

Integrating Innovation

Boston, MA • Sept. 30 - Oct. 1

AGENDA, DAY 1*

Monday, September 30, 2019

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|----------------------------|---|
| 8:00 AM – 8:30 AM | Breakfast (Salon 4) |
| 8:30 AM – 8:45 AM | TMG Introduction/Kick-Off (Salon 3)
Mario Bauer, Chief Executive Officer, TMG Consulting |
| 8:45 AM – 9:45 AM | Keynote Address by National Grid (Salon 3)
National Grid will discuss the company's overall customer and technology modernization strategy with the implementation of innovative technology and business practices. |
| 9:45 AM – 10:00 AM | Break |
| 10:00 AM – 10:45 AM | Dual Sessions |
| 10:00 AM – 10:45 AM | CIS in the Cloud “Lessons Learned from the Industry's First SaaS Projects” (Salon 3)
City of Lubbock Utilities, Grant PUD & Hillsborough County, FL are all implementing Oracle's Customer Cloud Service (CCS) and will share their drivers and strategies for choosing cloud and lessons learned from their projects. |
| 10:00 AM – 10:45 AM | VertexOne: Understanding Customer & Equipment Behaviors through Patterns in Data (Salons 1 & 2) Utilities acquire and retain tremendous amounts of data on customers as well as network operational devices, such data is commonly known as Big Data. Vertex practitioners have had a unique opportunity to interact with utility customers for over 23 years. We have observed how different utility customers have diverse needs and exhibit different behaviors repeatedly. With the advancement of analytical capabilities, we have applied various data mining techniques on available data to find patterns that allow prediction of various events or behaviors. Our longest serving data model has been in production since 2012, for Metropolitan Sewer District of St. Louis as part of their Pre-Collect program. MSD uses the data model to assign propensity to pay risk scores to every customer and deploy varying proactive messaging practices based on the risk score to get the customer to pay. The program has allowed MSD to reduce accounts in arrears, increase collections, reduce cost of collection and reduce bad debt allocation. Vertex has used similar data modeling & analysis techniques for customer segmentation, leak detection, lost revenue analysis, load disaggregation, customer enrollment etc. |
| 10:45 AM – 11:30 AM | SEW Session, Redefining CX-Customer Experience for global Energy & Water Utilities (Salon 3) The Energy & Utility industry is in the midst of a profound digital revolution. As digital permeates industries globally, the utility industry too calls for a dynamic digital solution to cater to the growing expectation of their customers. Such solutions focus on deliver a customer-centric experience to enable utilities to improve customer engagement and provide unmatched customer service. These digital solutions deliver self-service capabilities to provide customers with a seamless - connected experience, through instant access to their account details, view bills & make payments, get real-time insights on their energy and water usage, track service requests, enroll for saving programs & rebates and a lot more. Follow this presentation to know how digital solutions helps utilities prioritize innovation to anticipate customer journey, identify customer touch points, deliver personalized experiences to deliver a better customer experience. |
| 11:30 AM – 12:30 PM | Lunch/Networking (Salon 4) |

Integrating Innovation

Boston, MA • Sept. 30 - Oct. 1

12:30 AM – 1:15 PM

Oracle Session: Digital Engagement Strategies in the Age of Data Science. AI. Chatbots. Automation. Data. (Salon 3)

How well have you been able to put the latest technologies to work for your team? Get ready to discuss machine learning for hyper-targeted customer experience improvements, marketing automation, water conservation, gas safety and more. In this session we'll dive deep into data-driven digital engagement strategies across utility use cases. We'll discuss the latest strategies for call center automation, self-service conversion, and deeper, broader engagement

1:15 PM – 2:00 PM

DUAL SESSIONS

1:15 PM – 2:00 PM

Red Clay Consulting: AMI for Water: Tapping Meter Data to Transform Customer Engagement (Salon 3)

Las Vegas Valley Water District (LVVWD) is turning to Advanced Metering Infrastructure to tackle big challenges common among water utilities today and transform the way it engages and serves customers. At the heart of this initiative is a project to upgrade to an integrated MDM/CIS platform that can help the utility leverage meter data to "connect the dots" across meter-to-cash-to-customer operations. Join this session to hear how LVVWD is laying a connected-data foundation to address key strategic customer and operational objectives, such as empowering customers with better visibility into their accounts and usage, intelligent customer engagement, communications and program promotion, more accurate reads and billing through daily/hourly meter reads, reducing field crew deployments and making service calls more efficient, increasing conservation program performance through targeted communications and enforcement via meter data and protecting revenue through data-enabled leak detection.

1:15 PM – 2:00 PM

Vlocity: Am I valuable to my customers? How does CRM fit into my customer-centric modernization strategy? (Salons 1 & 2)

Learn how utilities have changed their approach to customer digital transformation projects and why the smartest customer-centric transformations lead with CRM. We'll dive deep together on questions like, "What path have others taken in their customer-centric and technology roadmaps to deliver customer value?" and "What value should I expect a CRM, like Salesforce, to deliver for my utility and my customers?" We'll discuss the sea-change that the industry cloud platform is bringing to utility customer service, engagement, and experience and we'll walk through stories of utility CRM and customer-experience deployments that are delivering on customer value today.

2:00 PM – 2:15 PM

Break

2:15 PM – 3:00 PM

DUAL SESSIONS

2:15 PM – 3:00 PM

Panel Discussion: The Importance of Emerging Technologies in Selecting a CIS (Salon 3)

New technologies and customer demands are reshaping how utilities approach selecting a new CIS. In this panel, utilities that have recently gone through the planning work will discuss their strategies and drivers for their modernization projects, and address topics such as cloud, OCM, and resourcing.

Integrating Innovation

Boston, MA • Sept. 30 - Oct. 1

3:00 PM – 3:45 PM

3:00 PM – 3:45 PM

DUAL SESSIONS

Chatbots to Machine Learning, KloudGin, LWC, “The Real Impact of AI at Utilities” (Salon 3)

Is it time for Utilities to put their heads in the Cloud & AI? Learn how LWC is laying foundation for the future by leveraging artificial intelligence, cloud-first and mobile-first technologies to connect their customers, crews, back office, partners, and equipment in real-time, from any device. Listen to their plans on leveraging AI, Chat Bots to create a modern digital engagement platform to service their customers and also create new revenue streams for the future. KloudGin + WAM 2.0 + e-business R12 + ESRI GIS

3:00 PM – 3:45 PM

Integration Session on *Connecting Utilities and Customers...AMI Now and Beyond*

(Salons 1 & 2) Automation has increasingly become the pathway to efficiency gains and effective operations and the multiple functions of metering in the utilities space clearly have benefitted from this trend with the evolution of Advanced Metering Infrastructure (AMI). Along with the multitude of benefits and value propositions related to AMI, comes the need to manage risk while continuing to take advantage of the ever-increasing and fast-paced world of innovation. From a risk management perspective, a new 2-tier model is emerging as an interesting possibility, but with this possibility comes the question...can this simpler model actually reduce risk?

3:45 PM – 4:00 PM

Closing Address Day 1 (Salon 3)

RJ Kumar, Chief Operating Officer, TMG Consulting

5:00 PM

Board buses: Buses depart at 5:15 for off-site VIP event.

5:30 PM – 8:30 PM

VIP Event at Lucky Strike



AGENDA, DAY 2*

Tuesday, October 1, 2019

- 8:00 AM – 8:30 AM **Breakfast (Salon 4)**
- 8:30 AM – 8:45 AM **TMG Introduction/Kick-Off (Salon 3)**
Pam Glanvill, President, TMG Consulting
- 8:45 AM – 9:45 AM **Panel Discussion: Duke Energy, SDG&E (Salon 3)**
Transformation management with a multi-vendor ecosystem, Jassi Arora from Duke Energy, Christina Gonzales from Southwest Gas & Jana Espino from ConEd, Moderator: Brent Kassing
- 9:45 AM – 10:00 AM **Break**
- 10:00 AM – 10:45 AM **SAP Panel Discussion “How to Build a Business Case and Value Assessment for a Transformation Project” (Salon 3)**
The SAP panel discussion will discuss the preparation required, options available, execution plan, best practices, lesson learned, and desired outcomes. Answering the questions of why, what, how, and the impact for the organization early in the lifecycle establishes the guiding principles to implement a successful transformation project.
- 10:45 PM – 11:30 AM **AI Driving innovation for Asset Management (Salon 3)**
HCL Technologies (HCL), a leading global technology company, has partnered with Harris Geospatial Solutions Inc., a subsidiary of Harris Corporation (HRS), to provide an AI-driven, remote sensing data analytics system to address the Utility Industry needs. The system will allow utilities to have a more active, controlled view of information through the use of remote sensing systems, which includes Unmanned Aircraft Systems (UAS), manned aircraft, and space-borne data sources. Using a form of artificial-intelligence (AI) technology, the system will analyze data to automatically assess asset conditions and flow derived insights to critical asset operations such as work management, asset performance monitoring, and geographical information systems (GIS). Panel: HCL & Harris Geospatial.
- 11:30 AM – 12:30 PM **Lunch/Networking (Salon 4)**
- 12:30 PM – 1:15 PM **Roundtable Discussions/Vendor Q&A: “Ask the Experts” (Salon 3)**
- 1:15 PM – 2:00 PM**
DUAL SESSION OPTIONS:
- 1:15 PM – 2:00 PM **Future of Asset Management – Suez Water (Salon 3)**
How Suez Water is innovating taking cloud-first and mobile-first approach in its Asset Management operations? Learn how SUEZ is reinventing the Asset operations with modern cloud software solutions to maximize reliability and uptime, reduce Capital and Operational expenditures, extend asset life, and reduce unplanned downtime without increasing operational, safety or environmental risks.

Integrating Innovation

Boston, MA • Sept. 30 - Oct. 1

1:15 PM – 2:00 PM

Infosys: Southwest Gas (SWG) Proactively De-risks their Upcoming CIS Implementation and Accelerates Self Service Customer Analytics Journey (Salons 1 & 2)

Infosys partnered with Southwest Gas and SAP to deliver digital, innovation platform which fully satisfied the stated objectives. Single platform to profile and cleanse legacy Customer data, stage and transform Customer data, and integrate, harmonize and setup with future SAP CIS solution for easy extensibility. Drastically reduced CIS program implementation risks and accelerated implementation timeline by delivering fully reusable and cleansed customer data, pre-built data processes, reporting/analytic models.

By leveraging the Enterprise HANA platform, Infosys developed a multi-pronged solution to deliver a scalable platform for integrating with data sources like meter, GIS, nomination/allocation/gas transportation, inspections, work management, scheduling, customer sentiment and social media. Compared to previous data and analytics platform, 10x increase in self-service customer reporting and analytics capabilities and time to value/insight.

2:00 PM – 2:15 PM

Break

2:15 PM – 3:00 PM

The Power of Data: The Compelling Case for AMI Before CIS (Salon 3)

Moderator: Todd Stocker, TMG and City of Lubbock. Utilities are finding it imperative to upgrade to a modern CIS and AMI systems in order to take full advantage of the newest capabilities. Historically, these projects were done sequentially with CIS leading the AMI implementation, resulting in a 5 year or more schedule to complete both. The City of Lubbock utilized a unique approach in starting with AMI and overlapping the CIS project in order to complete the entire program in less than 2 years. This session will review the project and benefits to both projects following this approach.

3:00 PM – 3:45 PM

Unlocking the value of a CRM-first approach at National Grid (Salon 3)

Customer relationship management (CRM) software is emerging as a significant part of the value proposition within the future utility landscape. National Grid is at the forefront of this trend, with its "CRM first" strategy as part of its overall customer information system (CIS) modernization project. In this session, National Grid will discuss its CRM-driven project, including the impetus behind its strategy and how the company plans to leverage its solution going forward as part of its overall customer-centric approach.

3:45 PM – 4:00 PM

Forum Closing Address (Salon 3)

RJ Kumar, Chief Operating Officer, TMG Consulting