

 Chartwell's
PowerUp
**Utility Resilience, Response, and
Communications Conference**

2026 SCHEDULE

September 22-24, 2026 · Atlanta, GA

Session Tracks



**EMERGENCY
MANAGEMENT**



**OUTAGE
OPERATIONS**



**OUTAGE
COMMUNICATIONS**



**BUSINESS
CONTINUITY**

TUESDAY, SEPT. 22

7:30 a.m.-
5:00 p.m.

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

6:00-7:30 p.m.

Conference Welcome Reception

7:30-8:30 a.m. *Breakfast*

MORNING BREAKOUT SESSIONS

8:30-9:30 a.m.



How OPPD Rebuilt Customer Trust with Smarter Storm Communications

- Andrew Peacock, *OPPD*



Alabama Power's ETR Monitoring Program for Accurate Outage Communication

- Nicole Grove, *Alabama Power Company*



Game-Based Emergency Management Exercises with CPS

- Jackie Silva, *CPS Energy*
- William Paiz-Tabash, *CPS Energy*



CenterPoint's Approach to Building All-Hazards Resilience Across the Enterprise

- Jonathan Robb, *CenterPoint Energy*

9:35-10:15 a.m.

Peer Networking Roundtables:

- Grid Intelligence Beyond the Control Room
- Mobile Outage Dispatch and Field Coordination
- Storm Logistics and Resource Management
- Lessons Learned from Major Events
- ETR Strategy and Governance
- Storm-Centered Customer Communications
- EOC Strategies for Complex Events
- Public Safety Power Shutoff Communications

10:15-10:45 a.m.

Networking Break

10:45-11:45 a.m.



From Risk to Readiness: Building a Practical Business Continuity Framework



The Long Tail of the Outage: Managing the Customer Experience Before and After the Event

- Amanda Townsend, *Oncor*
- Brandy Spainhoward, *CenterPoint Energy*
- Di Soares, *Con Edison*
- Paul Watkins, *Convey*



Data-driven Resilience: How Award-Winning Utilities are Redefining Restoration

- Matthew Wilttrout, *National Grid*
- Nathan Sherman, *Alabama Power Company*

Session Details to be Announced

11:45 a.m.-
12:45 p.m.

Networking Lunch

Puppy Playtime Sponsored by InvoiceCloud

AFTERNOON GENERAL SESSION

- 12:45-1:45 p.m. *Welcome from Chartwell's CEO, I.S. Dunklin*
- Keynote - Two Hurricanes in 13 Days: Duke's Outage Communications Transformation After Helene and Milton**
- Taryn Sims, VP, Customer Experience & Engagement, *Duke Energy*
- 1:50-2:30 p.m. **The New Outage Playbook: Building Customer Trust Through Better Communication**
Sponsored by DataCapable
- 2:30-3:00 p.m. *Networking Break*
- 3:00-4:00 p.m. **The Resilience Equation: Balancing Infrastructure, Demand, and Mutual Assistance**
- Moderator: Carlos Torres, Resilience Executive Advisor, *Chartwell*
- Rick Anderson, SVP and Senior Production Officer, East Production Group, *Southern Company*
 - Zoraya Oliver-Griffin, Chief Climate Resiliency and Emergency Management Officer, *LADWP*
 - Michael Jarro, Vice President, Distribution Operations, *FPL*
- 4:15-5:15 p.m. **Curated Connections Hour**
Sessions have limited capacity. Register in the app to reserve your seat.
- Women In Energy Happy Hour
Sponsored in Partnership with InvoiceCloud
 - The Future Utility Lab: Co-Creating the Next Five Years
 - Newcomer Meet-Up
- 5:30-7:00 p.m. **Networking Reception**



7:30-8:30 a.m. *Breakfast*

MORNING BREAKOUT SESSIONS

8:30-9:30 a.m.



Inside Entergy's AI Chatbot: How a New Mobile Feature Is Transforming Customer Interactions

- Gus Bernardo, *Entergy*
- Karlon Butler, *Entergy*



Navigating TCPA, AI, and Consent Risk in Utility Customer Communications

- William Raney, *Copilevitz, Lam & Raney*



Digital Hazard Reporting: Turning Community Input into Operational Intelligence

- Roderick Batteaux, *CenterPoint Energy*



Inside OPPD's Response to a Once-in-500-Year Ice Storm

- Tonya Ngotel, *OPPD*

9:35-10:15 a.m.

Session Details to be Announced

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Building Utility Partnerships Before Disaster Strikes

- Scott Holmquist, *URTA*
- Tom Jacobus, *CenterPoint Energy*

Session Details to be Announced

10:15-10:45 a.m.

Networking Break

10:45-11:45 a.m.



Building Business Continuity Across the Utility Enterprise

- Corey Mulryan, *Exelon*
- Mona Freels, *LADWP*
- Tonya Ngotel, *OPPD*



Outage Communications for Business Customers: Strategies for Meeting Expectations

- Kim Dues, *PPL*
- Steve Daulton, *SRP*
- Tomaso Giannelli, *Georgia Power*



Forecasting Resilience: How Utilities Are Responding to Weather Risk

- Nicole Grove, *Alabama Power Company*
- Travis Kennedy, *Oncor Electric Delivery*



Mutual Aid to Market Forces: The New Era of Utility Resource Acquisition

- Alan Bradshaw, *Holland Power Services*
- Angie Gibson, *PG&E*
- Glen Aichinger, *National Grid*

11:45 a.m.-
1:15 p.m.

Chartwell Best Practices Awards Luncheon

Sponsored in Partnership with Paymentus

AFTERNOON GENERAL SESSION

- 1:30-2:30 p.m. *Closing remarks from Chartwell's CEO, I.S. Dunklin*
- Keynote - Building the Utility of the Future: How PG&E Is Advancing Resilience Through Innovation, Integration, and Preparedness**
- Angie Gibson, Vice President, Emergency Preparedness and Response, PG&E
- 2:35-3:15 p.m. **Connecting the Outage Lifecycle Through Vertical AI**
Sponsored by Smart Energy Water
- 3:15-3:45 p.m. *Networking Break*
- 3:45-4:45 p.m. **Public / Private Partnerships During a Crisis**
Moderator: Carlos Torres, Resilience Executive Advisor, Chartwell
- Daniel Isom, Vice President Safety, Security, and Crisis Management, Ameren
 - Jesse Sythe, GridEx Program Manager, Electricity Information Sharing and Analysis Center, North American Electric Reliability Corporation
 - Persia Payne-Hurley, Assistant Director for Partnership Engagement, NCEM
- 5:30-8:30 p.m. **The Main Event: Farewell Reception**
Sponsored in Partnership with Paymentus & Hallmark Business Connections

