uta
Utility Technology Association

October 2 - 4, 2018
Hosted by
Memphis Light Gas & Water
Big Cypress Lodge
1 Bass Pro Dr. Memphis, TN 38105

Monday, October 1st

1:00 – 5:00   **CIO group meeting – Big Cypress Lodge**
- **3rd Floor - Delta Room**

4:00 – 7:00   **Early Registration – Big Cypress Lodge – 3rd Floor Lobby area**
Vendor Setup – Big Cypress Lodge – 3rd Floor Lobby
- **check in at Early Registration tables first**

Tuesday, October 2nd

7:30 – 8:30   **Registration – Big Cypress Lodge – 3rd Floor Lobby area**
Vendor Setup – Big Cypress Lodge – 3rd Floor Lobby area
Breakfast Buffet – 3rd Floor – Flyway & Delta Gator Room

8:30   **Program begins – 3rd Floor - Ducks Unlimited & Waterfowl Gallery**

8:30 – 8:50   **Welcome – Lashell Vaugh, MLGW Vice President and CTO**
Welcome - J. T. Young, MLGW President and CEO

8:50 – 9:00   **Welcome – Bruce Anderson, UTA President, CEMC**

9:00 – 10:00   **Keynote Speaker** – **Skye Perry, CEO & Founder, SSP Innovations**
Keeping Pace with the Evolution of Energy
The demands being placed upon a utility are rapidly evolving and this trend is only expected to accelerate over the next several decades. As technologists in the utility industry, we must have a clear vision of the future requirements, thorough knowledge of where we are today, and an actionable plan to continually advance our solutions to meet new challenges. The keynote will discuss energy industry trends as well as the advancements being made in and around our GIS, work, and asset management systems that will allow us to keep pace with the continuous evolution of energy.

10:00 – 10:15 **Housekeeping – Rick Bowker & Brandon Taylor, MLGW**
Rick & Brandon will give us information and instructions on the afternoon tours.
Assign groups N (Netters) & S (Sheahan), bus pickup locations, bus rules, security at tour locations, lunch plans, location swap, returning to Big Cypress Lodge

10:15 – 11:15 **BREAK – Visit Vendor Booths**

11:15 – 12:15 Load buses - Travel to Netters & Sheahan

12:15 – 12:45 Lunch on location

12:45 – 1:45 **Tour – MLGW Netters Facility** - During lunch Cynthia Jones, Manager of Client Services at MLGW will present "Using Technology to Engage Your Customers" which highlights various methods in which Memphis Light, Gas and Water has utilized emerging technologies to enhance the customer experience. Topics include as mobile, self-service options for customers and the use of customer portals. Following the lunch and presentation we will tour the areas of MLGW's Netters Business Center which include Customer Care Center, Business Service Center, Dispatching, Emergency Operations Center, and Information Services.

1:45 – 2:45   Load buses - Travel to Sheahan & Netters

2:45 – 3:45 **Tour – MLGW Sheahan Facility** - Check out where some of the best water in the world comes from and discover the improvements that have occurred over the decades at the Sheahan Pumping Station. Built in 1932 with airlift wells and coal-fired steam to operate the pumps the station has gone through many upgrades including the electrification of all high-service pumps, the move to remote control, and the construction of additional capacity and facilities.

3:45 – 4:45 Travel to Big Cypress Lodge

4:45 – 6:00 **CSA hosted Networking Event – Big Cypress Lodge – Ducks Unlimited Patio**
Upon returning to the hotel, please join long time UTA supporting vendor, Central Service Association, for happy hour and continued networking on the Patio overlooking the Mississippi River.

Dinner on your own

Wednesday, October 3rd

7:30 – 8:30   **Breakfast Buffet – 3rd Floor – Flyway Room & Delta Gator Rooms**

8:30 – 9:00   **Visit Vendor Booths**

9:00 – 9:45   **What Lurks in the corners of the DarkWeb? - Chris Patterson, RSA Security**
Chris will walk us into the shadows of the DarkWeb. What are stolen customer credentials worth? Malware as a Service, and the Thriving underground markets that are not even afraid enough to hide in the dark anymore. The discussion will conclude with strategy and tactics to address the threats.

9:45 – 10:30 **Discover Today's Threats to Our Infrastructure – Timothy Marsh, Counterintelligence/Cyber Program Private Sector Coordinator, FBI**
After almost 15 years in the FBI working Counterintelligence matters Mr. Marsh has become an expert in all facets of this skill set. Reading people, understanding body language and most importantly becoming an expert in the science known as social engineering. Today he will help us "Discover Today's Threats to Our Infrastructure and How to Protect Your Company and Yourself."

10:30 – 11:00 **BREAK - Visit Vendor Booths**

11:00 – 11:45 **Utility Trends: AI, Millennials, and New Competition – Nic Lowry, Manager, Regional Sales, Kubra** The tech world is constantly changing, and often brings utilities and their customers along for the ride. In 2018, utilities are faced with advancing technologies such as artificial intelligence, rising security concerns, new competition and more. In this session, we take a look at these trends and discuss what utilities can do to prepare now, and how they can use these industry changes to their advantage.

11:45 – 12:30 **LUNCH – Flyway & Delta Gater Rooms**

12:30 – 1:30 **BREAK - Visit Vendor Booths**

1:30 – 2:15 **UTILITY SPOTLIGHT – Joey Perry, IT Operations Manager, JEA & Damian Maloney, Records Compliance and Risk Specialist, CEMC – Electronic Document Management**
Joey and Damian will give you an overview of how document imaging systems have impacted JEA and CEMC over the past few years. You will hear the benefits of what an EDMS can bring to a utility of any size as well as a few *"lessons learned"!*

2:15 – 3:00 **FirstNet-What does it mean for Utilities? – Aislynn Turner, Sr. Public Safety Advisor**
FirstNet is an independent authority within the U.S. Department of Commerce. Authorized by Congress in 2012, its mission is to develop, build and operate the nationwide, broadband network that equips first responders to save lives and protect U.S. communities. Aislynn will help us understand what this means for utilities.

3:00 – 3:45 **BREAK - Visit Vendor Booths**

3:45 – 4:30 **Risk Management Practices – Michael Deloach, EMC Technologies**
Michael will present details regarding risk management practices he implemented at American Electric Power (AEP) and then again at Duke Energy with respect to their NERC compliance programs. The presentation will get into how risk assessments were conducted for compliance violations (and near misses) and how those assessments were ultimately used. He will explore what further improvements could be made using the FAIR methodology to help organizations ensure they are investing their money and resources on the right activities – how they can better answer questions from executive management regarding those investments.

Vendors can tear down after this or Thursday morning

4:30 **Housekeeping – Rick Bowker & Brandon Taylor, MLGW**
Rick & Brandon will give us information and instructions on the travel to Graceland

5:30 – 6:00 Travel to Graceland, Home of Elvis Presley, 3764 Elvis Presley Boulevard
We will travel by bus as a group.

6:30 – 9:30 **Graceland Tour & Dinner**
We will visit the home of the legendary king of rock and roll for an exclusive after-hours Elvis Experience Tour and have dinner at one of the venues on the grounds. This tour package will include the Graceland Mansion, Presley Motors & Cycles, Discovery Exhibits and Elvis the Entertainer. Dinner will be a Memphis delight and catered by Vernon's Smokehouse.

Thursday, October 4th

7:30 – 8:30 **Breakfast Buffet – 3rd Floor – Flyway Room & Delta Gator Rooms**

8:30 – 9:15 **Office 365 – Jonathan Joyner, Partner, ATA Technologies**
Are you making plans to make the switch to MS Office 365? Then you'll want to hear the ins and outs of what it will take from an experienced source.

9:15 – 10:00 **Topic TBD – name, position/title - TVA**
We will hear from TVA on new opportunities up coming.

10:00 – 10:45 **UTA Business Session and Round Table Discussion**

10:45 – 11:00 **Door Prize Giveaways**

11:00   **Conference Adjourned**

11:30 – 1:00 **Called Meetings of the following committees**
Nominating Committee
Program Committee
Membership Committee
Executive Board
2019 Pre-Planning Session

Questions about this conference please contact the host – Rick Bowker, MLGW @ RBowker@mlgw.org or Brandon Taylor, MLGW @ BMTaylor@mlgw.org