

 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 AM-5:00 PM

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

6:00-7:30 PM

Conference Welcome Reception

7:30-8:30 AM Breakfast

MORNING BREAKOUT SESSIONS

8:30-9:30 AM



Alabama Power's ETR Monitoring Program for Accurate Outage Communication

- Nicole Grove, *Alabama Power Company*



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

- Jonathan Robb, *CenterPoint Energy*



Game-Based Emergency Management Exercises

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



How OPPD Rebuilt Customer Trust with Smarter Storm Communications

- Andrew Peacock, *OPPD*

9:35-10:15 AM



Building Utility Partnerships Before Disaster Strikes

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



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

- William Raney, Copilevitz, *Lam & Raney*



Practical COOP Activation: Tools, Triggers, Templates, and Tactics That Work

- Jenny Demaris, *Eugene Water & Electric Board*

10:15-10:45 AM

Networking Break

10:45-11:45 AM



Building a Practical Business Continuity Framework

Moderator: Victor Fleites, *Chartwell*

- Adam Pendley, *JEA*
- David Banks, *Georgia Power*
- Dawn Thomas, *CNA Corporation*
- Mikaela Torres, *PG&E*
- Shawn G. Talmadge, *Dominion*



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

Moderator: Tim Hendren, *Chartwell*

- Jess Alcorn, *Technosylva*
- Matthew Wiltrout, *National Grid*
- Nathan Sherman, *Alabama Power Company*



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

Moderator: Jim Nowak, *Chartwell*

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



Managing the Customer Experience Before and After the Event

Moderator: Jennifer Gary, *Chartwell*

- Amanda Townsend, *Oncor*
- Brandy Spainhoward, *CenterPoint Energy*
- Douglas Wells, *Puget Sound Energy*
- Paul Watkins, *Convey*

11:45 AM-
12:45 PM

Networking Lunch

Puppy Playtime Sponsored by InvoiceCloud

AFTERNOON GENERAL SESSION

- 12:45-1:45 PM *Welcome from Chartwell's CEO, I.S. Dunklin*
- Two Hurricanes in 13 Days: Duke's Outage Communications Transformation After Helene and Milton**
- Taryn Sims, VP of Customer Experience & Engagement, *Duke Energy*
- 1:50-2:30 PM **Performance Powers Trust: The New Outage Playbook**
- Moderator: Ian Rinehart, Vice President, Ad Hoc Group
- Candice Knezevic, Managing Director of Customer Marketing & Communications, *Duke Energy*
 - Jennifer Neiswonger, Director of Customer Experience, *Duquesne Light Company*
 - Roderick Batteaux, Manager of Customer Communication Products, *CenterPoint Energy*
 - Bob Flaherty, Chief Operating Officer, *DataCapable*
- 2:30-3:00 PM **Networking Break**
- 3:00-4:00 PM **The Resilience Equation: Balancing Infrastructure, Demand, and Mutual Assistance**
- Moderator: Carlos Torres, Resilience Executive Advisor, *Chartwell*
- Michael Jarro, VP of Distribution Operations, *FPL*
 - Rick Anderson, SVP and Senior Production Officer, *Southern Company*
 - Zoraya Oliver-Griffin, Chief Climate Resiliency and Emergency Management Officer, *LADWP*

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 Session

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.

PowerUp 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 journey, hear how peers are addressing common challenges and gain practical insights you can apply within your organization.

5:30-7:00 PM

Networking Reception

7:30-8:30 AM

Breakfast

MORNING BREAKOUT SESSIONS

8:30-9:30 AM



Digital Hazard Reporting: Turning Community Input into Operational Intelligence

- Roderick Batteaux, *CenterPoint Energy*



How Alabama Power Leverages Situational Awareness to Get Everybody on the Same Digital Page

- Wayne Boone, *Alabama Power*



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

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



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

- Tonya Ngotel, *OPPD*

9:35-10:15 AM



Infrastructure Under Threat: Preparing for the Unthinkable - From Friction to Field Operations

Moderator: Tim Hendren, *Chartwell*

- Paul Olivett, *Moving Picture Institute*
- Tom Jacobus, *CenterPoint Energy*



Emergency Readiness at the Scale of the World's Busiest Airport

- Leola Chaney, *Hartsfield-Jackson Atlanta International Airport*



Sessions Title to be Announced

- Presented by *4M Analytics*

10:15-10:45 AM

Networking Break

MORNING BREAKOUT SESSIONS

10:45-11:45 AM



Building Business Continuity Across the Utility Enterprise

Moderator: Victor Fleites, *Chartwell*

- Mona Freels, *LADWP*
- Tonya Ngotel, *OPPD*
- Tom Jacobus, *CenterPoint*
- Sponsored by *URTA*



Forecasting Resilience: How Utilities Are Responding to Weather Risk

Moderator: Jim Nowak, *Chartwell*

- Nicole Grove, *Alabama Power*
- Travis Kennedy, *Oncor*
- Annika Heumann, *Technosylva*



Outage Communications for Business Customers: Strategies for Meeting Expectations

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

11:45 AM-
1:15 PM

Chartwell Best Practices Awards Luncheon

Sponsored in Partnership with Paymentus

AFTERNOON GENERAL SESSION

- | | |
|--------------|---|
| 1:30-2:30 PM | <p><i>Closing remarks from Chartwell's CEO, I.S. Dunklin</i></p> <p>Keynote - Building the Utility of the Future: How PG&E Is Advancing Resilience Through Innovation, Integration, and Preparedness</p> <ul style="list-style-type: none"> • Angie Gibson, VP of Emergency Preparedness & Response, <i>PG&E</i> |
| 2:35-3:15 PM | <p>Connecting the Outage Lifecycle Through Vertical AI</p> <p><i>Sponsored by Smart Energy Water</i></p> |
| 3:15-3:45 PM | <p><i>Networking Break</i></p> |
| 3:45-4:45 PM | <p>Public / Private Partnerships During a Crisis</p> <p>Moderator: Carlos Torres, Resilience Executive Advisor, <i>Chartwell</i></p> <ul style="list-style-type: none"> • Daniel Isom, VP of Safety, Security & Crisis Management, <i>Ameren</i> • Jesse Sythe, GridEx Program Manager, Electricity Information Sharing and Analysis Center, <i>North American Electric Reliability Corporation</i> • Persia Payne-Hurley, Assistant Director for Partnership Engagement, <i>North Carolina Department of Public Safety</i> |
| 5:30-8:30 PM | <p>The Main Event: Farewell Reception</p> <p><i>Sponsored in Partnership with Paymentus & Hallmark Business Connections</i></p> |