

 Chartwell's

# EMACS

The Customer Experience Conference

## 2025 SCHEDULE

October 7-9, 2025 · Dallas, TX

TUESDAY, OCT. 7

7:30 AM - 5:00 PM

*Members & Invited Guests Only:*

**Chartwell's Leadership Council Meetings**

6:00 - 7:30 PM

**Chartwell's EMACS Conference Welcome Reception**

## DAY ONE: WEDNESDAY, OCT. 8

7:30 - 8:30 AM

Breakfast

8:30 - 9:30 AM

### **Keynote - Empowering Customers Through Digital Innovation: Oncor's Journey to Seamless Engagement**

- Joel Austin, Senior Vice President and Chief Digital Officer, Oncor Electric Delivery

9:30 - 10:15 AM

### **Rethinking Routine: Turning Transactions into Meaningful Experiences**

- Tara Mondelli, Vice President of Client Success, KUBRA

10:15 - 10:45AM

Networking Break

10:45AM - 12:00PM

### **Executive Panel: Navigating the Evolving Landscape of Utility Customer Expectations**

Moderator: Tracie Boutte, Executive Advisor, Chartwell Inc.

- Michael Murphy, VP, Customer Operations, Con Edison
- Tony Gardner, Senior VP and CCO, CenterPoint Energy
- Raed Adhami, Chief Innovation Officer, Convey

12:00 - 1:00 PM

Lunch

1:00- 1:45 PM

CUSTOMER EXPERIENCE TRACK	AFFORDABILITY TRACK	BUSINESS CUSTOMER TRACK	ELECTRIFICATION TRACK
<b>Strategic Digital Transformation Drives Call Reduction at Evergy</b> <ul style="list-style-type: none"> <li>• Dave Clauson, Director, Digital Strategy, Evergy</li> </ul>	<b>Transforming Billing Operations with Smart Automation and Insightful Analytics</b> <ul style="list-style-type: none"> <li>• Jacqueline Gray, Sr. Manager, Mass Customer Accounting &amp; Billing Center of Excellence, Entergy</li> <li>• Oxana Humphreys, Data Scientist Manager, Georgia Power Company</li> </ul>	<b>Best Practices in Serving your Largest C&amp;I and National Account Customers</b> <ul style="list-style-type: none"> <li>• Brad Haley, Senior Key Account Executive, Ameren Missouri</li> <li>• Tomaso Giannelli, Principal Key Account Manager, Georgia Power</li> </ul>	<b>Charging Ahead: Utilities Leading the Way in EV Infrastructure</b> <ul style="list-style-type: none"> <li>• Dan FitzPatrick, Section Manager, Electric Vehicle Operations, Orange &amp; Rockland</li> <li>• Ethan Landy, Electric Vehicle Customer Specialist, Hawaiian Electric</li> </ul>

## DAY ONE: WEDNESDAY, OCT. 8, CONT.

	CUSTOMER EXPERIENCE TRACK	AFFORDABILITY TRACK	BUSINESS CUSTOMER TRACK	ELECTRIFICATION TRACK
1:50 - 2:35 PM	<b>Built for Utilities, Powered by AI: A Customer Experience (CX) Reinvention Story</b>	<b>High-Tech Utility Fraud Attacks: Strategies to Detect and Defend</b> <ul style="list-style-type: none"> <li>Lauren Mesch, Enterprise Strategy &amp; Innovation, Speedpay Consultant, ACI Worldwide</li> <li>Tarun Grover, Principal New Business Developer, ACI Worldwide</li> </ul>	<b>Session Details to be Announced</b>	<b>Transportation Electrification: Using AI to Engage EV Owners and Enhance Grid Reliability</b> <ul style="list-style-type: none"> <li>Amy Atchley, EV Equity Development Manager, Austin Energy</li> <li>Adam Grant, Director, Integrated Energy Services, NV Energy</li> <li>Shriram Ramanathan, Chief of Staff to CEO, VP - Strategy and Operations, Bidgely</li> </ul>
2:40 - 3:25 PM	<b>Community Engagement Strategies for Utilities</b> Moderator: Dennis Goodman, Senior Consultant, Chartwell Inc. <ul style="list-style-type: none"> <li>Jennifer-Christine Balneg, Supervisor STEM Education, SMUD</li> <li>Anne Rickard, Director of Community Partnerships, SRP</li> <li>Christopher Hahn, VP, External Affairs, PSEG Long Island</li> </ul>	<b>Harnessing the Power of Energy Burden and Data Analysis to Drive PSE's Affordability and Equity Initiatives</b> <ul style="list-style-type: none"> <li>Michael Wehling, Program Manager Energy Equity Data Analytics, PSE</li> <li>Austin Phillips, Manager, Customer Insights, PSE</li> </ul>	<b>Build More Engaging Relationships with SMB Customers Through Communications and Outreach</b> <ul style="list-style-type: none"> <li>Brandy Davis, Supervisor, Business Energy Solutions, PG&amp;E</li> <li>Monica Flores, Energy2Business Liaison and Community Engagement, CPS Energy</li> </ul>	<b>Fleet Electrification: Utilities Leading the Charge</b> <ul style="list-style-type: none"> <li>Maricela Carlos, eMobility Business Development &amp; Partnerships, SCE</li> <li>Todd Cahill, Director, Support Services, SDG&amp;E</li> </ul>
3:30 - 4:00 PM	Networking Break			
4:00 - 4:45 PM	Collaborative Roundtables			
5:00 - 6:30 PM	EMACS Networking Reception			

## DAY TWO: THURSDAY, OCT. 9

7:30 - 8:30 AM

Breakfast

8:30 - 9:25 AM

### **Keynote - Customer at the Heart: PG&E's AI-Powered Customer Transformation**

- Tracie Boutte, Exective Advisor, Chartwell, Inc.
- Vincent Davis, Senior VP, Customer Experience, PG&E

9:25 - 10:10 AM

### **Real-Time Customer Engagement in the Age of Utility Disruption**

- 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

10:10 - 10:40 AM

Networking Break

10:40 - 11:40 AM

### **From Noise to Clarity: Leveraging Data as a Strategic Asset**

Moderator: IS Dunklin, CEO, Chartwell Inc.

- Monica Whiting, Vice President, Customer Experience and Communications, APS
- Javier Fernandez, President & Chief Executive Officer, OPPD

11:40 AM - 1:00 PM

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

1:00 - 1:30 PM

*Dessert with Solution Providers*

1:30 - 2:15 PM

CUSTOMER EXPERIENCE TRACK	AFFORDABILITY TRACK	BUSINESS CUSTOMER TRACK	ELECTRIFICATION TRACK
<b>Hawaiian Electric Elevates Customer Service Through Employee Empowerment</b> <ul style="list-style-type: none"> <li>• Dr. Tanya Díaz-Chong, EdD, MAM, Manager, Customer Service Improvement, Hawaiian Electric</li> <li>• Laurel Brooks, Learning and Development Consultant, Hawaiian Electric</li> </ul>	<b>EPB's Improvements Significantly Simplify Customers' Billing and Payment Experience</b> <ul style="list-style-type: none"> <li>• Karen Thomas, VP, Customer Relations, EPB</li> <li>• Tina Hatfield, Senior Manager, Customer Service, EPB</li> <li>• Sandra Tilley, Senior VP, Brand Strategies, EPB</li> </ul>	<b>PSEG Long Island Elevates Business Customer Experience</b> <ul style="list-style-type: none"> <li>• Veronica Isaac, Manager, Customer and Community Partnerships, PSEG Long Island</li> <li>• Michelle Somers, Marketing Manager, PSEG Long Island</li> </ul>	<b>ComEd Rapidly Drives Equitable EV Growth Through Beneficial Electrification Plan</b> <ul style="list-style-type: none"> <li>• Cristina Botero, Sr. Manager, Beneficial Electrification, ComEd</li> </ul>

2:20 - 3:05 PM

## PECO's Energy Efficiency Awareness Addresses "The Elephant in the Room"

- Alana Shaw, Manager, Marketing Promotions, PECO

## Know Your Costs to Cut Through Complexity, Boost Savings!

- Nicole Haskins, Vice President of Sales and Marketing, Paymentus

## AI-Powered Personalization for Utility Residential and Business Customers

- Mack Greene, Senior Vice President, Solutions Engineering, IntelPeer

Session Details to be Announced

3:10 - 3:40 PM

## Networking Break

3:40 - 4:25 PM

### CUSTOMER EXPERIENCE TRACK

## AI in Action: PG&E's AI Voice Assistant Revolutionizing Customer Interactions

- Kristin Punter, Sr. Director, Customer Service Outreach & Strategic Workforce Management, PG&E
- Matt Vaccarezza, Sr. Manager, Customer Technology Enterprise Call Routing, IVR & Reporting, PG&E

### AFFORDABILITY TRACK

## Transforming Utility Payments: Enhancing Accessibility and Support

- Moderator: Pat Ricks, Senior Advisor, Chartwell Inc.
- Kasey Dill, CX Solutions Program Owner, APS
  - Raymond Joseph, Billing & Payments Section Manager, Customer Operations, Con Edison
  - Paul Applegate, VP, Alliances and Business Development, InvoiceCloud

### BUSINESS CUSTOMER TRACK

## Improving Digital Experience for Business Customers

- Moderator: Jennie King, Principal Consultant, Chartwell Inc.
- Treena Mason, Customer Experience and Strategic Operations Leader, Entergy
  - Nichelle Hall, Key Accounts Program Manager, SnoPUD
  - Scott Engstrom, CCO, GridX

### ELECTRIFICATION TRACK

## EV Grid Integration: How Will We Power the EV Revolution?

- Moderator: Karl Popham, Senior Consultant, Chartwell Inc.
- Cameron Freberg, Manager of EVs & Emerging Technologies, Austin Energy
  - Alex Keyhani, Electric Vehicles Program Manager, TECO

4:30 - 5:15 PM

## MiMove Significantly Advances Customers' Online Digital Experience

- Rachel Roman, Manager, CX Transformation, Procedures, Compliance & Contracts, TECO

## Utility and Community Collaboration Provides a Helping Hand to Customers in Need

- Tina Kelly, Product Manager, Manitoba Hydro

## Utilizing a CRM to Improve Service for Business Customers

- Justin Partee, Manager, Sales & Economic Development, Connexus Energy
- Josh Richards, Supervisor, Business Customer Center, SRP

## Driving the EVolution with High Impact Marketing

- Jonce Dimoski, Program Manager, Electric Vehicles, PSEG
- Becky Whitman, Efficient Electrification Innovation Manager, Ameren Missouri

5:45 - 8:30 PM

**EMACS Main Event at Gilley's Dallas**

