



 **Chartwell's**
EMACS
The Customer Experience Conference

PowerUp  **Chartwell's**
Outage Conference

SPONSOR AND EXHIBITOR PROSPECTUS • 2026



Sept. 22-24



Hilton Atlanta

 **Chartwell**
INSIGHT FOR TOMORROW'S UTILITY

Be Visible. Create Excitement.
Generate New Leads.



 **Chartwell's**
EMACS
The Customer Experience Conference



PowerUp  **Chartwell's**
OutageConference

SEPTEMBER 22-24, 2026 | ATLANTA, GA



EMACS and PowerUp bring utility leaders together to connect, share insights, and explore bold strategies to enhance the customer experience, improve outage communications, and tackle many more industry challenges.

Don't miss your chance to network with 500+ utility industry decision makers on a mission to find solutions, gain actionable ideas, and shape the future of the utility sector.

ABOUT CHARTWELL

Chartwell's utility network includes 14,000+ utility professionals at 300+ utilities in the U.S. and Canada. They participate in our 8+ Leadership Councils and rely on our utility research.



Roles include customer care, communications, outage, billing and payment, marketing, and more. Nearly 7,000 of these contacts work for utilities with over 1 million customers.

“

Chartwell goes above and beyond to answer our questions and to make sure they're connecting us with the right people. I appreciate how Chartwell takes a vested interest in getting to know us and the unique elements of our business.

Director of Customer Experience,
Mid-Size Northwestern Utility

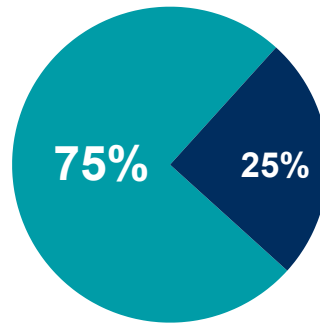
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**Over 70 of
the largest
utilities in
North America
are Chartwell
members.**

WHO ATTENDS?

500+
REGISTRANTS

Utility
Attendees



Vendor
Attendees

2022-2024 avg.



- **Vice Presidents & Senior Executives** – Customer Experience, Customer Operations, Communications, Emergency Management
- **Directors & Managers** – Billing & Payment, Digital Engagement, Customer Programs, Outage Communications, Storm Response, Grid Operations
- **CX Leaders** – Customer Strategy Officers, Customer Service Directors
- **Technology & Innovation Leaders** – Chief Digital Officers, IT Managers, Data Analytics Leads
- **Marketing & Outreach Professionals** – Customer Communications Managers, Program Marketing Leads
- **Emergency Management Leaders** – Resilience Planning, Disaster Recovery
- **Technology & Operations Specialists** – OMS Integration, Field Crew Tech, Situational Awareness Tools
- **Customer Strategy & Communications Experts** – Digital Messaging, ETR Management



PAST EXHIBITORS

2021-2025

- Accelerated Innovations
- ACI Worldwide
- AGENT511
- AiDash
- Allconnect
- Apogee Interactive, Inc.
- Barrett Education Connection
- Bellomy
- Bidgely
- BlastPoint
- Centric Consulting, LLC
- Cinch Home Services
- CityBase
- Convey
- CubbyPaperless
- DataCapable
- Doxim
- DynaTouch
- EFI
- Enghouse Interactive Inc
- EUNA Solutions
- FIS
- Fiserv Inc
- GridX, Inc.
- HEXstream
- HomeServe
- I3 Verticals
- Ibex Digital
- ICF
- InflowCX
- Interactions
- InvoiceCloud
- IPaySmart
- Itineris
- Juvare
- Kenick, Inc
- Kore.ai
- KUBRA
- Level One
- Liferay
- Meridian Integration
- Mindgrub Technologies
- Mower
- NTC
- Oncourse Home Solutions
- Oracle Energy and Water
- Paymentus
- Pivotal Home Solutions
- PolyAI
- Porch
- Power TakeOff
- Procedureflow
- Quadient
- Questline Digital
- Resilient Link
- Rightpoint
- RR Donnelley
- SilverTech
- SingleStop
- Smart Energy Water
- Strategic Staffing Solutions
- TextExpander
- TransUnion
- Utilitec
- UtilityAPI
- VertexOne
- Voxtelesys
- West Monroe
- WIT Inc



WHY EXHIBIT?

- Direct Access to Decision-Makers
- Showcase Your Expertise
- High-Value Networking
- Generate Qualified Leads
- Brand Visibility Among Industry Innovators
- Stay Ahead of Industry Trends
- Exclusive Access to Chartwell Research & Insights
- Collaborative Environment
- Opportunities for Speaking & Thought Leadership
- Be Part of the Conversation Driving Utility Transformation



UTILITIES LOVE...



Why Attendees Love EMACS and PowerUp

- Actionable insights and best practices for CX, billing, digital engagement, outage communications, and resilience
- Exploring solutions for current and future projects
- High-impact networking with peers, industry leaders, and technology innovators
- Live demonstrations of the newest customer interfaces, platforms, and technologies
- Thought leadership and innovation through keynotes, panels, and interactive roundtables
- Recognition and celebration at the Chartwell Best Practices Awards
- Exposure to cutting-edge technology and trends shaping the utility industry



SPONSORS LOVE...



Why Solution Providers Love Chartwell Conferences

- “They introduce us to new utilities, needs, and opportunities.”
- “The reputation and respect of Chartwell in the industry.”
- “Good networking, content, and fresh utilities.”



TOPICS COVERED

- Customer Experience
- Customer Service
- Digital Experience
- Business Customers
- Marketing and Communications
- Electric Vehicles
- Emergency Management
- Outage Communications
- Organizational Resilience
- Outage Operations
- Billing and Payment
- Affordability
- Vulnerable Customers
- Customer Transformational Leadership
- Executive Leadership



SPONSOR LEVELS AND OPPORTUNITIES



Speaking: Power Partner Panel
Member or Breakout Session



Technology: Conference App,
Wi-Fi, Charging Lounge



Lead Generation: Email Lists, Private Meeting
Rooms, Roundtables, Vendor Dinners



Networking: Receptions,
Breaks, Cocktails, Coffee



Branding: Key Cards, Totes, Lanyards,
Headshots, and more!

POWER SPONSORS

Limited Availability -
Act Now!

DUAL SPONSOR DISCOUNT AVAILABLE!
CONTACT MARK FOR DETAILS.

ALL LEVELS INCLUDE:

Multi-Channel Brand Amplification: Your company name and logo will be featured in pre-conference promotional materials, on the event website, across social media, in the mobile app, and in the printed onsite agenda.

Lead Generation Power: Receive exclusive conference registration email lists (pre-event and post-event) to unlock direct access to engaged attendees for follow-up and relationship-building.

Event-Wide Recognition: Be acknowledged as a leading event sponsor in the general session, reinforcing your position as an industry innovator.

MEGAWATT SPONSOR EMACS \$39,000 • PowerUp \$30,000

Command the Stage: As a general session speaker or panelist on the executive panel.

Premium Exhibit Space: Double booth in a prime location to stand out and attract high-value traffic.

Dynamic Video Feature: A 60-second brand video highlighting your value proposition can be featured during general session to maximize exposure.

Included Passes: 6 full conference registrations.*

KILOWATT SPONSOR EMACS \$26,850 • PowerUp \$19,350

Showcase Your Solutions: Lead a Partner Power Session—a 40-minute breakout session paired with a utility client to present a compelling success story or case study.

Prime Exhibit Presence: Single Booth in a premium location.

Included Passes: 4 full conference registrations.*

AMP SPONSOR EMACS \$21,850 • PowerUp \$16,850

Lead the Conversation: Participate as a Breakout Session Panelist.

Excellent Exhibit Space: Single Booth in a great location.

Included Passes: 2 full conference registrations.*

*Terms & conditions apply. Additional passes available for purchase - contact [Mark](#) for details.

SPONSORSHIPS

SPEAKING

Partner Power Session	Lead a 40-minute breakout session with a utility client to share a success story or case study. Your logo appears on the agenda and door signage, and attendee engagement is tracked via badge scans.	2 conference passes included* (*1 pass transferred to your utility client)	EMACS \$19,995 PowerUp \$12,495
Sponsor Panel Seat	Join a 60-minute panel showcasing subject matter expertise and growth insights.	1 conference pass included	EMACS \$14,995 PowerUp \$9,995

TECHNOLOGY

Wi-Fi	Own the event Wi-Fi password and spotlight your logo everywhere Wi-Fi access is mentioned.	1 conference pass included	\$9,995
Charging Lounge	Energize attendees with charging tables and seating. Includes onsite promotion and signage.	1 conference pass included	\$14,995
Mobile App	Be everywhere attendees go with your logo featured on the conference app and onsite signage	1 conference pass included	\$9,995

BRANDING

Welcome Tote	Prominent logo placement on registration totes—reach every attendee.	1 conference pass included	\$6,995
Lanyards	Your logo featured on attendee lanyards for high-visibility branding.	1 conference pass included	\$6,995
Key Cards	Logo showcased on key cards to keep your brand in hand throughout the event.	1 conference pass included	\$6,995
Luxury Coffee Cart	Brand placement on a luxury coffee cart with onsite signage to capture attention.	1 conference pass included	\$9,995
Paws for a Break	Delight attendees with adoptable puppies and showcase your brand through onsite signage	1 conference pass included	
Headshot Station	Offer attendees professional photos with a photographer stationed at or near your booth	1 conference pass included	\$9,995
Relaxation Lounge	Put your brand at the center of comfort—sponsor the Relaxation Lounge featuring two massage chairs.	1 conference pass included	\$12,995

SPONSORSHIPS

LEAD GENERATION

Partner Power Session Attendee Email List	Receive the names and emails of those who attended the Partner Power Session.	EMACS \$1,495 PowerUp \$995
Partner Power Session Recording Email List	We'll record your breakout session, share it post-conference as free sponsored presentation and provide emails of viewers.	EMACS \$1,495 PowerUp \$995
Conference Email List	Receive the names and emails of those who attended the Conference - delivered after the event. This is included with Power Sponsor Packages.	EMACS \$2,495 PowerUp \$1,495
Private Meeting Room	Dedicated space to meet with attendees.	\$4,995
Vendor Roundtables	Host a topic and lead a conversation with up to 8 utility professionals at a table.	\$3,995
Vendor Dinner	Exclusive dinner experience for up to 24 guests, including vendor staff. We handle all the planning!	\$12,495

NETWORKING

Council Reception	Exclusive. Be the only vendor in the room at this high-impact one-hour networking event with branded napkins, signage, and swag, plus a Mic Spotlight to address attendees directly.	\$14,995
Welcome Reception	Showcase your brand with table swag, signage, napkins, 50 premium drink tickets, and a mic spotlight.	\$19,995
Morning Refreshment Break Sponsor	Perk up the crowd—sponsor Morning Coffee & Tea and let your brand shine on napkins and signage.	\$6,995
Afternoon Energy Boost Break	Sweeten the day—sponsor Dessert & Coffee and spotlight your brand on napkins and signage while everyone indulges.	\$6,995
Women in Energy Networking Happy Hour	Your brand shines with signage, drinks, light appetizers, entertainment options and/or gifts.	\$9,995
Wednesday Networking Reception	Make a splash with cocktails, heavy appetizers, branded napkins, swag at tables, and 50 premium drink tickets—plus a mic spotlight.	\$19,995
Main Event	Your brand takes center stage with entertainment, food, drinks, and a mic moment to welcome attendees, plus signage, swag, and branded touches alongside our utility cohost.	Contact Mark to discuss

EXHIBITOR ONLY

Your Gateway to Direct Engagement

The Exhibitor Only package is a flexible, cost-effective entry point ideal for first-time sponsors or companies looking to maximize ROI with a streamlined, high-impact presence.

You'll benefit from all the essentials needed to make a strong impression, without the commitment of a larger conference sponsorship package.

Booth Only:

- 10x10 booth with premium placement on the exhibit floor.
- Includes 1 full conference pass—put your brand in the heart of the action.

Strategic Brand Amplification:

- Your company name and logo featured in pre-conference promotional materials, on the event website, across social media, in the mobile app, and in the exhibit hall map.
- Benefit from sustained brand visibility that drives recognition and recall.

Investment:

- \$6,995



IMPORTANT DATES

Dec. 31

**Preferred Discount
Pricing Deadline**

July 1

**Sponsor/Exhibitor
Balance Due**

July 17

**Full Forfeiture for
Cancellations**

READY TO LEARN MORE?

Contact Mark Johnson

mjohnson@chartwellinc.com

[720-371-1799](tel:720-371-1799)

