

Arrival Day - Monday, Oct. 21		* Pre-Conference Sessions are optional, an additional cost, and separately bookable. Visit sapforutilitiesconf.com for more information.				
12:00 p.m.	Registration Opens					
	PRE-CONFERENCE SESSION 1*	PRE-CONFERENCE SESSION 2*	PRE-CONFERENCE SESSION 3*	PRE-CONFERENCE SESSION 4*		
1:00 - 4:30 p.m.	SAP Cloud for Utilities: Delivery and Transformation Welling Xu - Product Manager, SAP Cloud for Utilities, SAP Steen Hansen - Senior Director, SAP Albina Shapiro - Product Manager, SAP	Architecting the Intelligent Enterprise for Utilities Amrish Patel - Enterprise Architect, Office of Innovation, SAP Martin Mysyk - Principal Enterprise Architect, SAP Paul Kurchina - Community Builder and Evangelist, ASUG	SAP S/4HANA: Why, How, and What to Do Now to Ensure Your Success Marc Rosson - IT Operations and Strategy, Snohomish County PUD Miguel Gaspar Silva - Global Head Utilities IBU, SAP Henry Bailey - EVP and Chief Strategy Officer, Utergration	Intelligent Asset Management (IAM) in Connection with SAP S/4HANA* Matthew Easlea - Chief Strategy Officer of Intelligent Asset Management, SAP Martin Stenzig - CTO, Rizing LLC		
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					
Conference Day 1 - Tuesday, Oct. 22						
8:30 - 8:45 a.m.	Opening Remarks Geoff Scott - CEO, ASUG					
8:45 - 9:15 a.m.	Keynotes	Conference Welcome Michael O'Donnell - National VP, SAP Eric Stine - Chief Customer Innovation Officer, SAP				
9:15 - 9:45 a.m.		Fireside Chat 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					
	TRACK 1: CUSTOMER EXPERIENCE	TRACK 2: DIGITAL STRATEGY	TRACK 3: OPERATIONAL EXCELLENCE	TRACK 4: FINANCE TRANSFORMATION	TRACK 5: INTERACTIVE DISCUSSIONS	TRACK 6: SAP INNOVATION LOUNGE
10:40 - 11:20 a.m.	Transforming Self-Service Apps Along with SAP CR&B Implementation for Maximizing Customer Experience Kurt Sweetser - Director of IT, Southern California Edison Parmarth Naswa - Program Director, Infosys	A New Era of SAP S/4HANA in CIS, FIN, EAM, SC at Cleco Anthony Bunting - Chief Transformation Officer, Cleco Holdings Jim Bales - VP, Energy and Utilities Industry Leader, IBM	Toronto Hydro Goes Mobile: Modernizing Our Field Workforce John Piroli - EAM Stream Lead, ERP Strategic Projects, Toronto Hydro Sam Wolfe - Solution Manager, Evora IT Solutions	NRG deploys SAP S/4HANA For the Intelligent Enterprise Gary Goldsberry - Director Corporate Applications, NRG Robert Koury - Director, Accounts, Utergration	OpenText Extended ECM Connected to OpenText Managed Cloud Services Marc Rosson - IT Operations and Strategy, Snohomish County PUD	Join SAP for demos on the latest topics in utilities. Speakers will be announced soon.
11:30 - 12:10 p.m.	Electric Vehicle Charging into the Future Chris Swartz - Business Architect, San Diego Gas & Electric Eva Ng - Principal Director, Accenture	Migration to SAP S/4HANA and Key Lessons Learned Sayana Siddabattula - IT Manager, Dominion Energy	Transforming Your Field Service Operation by Consolidating Mobile Workforce Management Solutions Dean Mozdzen - Manager of Distribution Control and Automation Project, SaskPower Steve Smith - VP of Strategic Industries, ClickSoftware	Innovation and Robotics Transform the Financial Close: NextEra Energy and SAP Kiela Abbott-Robinson - Manager of Transactional Accounting, NextEra Energy Kathleen Wilhide, CPA - Specialist, Office of the CFO and GRC Solutions, SAP	Conversationalizing with AI James Piacentino - Global VP, Intelligent Enterprise Group, SAP	
12:10 - 1:10 p.m.	Lunch and Exhibition Viewing					
1:10 - 1:50 p.m.	Real-Time Payments at Puget Sound Energy Improve Customer Experience Kristina McClenahan - Product Development Manager, Billing and Payment, Puget Sound Energy Theresa Burch - Manager of Customer Solutions, Billing and Payment, Puget Sound Energy	Cloud for Utilities: Drive Your Digital Agenda Dhanachezhyan Mahalingam - Director IT of Business Systems, Metropolitan Utilities District Arvind Thapar - VP of Strategy and Aquisitions, FNTS	An Integrated Estimation and Design Solution at CLECO Mark Prevost - VP of Asset Management, Cleco Crawford Owens - SVP of Global Business Development, Vesta Partners	Salt River Project Readies FERC Accounting for SAP S/4HANA Financials Gibbons Saint Paul - Manager, Enterprise Application Solutions, Salt River Project Drake Winfrey - SAP Business Analyst, Salt River Project	Key Considerations on Designing an Effective Prepayment Program with AMI Integration Sue Daulton - Senior Management Analyst, Tacoma Public Utilities Jagathguru Chandrasekharan - Senior Principal Consultant, Utergration, Inc.	Join SAP for demos on the latest topics in utilities. Speakers will be announced soon.
2:00 - 2:40 p.m.	SAP's Next-Generation Contact Center: San Diego Gas & Electric's Journey to SAP Service Cloud Dan Linder - CIS Replacement Technology Manager, Sempra Energy Tina Kuo - Product Manager for Service Cloud, SAP	Home Run: Upgrading to SAP ISU ERP 6.0 Enhancement Package 8 Business Suite on SAP HANA and the Cloud Jeff Farney - VP of Information Technology, Southwest Water Company Joe Lynch - Director of Information Technology, Southwest Water Company	How The City of San Diego Is Getting Even Smarter with SAP GE, HRS, and EAM Alex Mangual - SAP EAM Program Coordinator, City of San Diego Rich Anderson - VP, Utopia Global	Real-Time Regulatory Reporting and Analysis Through SAP S/4HANA and Utergration Finance4U Kylee Laity - Record-to-Report Lead, UGI Utilities, Inc. Julia Slook - Senior Consultant, Utergration	Implementing SAP Fieldglass SOW and Ariba: Perspectives from a First Mover David Speas - Director, Procurement Operations, NISource	
2:50 - 3:30 p.m.	CIS Implementation in 18 Months with Better Customer Performance Carolyn MacKool - Director of Customer Experience, DC Water Armon Curd - Executive Vice President, Customer Experience, DC Water	Futureproof Security, Safety, and Data Privacy in the Age of Digital Transformation Grant Reveal - Senior Manager, Access Management, Entergy Jasvir Gill - CEO, AlertEnterprise	City of Tacoma's Transformation to SAP Ariba Grace Brosnon - CTO, City of Tacoma	National Grid Plans Out Its Road Map to SAP S/4HANA Finance Alex Mango - VP of Finance Excellence, National Grid William Donoghue - Director of Finance Excellence, National Grid Michael Langer - Director, PwC	Brand-New SAP Cloud for Energy Brings Consumption Data Magic 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.	Special Guest Keynote	Going Green: Standup and Candid Conversation with Jay Leno 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.	Breakfast Session		Does Your SAP S/4HANA Migration Program Carry the Genetic Markers of Project Disaster? 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.	Keynote		Welcome and Fireside Chat Michael O'Donnell - National Vice President, SAP Caroline Winn - COO, San Diego Gas & Electric			
9:00 - 9:20 a.m.	SAP Industry Innovation Awards					
9:20 - 10:00 a.m.	Keynote		Be a Leader of Innovation and Progress: How to Iterate, Adapt, and Succeed Faster <i>Sponsored by pwc</i> Kat Cole - Chief Operating Officer and President, FOCUS Brands			
10:00 - 11:00 a.m.	Refreshments and Exhibition Viewing					
	TRACK 1: CUSTOMER EXPERIENCE	TRACK 2: DIGITAL STRATEGY	TRACK 3: OPERATIONAL EXCELLENCE	TRACK 4: DATA AND ANALYTICS	TRACK 5: INTERACTIVE DISCUSSIONS	TRACK 6: SAP INNOVATION LOUNGE
11:00 - 11:40 a.m.	How Experience Management Leverages Operational Information for Higher Business Outcomes Qualtrics and SAP	Future Ready: How UGI Is Transforming Core Processes for Tomorrow's Needs Thomas Lord - CIO, UGI Utilities Mike Callas - Senior Manager, Deloitte Consulting LLP	Huntsville Utilities: The Financial Benefit of Mobile Inventory Management Krishna Srikakolapu - IT Manager, Huntsville Utilities Ed Miller - Director of Consulting, Havensight Consulting Group	Duke's Journey Towards Data-Driven Customer Insights Retha Hunsicker - VP Customer Service, Duke Energy Karim Benaoudia - Principal Director, Accenture	The SAP Intelligent Utility Enterprise Driving Energy Transition Miguel Gaspar Silva - Global Head Industry Business Unit, SAP	Join SAP for demos on the latest topics in utilities. Speakers will be announced soon.
11:50 - 12:30 p.m.	SAP C/4HANA: Evolving Customer Interaction Christine Evans - Principal Manager, Front Office Process Lead, Customer Service Re-Platform Program, Southern California Edison Pedro Costa - Subject Matter Expert for Utilites, HCL	SAP Keeping up at the Speed of Business Zeeshan Sheikh - Chief Information Officer, Entergy Andre Guillory - Program Manager, Cleco Moderator: Christopher Behme - Partner and Vice President, IBM Phillip Smith - IT Director, DTE Energy	From Emerging Technology to Practical Application: Augmented and Virtual Reality Brian McMillin, Technology Manager - Customer Services Field, Southern California Gas Carol Johnston - VP Product, Clevest	Future of the Utility with Advanced Real-Time Technology Prithpal Khajuria - Global Segment Leader for Power Industry, Intel Stefan Wolf - Solution Management Utilities, SAP	SAP S/4HANA as the Core of Digitalization by Kyushu Electric Power Kazushi Nomi - Managing Executive Officer, Kyushu Electric Power Co., Inc.	
12:30 - 2:00 p.m.	Lunch and Exhibition Viewing			Women Connect Luncheon <i>Sponsored by pwc</i>		
2:00 - 2:40 p.m.	Elevating the Customer Experience with SAP HANA and SAP Fiori Clayton Dean - Manager of Call Center in Customer Service, TECO Energy	Road Map to Upgrade to the Latest SAP S/4HANA for Utilities Georges Gonzalez - Director of Customer Services Division, Pinellas County Utilities Chaidan Lekchaum - Director of Application Services, Vertex	MRP: Inventory Management and Work Management Integration Phani Wuppalapati - Senior Advisor for Supply Management/Supply Chain Integration, Southern California Edison Amy Gonzalez - Lead Senior Specialist, Southern California Edison	Asset Lifecycle Analytics and Enhanced Data Integration Platform for MUG Jhonny Di Girolamo - Asset Management Consultant, CenterPoint Energy	Geospatially Enabling the Intelligent Enterprise Chris Surbey - Software Development Manager, San Diego Gas & Electric Matthew Piper - Global Director of Utilities and AEC, Esri	Join SAP for demos on the latest topics in utilities. Speakers will be announced soon.
2:50 - 3:30 p.m.	Fostering Digital Customer Engagement and Sustainability via Self-Service Platform Jassi Arora - VP, Duke Energy Lance Brown - VP of Customer Engagement Solutions, Smart Energy Water	Integrated Utility Leveraging SAP S/4HANA Digital Core Alejandro Reyes - Director of IT, AES Corporation Rajdeep Sarma - Senior Manager, PwC	How American Water Uses AI to Dramatically Reduce Meter Service Calls John O'Connor - Principal Product Manager, American Water Yuvaraj Mani - Chief Product Officer, App Orchid	How Hawaiian Electric Is Using SAP HANA to Help Transform Operations of the Grid Rosemary Peh - Director of Enterprise Architecture and Planning, Hawaiian Electric Company Jonathan Davis - Senior Analytics Account Executive, SAP	Data Management in the Cloud: an Introduction to SAP HANA Cloud Services Brian Raver - HANA and Analytics Solution Strategy Leader, SAP	
3:30 - 4:00 p.m.	Refreshments and Exhibition Viewing					
4:00 - 5:00 p.m.	Closing Remarks and Networking Reception					