

PowerUp @ Chartwell's
OutageConference

**2025
SCHEDULE**

October 6-8, 2025

Dallas, TX

PowerUp @ Chartwell's OutageConference

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

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2025 SCHEDULE

TUESDAY, OCTOBER 7 (CONT.)

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

- Linda Mattes, Consultant, SEW
- Harish Raju, Chief Product Solution Officer, SEW

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

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2025 SCHEDULE

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**

- David Fernandez Vinuales, RCS Business Messaging Specialist & Conversational AI (Ex- Google, Ex-Meta), Messaging Advisory & Execution
- 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
- Valliappan Muthukaruppan, Principal Data Scientist, Exelon

12:00 PM

Adjourn