

Chartwell's **EMACS**

The Customer Experience Conference

2026 SCHEDULE

September 22-24, 2026 · Atlanta, GA

Session Tracks



**ARREARS
MANAGEMENT**



**CUSTOMER
EXPERIENCE**



**BILLING AND
PAYMENT**



ELECTRIFICATION



**BUSINESS
CUSTOMERS**



**VULNERABLE
CUSTOMERS**

TUESDAY, SEP. 22

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
Signature drink sponsored by *Dollar Energy Fund*

7:30 - 8:30 AM

Breakfast

8:30 - 9:30 AM

Keynote - The "All-of-the-Above" Mandate: Growth, Reliability, and Affordability

- Kim Greene, *President and Chief Executive Officer, Georgia Power*

9:30 - 10:15 AM

Beyond Point Solutions: Building the Intelligent Utility Platform

- Ian Rinehart, *Vice President, Ad Hoc Group*
- Stephenie Howard, *VP of Customer Strategy & Platform Development, CenterPoint Energy*
- Taryn Sims, *VP of Customer Experience & Engagement, Duke Energy*
- Steve Mann, *Chief Technology Officer, DataCapable*

10:15 - 10:45 AM

Networking Break

10:45 - 11:30 AM

The Trust Collision: Protecting the Social Contract in a High-Cost Era

Moderator: Tracie Boutte, *Executive Advisor, Chartwell*

- Brandy Bolden, *Chief Customer Officer, SMUD*
- Jess Cain, *VP of Customer Operations & Assistance Programs, Eversource Energy*
- Latanza Adjei, *Chief Customer Officer, Georgia Power*
- Tara Mondelli, *VP of Client Success, KUBRA*

11:30 AM - 12:45 PM

Networking Lunch

Puppy Playtime Sponsored by InvoiceCloud

BREAKOUT SESSIONS

12:45 - 1:45 PM



Embedding Generative AI to Reinforce Frontline Customer Support

- Richard Brown, *Con Edison*
- Tatyana Gorokhova, *Con Edison*



Leading with Empathy to Transform Arrears Management

- Andrew Barrington, *Avista*



Managing Economic Development & Commercial Customer Load Growth

- John Lawrence, *MLGW*



Simplifying Billing and Payment Experiences with Intelligent Automation

- Daniel Sam, *Con Edison*



Turning eMobility Investments Today Into Revenue Makers Tomorrow

- Andrew Farrell, *Orange & Rockland*

BREAKOUT SESSIONS

1:50-2:30 PM



How to Successfully Implement a Modern Utility CX Program

- Greg Fratangelo, DLC
- Justin Bailey, *Bellomy*
- Katie Alexander, *Bellomy*
- Todd Jordan, *Bellomy*



How Utilities Are Redefining Customer Support

- Josh Smith, *Mississippi Power*
- Patty Riddlebarger, *Entergy*
- Tim Lytle, *Single Stop*



Seven Critical Traits for a Service-First Mindset

- Nicole Haskins, *Paymentus*



The Self-Service Showdown: How Fast Can Customers Find What They Need?

- Al-Tereek Battle, *ACI Worldwide*
- Sean McAnally, *ACI Worldwide*



Vertical AI Experience: From Digital Channels to Intelligent Customer Operations

- Brad Adamske, *SEW.AI*
- Linda Mattes, formerly with *Alliant Energy*

3:00-4:00 PM



CIS Transformations and Arrears Management

Sponsored by Itineris

- Leroy Peter, *City of Tallahassee*
- Shana Williams, *Tacoma Public Utilities*
- Christoph Vancompernelle, *Itineris*



Connecting with Small and Midsize Business Customers

- Brandy Davis, *PG&E*
- Margaret Wade, *ComEd*



Leveraging Advocacy, Data and Partnerships to Drive Impact for Vulnerable Customers

- EJ Schuck, *DLC*
- Kristina Le-Gallo, *Con Edison*
- Kevin Alexander, *Duke Energy*
- Juliet Ellis, *Promise*



Masterclass in Securing Buy-In for the Next-Gen Grid

- Jamila Jarmon, *Hawaiian Electric*
- Richard Biedenharn, *Cleco*
- Stevie Rosen, *Bidgely*



The Mobile App as a Customer Lifeline

- Brian Stafford, *PPL*
- Helen Tang, *National Grid*
- Karlon Butler, *Entergy*
- Kalen Bruce, *LG&E and KU*
- Laura Gousha, *Mindgrub*

Curated Connections Hour

Sessions have limited capacity. Register in the app to reserve your seat.

4:15-5:15 PM**Women In Energy Happy Hour**

Sponsored in partnership with InvoiceCloud

Join women from across the utility industry for networking and the presentation of Chartwell's inaugural Women in Energy Leadership Award. Light appetizers and beverages will be served.

The Future Utility Lab: Co-Creating the Next Three Years

Join your peers for an interactive, forward-looking workshop designed to uncover the emerging trends, evolving customer needs, workforce challenges and technology advancements. Through collaborative discussions, participants will identify the topics, capabilities and resources needed to navigate what's ahead.

25-minute Expert Exchange Sessions

Bring your biggest challenges to a personalized 25-minute session with a Chartwell consultant. Gain practical guidance and expert insights on the customer, operational or strategic issues that matter most to your organization.

Newcomer Meet-Up

Skip the awkward small talk and connect with fellow Chartwell newcomers through interactive games, guided conversations and networking designed to help you build connections before the conference begins.

EMACS Roundtables

Connect with fellow utility colleagues in an interactive roundtable format designed for open discussion and peer learning. These un-facilitated discussions provide an opportunity to benchmark approaches, share lessons learned from your own utility's journey, hear how peers are addressing common challenges and gain practical insights you can apply within your organization.

Roundtable topics include: Billing Innovation and Digital Payments, Business Customer Strategy, Customer Assistance and Energy Equity, Customer Experience Transformation, Digital Engagement and Self-Service, Revenue Recovery and Customer Affordability, Strategic Customer Communications, Transportation Electrification

5:30-7:00 PM**Networking Reception**

7:30 - 8:30 AM Breakfast

8:30 - 9:30 AM **Customer! Customer! Customer! PSE&G Reimagines What It Means to Be Customer-First**

- David Johnson, *Chief Customer Experience Officer, PSE&G*

9:30 - 10:15 AM **Personalizing Utility Communications with ConveyIQ, the Award-Winning Engagement OS for Utilities**

- Paul Watkins, *Director, Strategic Commercialization & Innovation, Convey*
- Susan DeClerck, *Senior Product Manager, Convey*

10:15 - 10:45 AM Networking Break

10:45 - 11:30 AM **Entergy's Fair Share Plus: Turning Data Center Growth into Customer Value**

- Elizabeth Adams, *Chief Customer Officer, Entergy*
- Tracie Boutte, *Executive Advisor, Chartwell*

11:45 AM - 1:00 PM **Best Practices Awards Lunch**

Sponsored in Partnership with Paymentus

BREAKOUT SESSIONS

1:30 - 2:30 PM



Accelerating Energy Usage Insights Through AI

- Nayan Parikh, *PSE&G Long Island*



Engaging Community Through Music and Choice

- Beth Johnson, *EPB*
- Gray Gill, *EPB*
- Maggie Sutton, *EPB*
- Sandra Tilley, *EPB*



Expanding Medical Registry Bolsters Vulnerable Customer Care

- Sandra M. Castillo, *Austin Energy*



Georgia Power's Collaborative Blueprint for Transportation Electrification

- Tray Leslie, *Georgia Power*



Strengthening Business Customer Engagement Through Integrated Outreach

- Brandy Davis, *PG&E*
- Jose Aguilar, *PG&E*

BREAKOUT SESSIONS

2:35-3:15 PM



Mutual Assistance for Customer Experience: Building the Next Utility Mutual Aid Network

- Michael Williams, *DataCapable*
- Sandy Buzzard, *DataCapable*
- Stephanie Howard, *CenterPoint Energy*
- Taryn Sims, *Duke Energy*



The Affordability Ecosystem: Different Focus. Shared Mission. Stronger Together

- Brady Nolan, *Flex*
- Carisa Wolstenhume, *Chartwell*
- Pat Ricks, *Chartwell*
- Renee Wagner, *Chartwell*
- Steve Waters, *Chartwell*



Using Rate and Billing Data to Redefine the Customer Journey

- Scott Engstrom, *GridX*



Utilities Don't Have a Data Problem. They Have a Decision Problem. How Intelligent Operations Are Connecting Customer Experience, Collections and Revenue Recovery

- Nikhil Desai, *WNS, Part of Capgemini*

3:15-3:45 PM

Networking Break

Continued on next page

BREAKOUT SESSIONS

3:45-4:45 PM



Agentic AI in Action: How Utilities Are Transforming the Customer Experience

Moderated by Dennis Goodman, Chartwell

- Chris Davis, *Consumers Energy*
- David Jacobson, *The Coca-Cola Company*



Becoming your Business Customers' Trusted Energy Advisor

Moderated by Jennie King, Chartwell

- Danny Smith, *Hydro Ottawa*
- Darren Kelsey, *PPL*
- Tomaso Giannelli, *Georgia Power*



Billing and Payment Programs, Enrollment Strategies and Measurable Impacts

Moderated by Renee Wagner, Chartwell

- Joni Gehr, *SRP*
- Karen Thomas, *EPB*
- Raymond Joseph, *Con Edison of New York*
- Katie Johnson, *InvoiceCloud*



Reimagining Low-Income Program Enrollment

Moderated by Pat Ricks, Chartwell

- Chad Quinn, *Dollar Energy Fund*
- Kathrine Long, *PG&E*
- Melissa Anne Troy, *Puget Sound Energy*
- Wendy Kutz, *ComEd*



Scaling Grid-Integrated Infrastructure for the Next Era of Transportation

Moderated by Karl Popham, Chartwell

- Paul DiBenedetto, *PSEG Long Island*
- Katie Davis, *ComEd*

5:30-8:30 PM

The Main Event

Sponsored in Partnership with Paymentus & Hallmark Business Connections