

Chartwell's Outage Conference

2025 SCHEDULE

October 6-8, 2025

Dallas, TX

PowerUp
Outage Conference
Chartwell's

2025 SCHEDULE

MONDAY, OCTOBER 6

7:30 AM - 4:30 PM

Members & Invited Guests Only:
Chartwell's Leadership Council Meetings

6:00 - 7:30 PM

PowerUp: Chartwell's Outage Conference Welcome Reception

TUESDAY, OCTOBER 7

7:30 - 8:30 AM

Breakfast

8:30 - 9:30 AM

KEYNOTE - Enhancing Readiness, Strengthening Response: CenterPoint Energy's Emergency Preparedness Transformation
- Don Daigler, SVP Emergency Preparedness and Response, CenterPoint Energy

9:30 - 10:15 AM

Awareness at the Speed of Impact: Empowering Outage Response Through Real-Time Intelligence
- Stephenie Howard, Vice President /Customer Strategy & Platform Development, CenterPoint Energy
- Karlon Butler, Manager, Product Owner Mobile App & View Outage, Entergy
- Gabe Cano, Department Manager, Outage Management Systems, Con Edison
- Zac Canders, Co-Founder, DataCapable

10:15 - 10:45 AM

Networking Break

10:45 - 11:45 AM

Executive Panel: "One Voice" Crisis Communications for All Hazards

Moderator: Carlos D. Torres, Resilience Executive Advisor, Chartwell Inc.
- Keith Stephens, SVP & CCO, CenterPoint Energy
- Shaun Vacher, VP, Electric Operations, National Grid
- Colonel (Retired) Michelle M. Fraley, Ph.D., Corporate Security Director, LUMA Energy

11:45 AM - 12:55 PM

Chartwell's Best Practices Awards Luncheon

TUESDAY, OCTOBER 7 (CONT.)

Time		
12:55 - 1:40 PM	**Layered Technology Improves Operational Insights, Reduces Shutoff Risks for SDG&E Customers** • Joaquin Sebastian Peral, Wildfire Risk Analytics Manager, SDG&E	**PG&E Revolutionizes Outage Communication with SmartComms and SmartETOR** • Carl Shoenhofer, Director, Customer Outage Journey, PG&E
1:45 - 2:30 PM	**Outage 360 – Reimagining Response Through Connected Intelligence and AI Platforms**	**Fast, Fluid, and Fail-Safe: Building Better Utility Maps for the Future** • Jamel Singleton, Head of Product Design, KUBRA • Swetha Chellappa, Product Manager, Mapping, KUBRA
2:30 - 3:00 PM	Networking Break	
3:00 - 3:45 PM	**Transforming Emergency Response: LUMA's Award-Winning Journey** • Colonel (Retired) Michelle M. Fraley, Ph.D., Corporate Security Director, LUMA Energy	**Smarter, Faster, Clearer: Consumers Energy's Evolving Use of AI for ETRs** • Vincent Marinas, Data Scientist, Consumers Energy
3:50 - 4:35 PM	**Emergency Management for Major Events: Innovation, Coordination, and Communication** Moderator: Victor Fleites, Senior Consultant, Chartwell Inc. • Shannon Murphy, Manager, Emergency Management & Business Continuity, Hydro One • Chuck Chapman, Director, Emergency Management, Austin Energy • Brittani McClendon, Stakeholder Engagement Manager, Georgia Power	**Enhancing Outage Communications with Artificial Intelligence** Moderator: Jennifer Gary, Senior Consultant, Chartwell Inc. • Jordan McDonald, Manager, Digital Customer Experience, TECO • Wayne Boone, Principal, Alabama Power Company • Joaquin Sebastian Peral, Wildfire Risk Analytics Manager, SDG&E

TUESDAY, OCTOBER 7 (CONT.)

4:40 - 5:40 PM	**PowerUp Networking Roundtables**
6:00 - 7:30 PM	**PowerUp: Chartwell's Outage Conference Networking Reception**

WEDNESDAY, OCTOBER 8

7:30 - 8:30 AM	Breakfast
8:30 - 9:30 AM	**KEYNOTE - Resilience in the Heat of Crisis: Lessons from LADWP's Wildfire Response** • Zoraya Oliver-Griffin, Chief Climate Resiliency and Emergency Management Officer, LADWP • Joseph Ramallo, Chief Customer Officer & Senior Assistant General Manager, Communications and Community Affairs, LADWP
9:30 - 10:15 AM	**Unlocking RCS: The Future of Utility Customer Messaging and Engagement** • Paul Watkins, Director, Product Management & Strategy, Convey
10:15 - 10:45 AM	Networking Break
10:45 - 11:45 AM	**Predicting Power: How Machine Learning is Transforming Estimated Times of Restoration** Moderator: John Bord, Senior Consultant, Chartwell Inc. • Ryan Keilen, Senior Manager of Customer Data Analytics, Consumers Energy • Carl Schoenhofer, Director, Customer Outage Journey, PG&E • Tim Krall, Director, Advanced Analytics, Exelon
12:00 PM	**Adjourn**