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|--|---|--|---|--|---|---|
| <b>Arrival Day - Monday, Oct. 21</b>       |   | * <b>Pre-Conference Sessions</b> are optional, an additional cost, and separately bookable. Visit <a href="http://sapforutilitiesconf.com">sapforutilitiesconf.com</a> for more information.   |   |  |   |   |
| 12:00 p.m.                                 | Registration Opens  |  |   |  |   |   |
|  | <b>PRE-CONFERENCE SESSION 1*</b>  | <b>PRE-CONFERENCE SESSION 2*</b>   | <b>PRE-CONFERENCE SESSION 3*</b>  |  |   |   |
| 1:00 - 4:30 p.m.                           | <b>SAP Cloud for Utilities: Delivery and Transformation</b><br>Weiling Xu - Product Manager, SAP Cloud for Utilities, SAP<br>Steen Hansen - Senior Director, SAP  | <b>Architecting the Intelligent Enterprise for Utilities</b><br>Amrsh Patel - Enterprise Architect, Office of Innovation, SAP<br>Martin Mysyk - Principal Enterprise Architect, SAP<br>Paul Kurchina - Community Builder and Evangelist, ASUG                  | <b>SAP S/4HANA: Why, How, and What to Do Now to Ensure Your Success</b><br>Thomas Lord - CIO, UGI Utilities<br>Dennis Kurlandski - Managing Director of Finance and Performance Management, Utegration<br>Sadi Fieldsend - Chief Customer Officer, Utegration |  |   |   |
| 4:30 - 5:30 p.m.                           | Business, Banter, and Beer: Networking With Your Peers  |  |   |  |   |   |
| 5:30 - 6:30 p.m.                           | Welcome Reception   |  |   |  |   |   |
| 6:30 - 8:00 p.m.                           | CISUG Networking Reception   Brew30   |  |   |  |   |   |
| <b>Conference Day 1 - Tuesday, Oct. 22</b> |   |  |   |  |   |   |
| 8:30 - 8:45 a.m.                           | <b>Opening Remarks</b><br>Geoff Scott - CEO, ASUG   |  |   |  |   |   |
| 8:45 - 9:15 a.m.                           | <b>Keynotes</b>   | <b>Conference Welcome</b><br>Michael O'Donnell - National VP, SAP  |   |  |   |   |
| 9:15 - 9:45 a.m.                           |   | <b>Fireside Chat</b><br>Todd Inlander - Senior VP and CIO, Southern California Edison   Michael O'Donnell - National VP, SAP   |   |  |   |   |
| 9:45 - 10:40 a.m.                          | Refreshments and Exhibition Viewing   |  |   |  |   |   |
|  | <b>TRACK 1:<br/>CUSTOMER EXPERIENCE</b>   | <b>TRACK 2:<br/>DIGITAL STRATEGY</b>   | <b>TRACK 3:<br/>OPERATIONAL EXCELLENCE</b>  | <b>TRACK 4:<br/>FINANCE TRANSFORMATION</b>   | <b>TRACK 5:<br/>INTERACTIVE DISCUSSIONS</b>   | <b>TRACK 6:<br/>SAP INNOVATION LOUNGE</b>   |
| 10:40 - 11:20 a.m.                         | <b>Transforming Self-Service Apps Along with SAP CR&amp;B Implementation for Maximizing Customer Experience</b><br>Kurt Sweetser - Director of IT, Southern California Edison<br>Parmarth Naswa - Program Director, Infosys   | <b>A New Era of SAP S/4HANA in CIS, FIN, EAM, SC at Cleco</b><br>Anthony Bunting - Chief Transformation Officer, Cleco Holdings<br>Jim Bales - VP, Energy and Utilities Industry Leader, IBM   | <b>Toronto Hydro Goes Mobile: Modernizing Our Field Workforce</b><br>John Piroli - EAM Stream Lead, ERP Strategic Projects, Toronto Hydro<br>Sam Wolfe - Solution Manager, Evora IT Solutions   | <b>NRG deploys SAP S/4HANA For the Intelligent Enterprise</b><br>Gary Goldsberry - Director Corporate Applications, NRG<br>Robert Koury - Director, Accounts, Utegration   | <b>OpenText Extended ECM Connected to OpenText Managed Cloud Services</b><br>Marc Rosson - IT Operations and Strategy, Snohomish County PUD   | <b>Join SAP for demos on the latest topics in utilities.</b><br><br><b>Speakers will be announced soon.</b> |
| 11:30 - 12:10 p.m.                         | <b>Electric Vehicle Charging into the Future</b><br>Chris Swartz - Business Architect, San Diego Gas & Electric<br>Eva Ng - Principal Director, Accenture   | <b>Migration to SAP S/4HANA and Key Lessons Learned</b><br>Sayana Siddabattula - IT Manager, Dominion Energy   | <b>Transforming Your Field Service Operation by Consolidating Mobile Workforce Management Solutions</b><br>Dean Mozdzen - Manager of Distribution Control and Automation Project, SaskPower<br>Steve Smith - VP of Strategic Industries, ClickSoftware        | <b>Innovation and Robotics Transform the Financial Close: NextEra Energy and SAP</b><br>Kiel Abbott-Robinson - Manager of Transactional Accounting, NextEra Energy<br>Kathleen Wilhide, CPA - Specialist, Office of the CFO and GRC Solutions, SAP | <b>Conversationalizing with AI</b><br>James Piacentino - Global VP, Intelligent Enterprise Group, SAP   |   |
| 12:10 - 1:10 p.m.                          | Lunch and Exhibition Viewing  |  |   |  |   |   |
| 1:10 - 1:50 p.m.                           | <b>Real-Time Payments at Puget Sound Energy Improve Customer Experience</b><br>Kristina McClenahan - Product Development Manager, Billing and Payment, Puget Sound Energy<br>Theresa Burch - Manager of Customer Solutions, Billing and Payment, Puget Sound Energy | <b>Cloud for Utilities: Drive Your Digital Agenda</b><br>Dhanachezhyan Mahalingam - Director IT of Business Systems, Metropolitan Utilities District<br>Arvind Thapar - VP of Strategy and Aquisitions, FNTS   | <b>An Integrated Estimation and Design Solution at CLECO</b><br>Mark Prevost - VP of Asset Management, CLECO<br>Crawford Owens - SVP of Global Business Development, Vesta Partners   | <b>Salt River Project Readies FERC Accounting for SAP S/4HANA Financials</b><br>Gibbons Saint Paul - Manager, Enterprise Application Solutions, Salt River Project<br>Drake Winfrey - SAP Business Analyst, Salt River Project                     | <b>Key Considerations on Designing an Effective Prepayment Program with AMI Integration</b><br>Sue Daulton - Senior Management Analyst, Tacoma Public Utilities<br>Jagathguru Chandrasekharan - Senior Principal Consultant, Utegration, Inc. | <b>Join SAP for demos on the latest topics in utilities.</b><br><br><b>Speakers will be announced soon.</b> |
| 2:00 - 2:40 p.m.                           | <b>SAP's Next-Generation Contact Center: San Diego Gas &amp; Electric's Journey to SAP Service Cloud</b><br>Dan Linder - CIS Replacement Technology Manager, Sempra Energy<br>Tina Kuo - Product Manager for Service Cloud, SAP                                     | <b>Home Run: Upgrading to SAP ISU ERP 6.0 Enhancement Package 8 Business Suite on SAP HANA and the Cloud</b><br>Jeff Farney - VP of Information Technology, Southwest Water Company<br>Joe Lynch - Director of Information Technology, Southwest Water Company | <b>How The City of San Diego Is Getting Even Smarter with SAP GEF, MRS, and EAM</b><br>Gerard Lonergan - SAP EAM Functional Manager, City of San Diego<br>Rich Anderson - VP, Utopia Global   | <b>Real-Time Regulatory Reporting and Analysis Through SAP S/4HANA and Utegration Finance4U</b><br>Kylee Laity - Record-to-Report Lead, UGI Utilities, Inc.<br>Alexis Nichols - Executive Director of Finance, Utegration                          | <b>Implementing SAP Fieldglass SOW and Ariba: Perspectives from a First Mover</b><br>David Speas - Director, Procurement Operations, NISource   |   |
| 2:50 - 3:30 p.m.                           | <b>CIS Implementation in 18 Months with Better Customer Performance</b><br>Carolyn MacKool - Director of Customer Experience, DC Water<br>Armon Curd - Executive Vice President, Customer Experience, DC Water  | <b>Futureproof Security, Safety, and Data Privacy in the Age of Digital Transformation</b><br>Grant Reveal - Senior Manager, Access Management, Entergy<br>Jasvir Gill - CEO, AlertEnterprise  | <b>City of Tacoma's Transformation to SAP Ariba</b><br>Grace Brosnon - CTO, City of Tacoma  | <b>National Grid Plans Out Its Road Map to SAP S/4HANA Finance</b><br>Alex Mango - VP of Finance Excellence, National Grid<br>William Donoghue - Director of Finance Excellence, National Grid<br>Michael Langer - Director, PwC                   | <b>Brand-New SAP Cloud for Energy Brings Consumption Data Magic</b><br>Florian Schluetter - Cloud for Energy Co-Innovation Manager, Natuvion  |   |
| 3:30 - 4:15 p.m.                           | Refreshments and Exhibition Viewing   |  |   |  |   |   |
| 4:15 - 5:15 p.m.                           | <b>Special Guest Keynote</b>  | <b>Going Green: Standup and Candid Conversation with Jay Leno</b><br>Jay Leno - Television Host, Author, and Comedian  |   |  |   |   |
| 5:15 - 7:30 p.m.                           | Evening Under the Stars Reception   |  |   |  |   |   |

| Conference Day 2 - Wednesday, Oct. 23 |  |   |  |   |  |   |
|---------------------------------------|--|---|--|---|--|---|
| 7:30 - 8:10 a.m.                      | <b>Breakfast Session</b>   |   | <b>Does Your SAP S/4HANA Migration Program Carry the Genetic Markers of Project Disaster?</b><br>John Belden - Project Execution Advisory Services Practice Leader, UpperEdge, LLC   |   |  |   |
| 7:30 - 8:30 a.m.                      | Breakfast and Exhibition Viewing   |   |  |   |  |   |
| 8:30 - 9:00 a.m.                      | <b>Keynote</b>   |   | <b>Welcome and Fireside Chat</b><br>Michael O'Donnell - National Vice President, SAP   Executive from San Diego Gas & Electric   |   |  |   |
| 9:00 - 9:20 a.m.                      | SAP Industry Innovation Awards   |   |  |   |  |   |
| 9:20 - 10:00 a.m.                     | <b>Keynote</b>   |   | <b>Be a Leader of Innovation and Progress: How to Iterate, Adapt, and Succeed Faster</b> <i>Sponsored by pwc</i><br>Kat Cole - Chief Operating Officer and President, FOCUS Brands   |   |  |   |
| 10:00 - 11:00 a.m.                    | Refreshments and Exhibition Viewing  |   |  |   |  |   |
|                                       | <b>TRACK 1:<br/>CUSTOMER EXPERIENCE</b>  | <b>TRACK 2:<br/>DIGITAL STRATEGY</b>  | <b>TRACK 3:<br/>OPERATIONAL EXCELLENCE</b>   | <b>TRACK 4:<br/>DATA AND ANALYTICS</b>  | <b>TRACK 5:<br/>INTERACTIVE DISCUSSIONS</b>  | <b>TRACK 6:<br/>SAP INNOVATION LOUNGE</b>   |
| 11:00 - 11:40 a.m.                    | <b>Accelerate Your CIS Migration to SAP with an SAP C/4HANA Agent Desktop</b><br>Ngoni Murandu - VP and CIO, Southwest Gas Corporation   | <b>Future Ready: How UGI Is Transforming Core Processes for Tomorrow's Needs</b><br>Thomas Lord - CIO, UGI Utilities<br>Mike Callas - Senior Manager, Deloitte Consulting LLP   | <b>Better Process Is Better Business: How AusNet Services Is Unlocking Benefits</b><br>Paul Lane - Process Performance and Innovation Lead for Maintenance and Response, AusNet Services   | <b>Duke's Journey Towards Data-Driven Customer Insights</b><br>Retha Hunsicker - VP Customer Service, Duke Energy<br>Karim Benaoudia - Principal Director, Accenture  | <b>How Experience Management Leverages Operational Information for Higher Business Outcomes</b><br>SAP and Qualtrics   | <b>Join SAP for demos on the latest topics in utilities.</b><br><b>Speakers will be announced soon.</b> |
| 11:50 - 12:30 p.m.                    | <b>SAP C/4HANA: Evolving Customer Interaction</b><br>Christine Evans - Principal Manager, Front Office Process Lead, Customer Service Re-Platform Program, Southern California Edison<br>Pedro Costa - Subject Matter Expert for Utilites, HCL | <b>SAP Keeping up at the Speed of Business</b><br>Zeeshan Sheikh - Chief Information Officer, Entergy<br>Andre Guillory - Program Manager, Cleco<br>Moderator: Christopher Behme - Partner and Vice President, IBM        | <b>From Emerging Technology to Practical Application: Augmented and Virtual Reality</b><br>Maged Yackoub - Manager Operations Information Systems and Innovation, Elexicon Energy<br>Carol Johnston - VP Product, Clevest  | <b>Future of the Utility with Advanced Real-Time Technology</b><br>Prithpal Khajuria - Global Segment Leader for Power Industry, Intel<br>Stefan Wolf - Solution Management Utilities, SAP  | <b>SAP S/4HANA as the Core of Digitalization by Kyushu Electric Power</b><br>Kazushi Nomi - Managing Executive Officer, Kyushu Electric Power Co., Inc.  |   |
| 12:30 - 2:00 p.m.                     | Lunch and Exhibition Viewing   |   |  | <b>Women Connect Luncheon</b> <i>Sponsored by pwc</i>   |  |   |
| 2:00 - 2:40 p.m.                      | <b>Elevating the Customer Experience with SAP HANA and SAP Fiori</b><br>Clayton Dean - Manager of Call Center in Customer Service, TECO Energy   | <b>Road Map to Upgrade to the Latest SAP S/4HANA for Utilities</b><br>Georges Gonzalez - Director of Customer Services Division, Pinellas County Utilities<br>Chaidan Lekchaum - Director of Application Services, Vertex | <b>MRP: Inventory Management and Work Management Integration</b><br>Phani Wuppapapati - Senior Advisor for Supply Management/Supply Chain Integration, Southern California Edison<br>Amy Gonzalez - Lead Senior Specialist, Southern California Edison             | <b>Asset Lifecycle Analytics and Enhanced Data Integration Platform for MUG</b><br>Jhonny Di Girolamo - Asset Management Consultant, CenterPoint Energy   | <b>Geospatially Enabling the Intelligent Enterprise</b><br>Chris Surbey - Software Development Manager, San Diego Gas & Electric<br>Matthew Piper - Global Director of Utilities and AEC, Esri | <b>Join SAP for demos on the latest topics in utilities.</b><br><b>Speakers will be announced soon.</b> |
| 2:40 - 3:20 p.m.                      | <b>Fostering Digital Customer Engagement and Sustainability via Self-Service Platform</b><br>Jassi Arora - VP, Duke Energy<br>Lance Brown - VP of Customer Engagement Solutions, Smart Energy Water  | <b>Integrated Utility Leveraging SAP S/4HANA Digital Core</b><br>Alejandro Reyes - Director of IT, AES Corporation<br>Rajdeep Sarma - Senior Manager, PwC   | <b>How American Water Uses AI to Dramatically Reduce Meter Service Calls</b><br>John O'Connor - Principal Product Manager, American Water<br>Yuvaraj Mani - Chief Product Officer, App Orchid<br>Amy Gonzalez - Lead Senior Specialist, Southern California Edison | <b>How Hawaiian Electric Is Using SAP HANA to Help Transform Operations of the Grid</b><br>Rosemary Peh - Director of Enterprise Architecture and Planning, Hawaiian Electric Company<br>Jonathan Davis - Senior Analytics Account Executive, SAP | <b>Data Management in the Cloud: an Introduction to SAP HANA Cloud Services</b><br>Brian Raver - HANA and Analytics Solution Strategy Leader, SAP  |   |
| 3:20 - 4:00 p.m.                      | Refreshments and Exhibition Viewing  |   |  |   |  |   |
| 4:00 - 5:00 p.m.                      | Closing Remarks and Networking Reception   |   |  |   |  |   |