



2026 Conference Schedule

October 5-8, 2026

Hosted by:

EPB Chattanooga

[The Westin Chattanooga](#)

801 Pine Street | Chattanooga, TN 37402

Monday, October 5th

1:00 – 4:00 **Cyber Security Round Table – NO VENDORS PLEASE**
EPB Community Room – 7th floor EPB Downtown Building
10 W MLK Blvd | Chattanooga, TN 37402

Steve Morrison, Manager IT Operations, and Tim Shaver, Manager Security Operations, both with EPB will be our moderators this year. We plan to have representatives from CISA and TVA in attendance. Bring your thoughts, your actions, your plans, and your concerns to the table and let your peers help you as you share in the discussion. No additional registration required, just show up, we will have plenty of room.

Adequate parking is available at the **EPB parking garage** located behind the EPB Building on **E 10th Street**. There is no assigned parking in the garage, you can take the first available parking space. Take the elevator to 1st floor, Market Street, to enter the building lobby.

4:00 – 7:00 Check-In – Pre-function area Kincaid rooms - The Westin
Vendor Setup – Kincaid BCD - The Westin

- *Vendors - Check in at the registration table before setting up*

Tuesday, October 6th

7:30 – 8:30 **Breakfast – River/Mountain Room – The Westin**
7:30 – 8:30 Check-In – Pre-function area Kincaid rooms
7:30 – 8:00 Vendor Setup – Kincaid BCD (*check in first*)
8:30 **Program begins – Kincaid A Room**
8:30 – 9:00 **Welcome – Kelly White - UTA President, AEC**
 Welcome – Janet Rehberg, President & CEO-elect, EPB
 Welcome – Tim Kelly, Mayor of Chattanooga (tentative)

9:00 – 10:00 **Keynote – Chris Doyle, Executive Coach and Leadership Development Facilitator, Boost Your Leadership.**

AI: What's its place in leadership development?

Discover how artificial intelligence (AI) is reshaping the future of leadership! With 35+ years in IT and over a decade as an Executive Coach, Chris Doyle is at the forefront of integrating AI into professional growth. In this dynamic session, explore the game-changing potential of AI tools, uncover their pitfalls, and gain actionable insights to supercharge your leadership journey.

10:00 – 10:20 Kelly White – UTA President
Recognition and Introduction of Special Event Sponsors

- ***Opening Night Networking Event***
 - ***2026 – Everpure***
 - ***2026 – Waypoint/Verkada***
 - ***2026 - PeopleTec, Inc. (happy hour)***
- ***Lunch***
 - ***2026 - Oracle***
 - ***2026 - AdvizeX***
- ***Dinner & Entertainment Event***
 - ***2026 - NISC***
 - ***2026 - CSA***
 - ***2026 – Abjayon (happy hour)***

10:20 – 10:45 **Break – Lairie Kincaid BCD - Visit Vendor Booths**

10:45 – 11:30 **UTILITY SPOTLIGHT – Nashville Electric Service (NES) CoPilot Pilot and How it Changed Our Business – Tim Steen, Director of Applications; Brian Moore, IT Manager of Enterprise Applications; Aleisha Johnson, Interim Vice-President of Customer Care; Kathryn Pohlman, Sustainability Manager**

In this deep-dive panel discussion, you will hear from our Corporate Communications and Customer Care teams, along with IT Application professionals. We will explore our journey from concept to current state (in production). We will discuss how we created a group of CoPilot Champions and worked with our Vice-Presidents to establish a 6-month Pilot of Microsoft CoPilot. Content includes our governance processes, executive decisions, and follow-up actions, how we engaged representation from all departments, and how we calculated ROI on the investment. All this work led us to build an agent we were able to put to work immediately with our C2M go live to enable CSR work and improve customer experience.

11:30 – 1:30 **Lunch sponsored by Oracle – River/Mountain Room**

Visit Vendor Booths – **Lairie Kincaid BCD Room**

1:30 – 2:15 ***UTILITY SPOTLIGHT* - Customer Engagement: Proactive in Customer Service – It is Expected Now. Amber Wesche, Customer Engagement and Marketing Product Manager, NISC. Glenn Hollandsworth, VP, Community Relations & Member Services, Middle TN Electric.**

In today's fast-paced, customer-driven marketplace, engagement is no longer optional, it's essential. Reactive service may solve problems after they occur, but today's demanding customers expect more. They want companies that anticipate their needs, prevent issues, and deliver personalized experiences seamlessly. This session will explore the critical shift from reactive to proactive customer service and why it's a gamechanger for utilities striving to build loyalty through exceptional customer service.

2:15 - 3:00 ***UTILITY SPOTLIGHT* – Winning Digital CX Strategies to Drive Subscriber Loyalty, Increase Revenue, and Reduce Operational Expenses. Lake Stockdreher, Director Sales, GOCare. Kristy Lund, Customer Service Manager, KUB Fiber.**

Leading service providers go beyond speed, price, and technology, and focus on customer experience as the heart of sustainable differentiation and long-term subscriber loyalty. Meeting subscribers where they are—in today's dominant digital channels—is essential to that strategy. This session explores best practices on approaching the plethora of digital channels for customer care, communications, and marketing.

3:00 – 3:30 **Break – Lairie Kincaid BCD Room - Visit Vendor Booths**

3:30 – 4:30 ***UTILITY SPOTLIGHT* - Darktrace and CrowdStrike: How the Integration Between Industry Leaders Benefits Utilities. Presented by Jay Patel, Cybersecurity Specialist, Cumberland EMC. Greg Gray, VP of Cybersecurity Services, NISC**

AI is rapidly changing the threat landscape by increasing the speed, volume, variety, and detection difficulty of AI-powered attacks. The newly launched integration between Cyber-AI powerhouses Darktrace and CrowdStrike provides utilities with the right combination of tools for smarter detection and faster responses. Together, these tools remove silos and eliminate alert fatigue, which is especially valuable for short-staffed IT departments. The integration takes a “single pane of glass” approach to cyber detection across IT, OT, Email, Cloud, Identity, and Endpoint Protection, reducing the need to switch between consoles for investigations, and brings enterprise-wide context and machine learning to

endpoint alerts. This session will explore realistic utility use scenarios and ways in which these tools can increase the utility's response agility.

4:30 Kelly White – Wrap-up, reflection, recognition of Networking Event Sponsor

- **2026 – Everpure**
- **2026 - Waypoint/Verkada**
- **2026 - PeopleTec, Inc. (happy hour)**

5:00 – 6:30 **Opening Night Networking Event – Paloma Rooftop Bar. 10th floor The Westin**

Join us for a casual networking event sponsored by a few of our Special Events

Sponsors – **2026 Everpure, Waypoint/Verkada, and People Tec, Inc.**

Wednesday, October 7th

7:30 – 8:15 **Breakfast – Breakfast – River/Mountain Room – The Westin**

8:15 – 8:30 **Welcome Back – Kelly White – UTA President, AEC**

8:30 – 9:15 **Cybersecurity Through Collaboration: Cybersecurity Resources for Public Power Utilities. Presented by Chris Ching, Cybersecurity Specialist American Public Power Association (APPA).**

Public power utilities face a rapidly evolving cyber threat landscape, but they don't have to navigate it alone. This session highlights the American Public Power Association's cybersecurity resources, with a special focus on cooperative agreements that bring federal, industry, and peer expertise together to strengthen utility defenses. Learn how APPA's cybersecurity resources, like the Cyber Pathways program, help public power utilities assess risk, improve cybersecurity maturity, access training and tools, and participate more effectively in information sharing.

9:15 – 10:00 **UTILITY SPOTLIGHT - From Paper to Real-Time: Modernizing Engineering & Field Operations at Bolivar Energy Authority (BEA). Hallee Childress, Electrical Engineer, Bolivar Energy Authority. Charles Huddleston, VP of Engineering, Central Service Association (CSA).**

Like many municipal utilities, BEA faced operational pressure from paper-based workflows, outdated system maps, and limited real-time visibility between engineering, field, and dispatch teams. As the community grew, the need for faster response times and accurate system data became critical. The challenge was clear: eliminate paper, improve field visibility, and enable real-time operational awareness without overwhelming staff. Bolivar partnered with CSA to implement integrated utility software, field mobility tools, digital mapping, real-time system updates, and IQGeo + CSA integration to streamline operations. The solution

was operational within days and supported nearly fifteen applications. Success depended on internal buy-in, continuous training, field usability, and strong leadership support. Attendees will gain a practical roadmap for modernizing engineering workflows, integrating mapping and mobility tools, and creating real-time operational awareness in a municipal utility environment.

10:00 – 10:30 Break – Lairie Kincaid BCD - Visit Vendor Booths

10:30 – 11:15 *UTILITY SPOTLIGHT* - Modernizing IT Operations to Support a More Mobile & Resilient Utility Workforce - Matt Rockwell, Manager of Endpoint Architecture and Kathleen Schwaber, Director of Project & Portfolio Management both with NES.

Modern utilities must enable a mobile workforce while maintaining reliable operations in both daily and storm conditions. This session shares NES's deployment of over 500 iPads in just a few months and a mobile application ecosystem that supports field data access, real-time crew tracking, and cross-team coordination. Attendees will learn how persona-based device configurations and integrated applications improved operational efficiency and usability in the field. The presentation also covers IT's role during storm response, using structured runbooks, pre-staged storm kits, and centralized monitoring and communication to support rapid, coordinated execution.

11:15 – 12:00 *UTILITY SPOTLIGHT* – From Cameras to Critical Infrastructure: How Utilities Are Using Verkada Command for Real-Time Security, Safety, and Operations. Andrew Phillips, Network Systems Manager, Cleveland Utilities. DJ Jones, Account Executive, Waypoint. Tyler Bennett, Channel Sales Manager, Verkada.

Utility environments demand visibility across substations, generation facilities, fleet yards, and corporate offices — without adding operational complexity. In this session, Waypoint, Verkada, and Cleveland Utilities will demonstrate how Verkada Command delivers a unified cloud-managed video and security platform that improves situational awareness, strengthens physical security, and simplifies compliance across utility operations. Attendees will see how utilities are using real-time video, access control, and analytics to reduce risk, improve response times, and support critical infrastructure protection goals. The session will include a live demonstration of Verkada Command and real-world use cases from Cleveland Utilities' deployment.

12:00 – 1:30 Lunch sponsored by Advizex – River/Mountain Room

Visit Vendor Booths – Lairie Kincaid BCD

- 1:30 - 2:15 **UTILITY SPOTLIGHT – EPB – Cutting Edge for our Community – From Fiber Optics to the Quantum Realm. Paul Smith, Manager, Quantum Computing, EPB.**
- A brief history of EPB, its movement into fiber networking, and how we are progressing into quantum for the future.
- 2:15 – 3:00 **UTILITY SPOTLIGHT – Automated Distribution Electric Grid. Jason Read, Director of Energy Management, EPB.**
- Overview of EPB’s automated electric grid and the community benefits that were achieved.
- 3:00 – 3:30 **Break – Lairie Kincaid BCD Room - Visit Vendor Booths**
- 3:30 – 4:15 **UTILITY SPOTLIGHT – Modernizing OT Security Through Managed Defense and Strategic Partnerships. Bobby Ellis, IT Security Manager, JEA. Zane Blomgren, Solutions Engineer, Claroty. Keith Walsh, Cybersecurity Principal, Managed Security Services and Keith Scheib, Business Development Manager, both with 1898 & Co.**
- As utilities transition to sophisticated, interconnected platforms like Advanced Distribution Management Systems (ADMS), the expanded attack surface necessitates a shift toward "security-by-design." This session explores JEA’s journey in fortifying its critical infrastructure during a major SCADA refresh. Faced with complexities of a modern ADMS, JEA implemented a layered defense strategy by deploying Claroty xDome for deep network visibility and continuous risk monitoring, paired with 1898 & Co.’s 24x7x365 Managed OT SOC Services for dedicated threat protection and response. Key highlights of this session will include Architectural Insights, Operational Synergy, Funding & Strategy, Lessons Learned.
- 4:15 Kelly White – Wrap up, reflection, and recognition of Special Event Sponsors
UTAGO Drawing – Lairie Kincaid A
- **2026 - NISC**
 - **2026 - CSA**
 - **2026 – Abjayan (happy hour)**
- 4:15 – 5:00 UTA Business Meeting – Lairie Kincaid A
Door prizes –Lairie Kincaid A
Dinner & Entertainment logistics
- 5:30 – 8:30 **Dinner and Entertainment - Southern Belle Riverboat 151 Riverfront Parkway**
- **5:30 – board the riverboat**

- **6:00 – river boat departs**
- **8:30 – riverboat returns**

ALL ABOARD the Southern Belle Riverboat!!! Since 1985, the Southern Belle Riverboat has been providing a unique and spectacular experience for those visiting the beautiful city of Chattanooga. We will enjoy a fantastic meal, drinks and a band on our private, just for UTA, dinner cruise all while taking in the beauty of both the river and the city.

Thursday, October 8th

7:30 – 8:00 Breakfast – Roy McDonald Jr Ballroom (room change)**

8:00 Welcome Back – Kelly White – UTA President, AEC

8:00 – 8:45 AI for Impact. Yatri Patel, Data Scientist, TVA Enterprise Analytics & AI Team
Join us for an in-depth exploration of how artificial intelligence creates real value in the utility sector. This session takes a deep dive into one of the use cases TVA has deployed, walking through the step-by-step process of how they were designed, implemented, and delivering measurable results.

**9:00 – 10:00 Depart for TVA Power Service Operation Center
490 TN 58 Georgetown, TN 37336**

Travel will be on your own, adequate parking will be available, carpooling, if possible, only LPC employees are allowed on tour.

10:00 – 12:00 TVA Power Service Operation Center tour

We will break into groups of ten and begin our tour of TVA's state-of-the-art building. This new operations center represents TVA's most significant investment yet in grid modernization — a purpose-built facility designed to handle the challenges of a rapidly evolving electric system. And perhaps more significantly, it lays the groundwork for deeper collaboration between TVA and local power companies (LPCs) in managing the two-way power system of the future.