

 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
Strategic Digital Transformation Drives Call Reduction at Evergy • Dave Clauson, Director, Digital Strategy, Evergy	Transforming Billing Operations with Smart Automation and Insightful Analytics • Jacqueline Gray, Sr. Manager, Mass Customer Accounting & Billing Center of Excellence, Entergy • Oxana Humphreys, Data Scientist Manager, Georgia Power Company	Best Practices in Serving your Largest C&I and National Account Customers • Brad Haley, Senior Key Account Executive, Ameren Missouri • Tomaso Giannelli, Principal Key Account Manager, Georgia Power	Charging Ahead: Utilities Leading the Way in EV Infrastructure • Dan FitzPatrick, Section Manager, Electric Vehicle Operations, Orange & Rockland • Ethan Landy, Sr. Program Manager, Commercial Strategy & Innovation, Hawaiian Electric

DAY ONE: WEDNESDAY, OCT. 8, CONT.

	CUSTOMER EXPERIENCE TRACK	AFFORDABILITY TRACK	BUSINESS CUSTOMER TRACK	ELECTRIFICATION TRACK
1:50 - 2:35 PM	Built for Utilities, Powered by AI: A Customer Experience (CX) Reinvention Story	High-Tech Utility Fraud Attacks: Strategies to Detect and Defend - Lauren Mesch, Enterprise Strategy & Innovation, Speedpay Consultant, ACI Worldwide - Tarun Grover, Principal New Business Developer, ACI Worldwide	Session Details to be Announced	Transportation Electrification: Using AI to Engage EV Owners and Enhance Grid Reliability - Amy Atchley, EV Equity Development Manager, Austin Energy - Adam Grant, Director, Integrated Energy Services, NV Energy - Joe Nash, Manager, Orange & Rockland - Shriram Ramanathan, Chief of Staff to CEO, VP - Strategy and Operations, Bidgely
2:40 - 3:25 PM	Community Engagement Strategies for Utilities Moderator: Dennis Goodman, Senior Consultant, Chartwell Inc. - Jennifer-Christine Balneg, Supervisor STEM Education, SMUD - Anne Rickard, Director of Community Partnerships, SRP - Christopher Hahn, VP, External Affairs, PSEG Long Island	Harnessing the Power of Energy Burden and Data Analysis to Drive PSE's Affordability and Equity Initiatives - Michael Wehling, Program Manager Energy Equity Data Analytics, PSE - Austin Phillips, Manager, Customer Insights, PSE	Build More Engaging Relationships with SMB Customers Through Communications and Outreach - Brandy Davis, Supervisor, Business Energy Solutions, PG&E - Monica Flores, Energy2Business Liaison and Community Engagement, CPS Energy	Fleet Electrification: Utilities Leading the Charge Todd Cahill, Director, Support Services, SDG&E
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, Executive 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
Hawaiian Electric Elevates Customer Service Through Employee Empowerment • Dr. Tanya Díaz-Chong, EdD, MAM, Manager, Customer Service Improvement, Hawaiian Electric • Laurel Brooks, Learning and Development Consultant, Hawaiian Electric	EPB's Improvements Significantly Simplify Customers' Billing and Payment Experience • Karen Thomas, VP, Customer Relations, EPB • Tina Hatfield, Senior Manager, Customer Service, EPB • Sandra Tilley, Senior VP, Brand Strategies, EPB	PSEG Long Island Elevates Business Customer Experience • Veronica Isaac, Manager, Customer and Community Partnerships, PSEG Long Island • Michelle Somers, Marketing Manager, PSEG Long Island	ComEd Rapidly Drives Equitable EV Growth Through Beneficial Electrification Plan • Cristina Botero, Sr. Manager, Beneficial Electrification, ComEd

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, Manager, EV & Load Management Programs, 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

