



2019 Conference Schedule

October 29 – 31

Hosted by: Cleveland Utilities

Double Tree by Hilton - Chattanooga/Downtown

407 Chestnut Street | Chattanooga, TN 37402

Monday, October 28th

- 1:00 – 5:00 CIO Group meeting – Meet at EPB
- 1:00 – 4:00 Optional EPB Dispatch tours – Must register in advance
- 3:00 – 7:00 Early Registration – Front Lobby 1st Floor
Vendor Setup – Pre-function Foyer 2nd Floor
*Check in at registration before setting up

Tuesday, October 29th

- 7:30 – 8:30 Breakfast – Motivation & Epiphany 1st Floor
- 7:30 – 8:30 Registration – Pre-function Foyer 2nd Floor
- 8:30 Program begins – Vision Salon AB
- 8:30 – 9:00 Welcome – Robert Kindred – UTA President, AEC
- 9:00 – 10:15 **Keynote Address**
Jeffrey Lyash, Chief Executive Officer, Tennessee Valley Authority
- 10:15 – 10:45 Break
Visit Vendor Booths - Salon C, Inspiration, Pre-function
- 10:45 – 11:30 **Beyond the Hype - Real Work Happening today with Blockchain**
Jenn Blair, Blockchain Innovation Services Leader, IBM
This talk will cover real networks that we've launched and are involved in, business problems we're solving & why Blockchain for this work. I'll also cover key Utilities work that's moving ahead & a cross industry consortium update that I think will be relevant for your audience that will include things like MOBI getting involved in the future of Electric with peers from your industry.
- 11:30 – 1:30 Lunch – Motivation & Epiphany 1st Floor
Visit Vendor Booths – Salon C, Inspiration, Pre-function
- 1:30 – 2:15 **Engagement and Loyalty in the Digital Age**
Scott Thomson, Senior Partner Relationship Manager, KUBRA

- 2:15 – 3:00 **UTILITY SPOT LIGHT**
New ‘Improved’ Driver’s License Validation Process Provided by the State of Tennessee
Jon Laman, Manager Enterprise Resource Planning, MLGW
 Memphis Light, Gas and Water audits all employees Driver’s License CDL and Non-CDL status twice and year, and with the new feature implemented by the State of Tennessee on May 2, 2019 - the process is now been made more efficient and cost effect. If you are currently manually validating your company’s employees license status, you will want to hear about how this process has been improved!
- 3:00 – 3:30 Break – Salon C, Inspiration, Pre-function
 Visit Vendor Booths
- 3:30 – 4:15 **Technoference: How Are We Affected by the Technology We Deliver**
Chris Doyle, Channel Manager, Panasonic
 Join Chris Doyle, former VP of Product Marketing at TelTronics and product innovation specialist at global giant Panasonic Corporation, for a motivational and engaging session about the effects technology has on us and the customers we serve.
- 5:00 – 6:30 CSA Hosted Networking Event
 Big River Grille & Brewing Works 222 Broad Street | Chattanooga, TN

Wednesday, October 30th

- 7:00 – 8:00 Breakfast – Motivation & Epiphany 1st Floor
- 8:15 – 8:30 Welcome Back– Robert Kindred – UTA President, AEC
- 8:30 – 9:15 **UTILITY SPOT LIGHT**
It’s about to get REAL up in here: The importance of authenticity (and overall excellence, for that matter) in utility communications
Becky Burks, Communications Coordinator, AEC
 Got Communications? Well, of *course* you do! The question is, is your utility ready to do what it takes to kick it up a notch? AEC Communications Coordinator Becky Burks will guide us through some of what it takes to elevate your game. She’ll offer practical tips on effective messaging and some important reminders of why our work really *matters*. Last, but not least, she’ll shed some light on the special communications opportunities that IT professionals have when it comes to making a difference within our organizations.
- 9:15 - 10:00 **UTILITY SPOT LIGHT**
Technician Safety and Customer Engagement with Mobile Workforce
Heidi Slakans, Computer Software Specialist, MLGW
Michael Faulk, Supervisor CIS and Mobile Development, MLGW
Carol Johnston, VP Product Marketing, Clevest

Technician Safety and Customer Engagement are key points at Memphis Light, Gas and Water and we are deploying applications to help our field teams provide this service. We are providing tools for our field workforce to manage service orders, take pictures, investigate diversion, map meters, conduct inspections and read meters. MLGW's field applications will allow more mobility for our technicians and better customer service by having the device with them at all times. Field applications will also provide a safer environment providing hazard information to the technicians and allowing them to report hazards while in the field. Workforce automation has provided more information in real time and reduced back office paper work to help reduce staff need for that area.

10:00 – 10:30 Break – Visit Vendor Booths

10:30 – 11:15 **Critical Infrastructure Cybersecurity**

Bradford Willke, Acting Assistant Director for Stakeholder Engagement U.S. Cybersecurity and Infrastructure Security Agency

In this address, Bradford Willke, Acting Assistant Director for Stakeholder Engagement, U.S. Cybersecurity and Infrastructure Security Agency, will discuss prescient issues related to security and resilience within critical infrastructure operations, and specifically to collective defense policy, strategy, and partnership models.

11:15 – 12:00 **UTILITY SPOT LIGHT**

Building Your Defensive Line: Selecting Managed Security Services to Increase Your Cyber Resilience

Greg Gray, VP of Technical Services, SEDC

Patrick Dalton, I.T. Specialist, Fort Loudoun EC

Managed Security Services (MSS) assist utilities in protecting their network and IT infrastructure and increase the ability to prevent and recover from cyber attacks. Selecting appropriate services can improve protection levels as well as resiliency when faced with a cyber incident. Learn how properly implemented managed security services can help alleviate the burden of cybersecurity readiness on internal IT personnel, identify and eliminate potential weak spots, and reduce response time to cyber incidents.

12:00 – 1:30 Lunch

Visit Vendor Booths

1:30 – 2:15 **Lineman Meets Ironman: Augmented Reality for Field Personnel**

Ron Bentley, Product Manager, Sales & Marketing, dataVoice International

Augmented reality lays information on top of a view of the real world. This can be as simple as holding up your phone to look at the objects around you, or it can be as sophisticated as a headset that presents detailed information and takes commands. We explore ways augmented reality can assist personnel in the field. We look for answers to questions such as, "Is it safe? Is it convenient? Is it useful?"

2:15 – 3:15 Break
Last chance to visit Vendor Booths
3:15 – 4:15 UTA Business Meeting
4:15 – 4:30 End of day instructions / door prizes
4:30 – 5:00 UTA Committee Meetings
6:00 – 10:00 Entertainment night at TN Aquarium
Dinner served at 7:00

Thursday, October 31st

7:00 – 7:45 Continental Breakfast – Motivation 1st Floor
7:45 – 8:00 Board buses for TVA tour sites
8:00 – 12:00 TVA Tours to Raccoon Mountain and Control Center