



Preliminary **OUUG** **CC&B** Conference Schedule 2018

Schedule At-a-Glance (As of 2/12/2018)

Please note: This schedule is subject to change. A final conference agenda will be distributed to all attendees upon onsite registration.

	TUESDAY February 27, 2018	WEDNESDAY February 28, 2018	THURSDAY March 1, 2018
7:30am - 8:30am		Continental Breakfast	Continental Breakfast
8:30am - 9:30am		Opening Ceremonies Keynote Address	Breakout Sessions & Training
9:45am - 10:45am		CC&B User Group Planning Committee Address	Breakout Sessions & Training
11:00am - 12:00pm		Breakout Sessions & Training	Breakout Sessions & Training
12:00pm - 1:00pm		Buffet Lunch	Buffet Lunch & Closing Ceremonies Conference Ends
1:00pm - 2:00pm		Breakout Sessions & Training	
2:15pm - 3:15pm		Breakout Sessions & Training	
3:30pm - 4:30pm		Breakout Sessions & Training	
EVENING ACTIVITIES	OUUG Conference Registration 3rd Floor Lobby InterContinental Hotel 5:00pm - 7:30pm Vendor Night Welcome Reception & Expo 5:00pm - 8:00pm LaSalle Ballroom 3rd Floor	Mardi Gras World Museum Offsite Social & Dinner Coach transportation provided each way; guest tickets available at OUUG Casual, layered attire <u>Buses leave at 5:30pm</u> <u>from Event Hotel!</u>	

Tuesday, February 27, 2018 5:00pm - 7:30pm 5:00pm - 8:00pm	OUUG Conference Attendee Registration 3 rd Floor Lobby - InterContinental New Orleans Vendor Night Welcome Reception & Expo LaSalle Ballroom 3 rd Floor - InterContinental New Orleans
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Tuesday, February 27

5:00pm – 7:30pm

3rd Floor Lobby

OUUG Conference Registration

All attendees must register; [limited registration on Wednesday morning](#)

5:00pm – 8:00pm

LaSalle Ballroom 3rd Floor

Vendor Night Welcome Reception & Expo (All product communities welcome)

Presented by OUUG Platinum Sponsors

Wednesday, February 28

7:30am – 8:30am

InterContinental New Orleans

Continental Breakfast/3rd Floor

7:30am – 8:15am

Last Minute OUUG Registrations/3rd Floor Lobby

8:30am – 9:30am

LaSalle Ballroom 3rd Floor

Opening Welcome Ceremony (All Oracle Utilities product communities welcome)

Keynote Address: Jim “The Rookie” Morris



The Cinderella story of Jim Morris serves as testimony to the power of dreams and their ability to inspire and transform human life. Jim Morris’s meteoric rise from 35 year-old high school teacher to flame-throwing major league pitcher in 3 months, made cinematic history with the release of Disney’s blockbuster movie, *The Rookie*, starring Dennis Quaid. This heartwarming and unforgettable blockbuster about chasing your dreams and keeping your promises, was nominated for a Critics Choice Award, won an ESPY for “Sports Film of the Year.” and Sports Illustrated magazine voted *The Rookie* one of the “five greatest baseball films ever made.” Visit www.jimtherookiemorris.com.

9:30am – 9:45am

BREAK

9:45am – 10:45am

LaSalle Ballroom 3rd Floor

CC&B User Planning Committee Welcome & Address

Blanca Barajas, Las Vegas Valley Water District & Troy Tremble, JEA

11:00am – 12:00pm

LaSalle Ballroom 3rd Floor

Breakout Sessions:

Session 1 – CC&B High Performance...Getting It and Keeping It, for Business Users & Techies:

Two Case Studies will be presented – one focused on application responsiveness metrics (speeds and feeds), and the other on end-to-end business process improvement: supporting call center, billing, collections, field activity, training, customer self-service and regulatory compliance goals. Hear how Louisville Water Company (LWC) and San Francisco Water, Power, and Sewer (SFPUC) used software tools to discover, measure and monitor business process and application performance of CC&B. A sneak peek at early performance testing results of v2.6 will be revealed!

Tonya Taylor, Manager of Business Operations, Louisville Water Company; Alan Marshall, Enterprise Systems Manager, SFPUC; and, Maryann Wolff, Intoollect

Session 2 – Implementation of Adding Five Utilities Into an Existing CC&B Instance:

Southern Gas Company completed (without an SI) adding five Gas utilities (800K customers) into their existing CCB instance (running 2.2M customers). Southern was able to meet KPIs immediately, close down war rooms and no longer work weekends in the first week. *Cindy Nelson, Manager IT Architecture, Southern Gas Company*

Session 3 – Converting to the New CC&B Rate Engine:

One year after implementing CC&B and at the half way point of 2016, Allete Inc. companies Minnesota Power, an electric utility provider, and Superior Water Light & Power, an electric, water, and gas utility provider, began the process of implementing the new calculation rule-based rate engine. The intent of converting to the new rate engine was to gain additional flexibility to rate design, simpler ongoing rates maintenance, and prepare for an eventual upgrade to CC&B v2.5 or greater. Currently both companies are housed within one instance of CC&B v2.4.0 Service Pack 3. A year and a half later, both companies have successfully implemented the new rate engine by utilizing a part-time, internal project team. This session covers the implementation path, key takeaways for successes and learning points, and a transition in the way of thinking about rates within CC&B.

Ben Brose, Customer Information Systems Analyst II, Minnesota Power

Frenchmen 1/2nd Floor

Frenchmen 2/2nd Floor

Wednesday, February 28 – Continued

12:00pm – 1:00pm

BUFFET LUNCH/3rd Floor

1:00pm- 2:00pm

LaSalle Ballroom 3rd Floor

Breakout Sessions:

Session 1 – Insource or Outsource? Unexpected Benefits of Choosing the Right

Partner: Making the decision to outsource is a complicated proposition. What are the right steps to evaluate this change? Working with the right partners can keep you on track during your transition to outsourcing while ensuring you get the benefits you and your customers deserve. Learn about Louisville Water Company's process, the business reasons they chose to outsource, how they chose the right partner, the benefits they expected as well as the unexpected benefits. *Kerri Blair, Intermediate Business System Analyst, Louisville Water Company and Erin Romo, Utilitec*

Frenchmen 1/2nd Floor

Session 2 – Leveraging your CIS Implementation with Integration and Process

Optimization: Recently, there have been many major implementations of CIS systems. These implementations are large and complex. Normally they must interface to a large number of other systems. Generally, these companies, including Fayetteville Public Works Commission, view the CIS Implementation as a base upon which to build and implement various other systems, programs and processes. In this session, learn key elements, winning strategies and practical tips on what to implement with CC&B and how to leverage CC&B after implementation; how your implementation can have predictable business outcomes and transition to continuous business improvement; and the benefits of a new CIS from utilities that have implemented and are now leveraging this system to create better programs and processes. *Michael Kurkowski, IT Manager, Fayetteville Public Works Commission*

Gentilly/1st Floor

***NEW for CC&B* Education Pavilion – Understanding Oracle CC&B v2.6 Added and Depreciated Features & Functionalities:** CUSTOMER ATTENDANCE ONLY for this hands-on Training Class; registration required online at www.OUUG.org (no partners please); limited to 24 students. **One add'l encore session offered on Thursday.**

In this class, learn how these CC&B features can enhance your customer service. We will also discuss enhanced CC&B Reporting capabilities. You will be able to view the features interactively with the instructor. *Hosted by Enterprise Solutions Consulting, LLC – Oracle CC&B Specialized Partner*

2:00pm – 2:15pm

BREAK

2:15pm – 3:15pm

LaSalle Ballroom 3rd Floor

Breakout Sessions:

Session 1 – Residential Demand Billing: This session will provide an overview of the design and implementation of a JEA pilot program for Demand Billing, including a Time of Use component for residential customers, covering a wide range of topics including integrations between the many different systems it took to implement Residential Demand Billing and the challenges faced. Topics to be covered include Meter Programming and Configuration; Residential Demand Rate; Bill Presentment including the Shadow Bill Process; Integrations between systems; Head End; Meter Data management System (MDM); Field Management System (FMS); Remote Connect Disconnect; Start Stop Service; Meter Read Uploads including Demand Timestamps; and Estimation Challenges. *Matthew Strickland, Corporate Applications Specialist CC&B, JEA*

Frenchmen 1/2nd Floor

Session 2 – Implementations: Setting Up for Success

On July 1, 2015, Modesto Irrigation District (MID) began the journey to replace their legacy system with the full suite of Oracle Utilities products. In September 2017, MID implemented Oracle CC&B v2.5, MDM v2.1, CSS v2.1 and MobileLite. The scale of the implementation was quite an endeavor for a mid-market utility with limited budget and project resources. The project's success is attributed to a strong partnership between the Business, IT, and the Implementation teams – One Team. MID will showcase the project methodologies pre- and post go-live that were successful, as well as challenges the project team faced. MID hopes to provide insight that will be helpful for upcoming Oracle Utilities customers that will go through a similar journey. *Donna O'Brien & Michelle Morales, Business Systems Analysts, Modesto Irrigation District*

Wednesday, February 28 – Continued

Frenchmen 2/2nd Floor

Session 3 – Customer to Meter (C2M) Configurations of Variable Pricing in the Alberta Market: In Alberta Canada’s deregulated energy industry, ATCO Energy has a variable rate plan that is based on the hourly wholesale price of electricity. The variable rate plan offers customers the choice of an energy product that is based on the actual electricity market price as compared to a fixed rate plan. This presentation will demonstrate how billing can be configured to dynamically calculate a load-weighted average flow-through price. The solution employs functionality within meter data management, via vector and service quantity math usage rules, to calculate the variable rate. This rate and consumption variables are then returned to the CC&B rate engine for billing. The inherent time series data functions of MDM provide an elegant configurable solution for calculating the price which otherwise would have to be custom code in CC&B.
Stacey Zinyk, Senior Advisor, ATCO and Patti Costello, Oracle

3:15pm – 3:30pm

BREAK

3:30pm – 4:30pm

LaSalle Ballroom 3rd Floor

Breakout Sessions:

Session 1 – Migrating an MDM and Its Integration Into CC&B: Lessons learned in the Orlando Utilities Commission migration to Oracle Utilities MDM v2.1 and its integration into CC&B v2.2. *Dawn Frye, Manager, Smart Grid/MDM and Ashish Smart, Enterprise Architect, Orlando Utilities Commission (OUC - The Reliable One)*

Frenchmen 1/2nd Floor

Session 2 – How Vectren is Using Agile Methodology and a Unified Integration Plan to Bring Oracle CC&B v2.6 to the Next Level: After a successful five-month implementation of MDM and ODMS at Vectren Corporation, the electric and gas utility serving more than 1 million customers has seen the benefits of agile project methodology. Now as the utility transforms its business processes and back-end systems from a legacy billing system to Oracle CC&B v2.6, team leads have identified key factors to drive faster and more effective speed-to-market implementation. Attend this session to learn how Vectren is making the latest applications work better together and hear first-hand how to structure agile project sprints and iterations to accelerate application roadmaps and reach recognized ROI faster. You’ll also gain insight to the tried-and-true methods to properly manage multiple vendor partnerships. Through product configuration in place of a more traditional focus on customization, session speakers will share ways to deliver more value from multiple applications, including WAM. *Bradley Wachter, Systems Manager/Customer Systems, Vectren Corporation and Ram Kasarla, Milestone Utility Services*

Frenchmen 2/2nd Floor

Session 3 – Simplifying Your CC&B Upgrade: As part of the Orlando Utilities Commission (OUC) upgrade and rollout of CC&B and MDM in 2017, OUC utilized tools for Code, Configuration and Data management to efficiently track changes across their upgrade environments. This presentation talks about the value of creating a DevOps workflow to simplify absorption of changes along the upgrade process. *Ashish Smart, Enterprise Architect, Orlando Utilities Commission (OUC - The Reliable One) and Zendrick Cunningham, Meridian Integration*

5:30pm Buses Depart

6:00pm – 8:30pm



Buses leave directly from the SIDE ENTRANCE of the InterContinental New Orleans, referred to as The Atrium (not the front hotel lobby, but rather taking you to the corner of Poydras and St Charles Streets) for the spectacular [Mardi Gras World Museum](#). Guests will enjoy a festive dinner, a hosted bar and the opportunity to roam the 300,000 square foot working warehouse where floats are made for Mardi Gras parades. While Mardi Gras will have occurred earlier in the month (Feb. 13, 2018), due to number of parades hosted 47 days prior to *Fat Tuesday*, this operation runs year-round. Transportation provided to/from the event location & hotel. **Wristband Required for Admittance. All ages welcome; must be 21 years old for alcohol. If you are bringing a guest/spouse, please purchase a guest ticket at [www.OUUG.org](#). Layered, casual attire encouraged. Hosted by Origin Consulting, Process Solutions Assurance (PSA), Red Clay Consulting & Trinita Consulting**

Thursday, March 1

7:30am – 8:30am

8:30am – 9:30am

LaSalle Ballroom 3rd Floor

InterContinental New Orleans

Continental Breakfast/3rd Floor

Breakout Sessions:

Session 1 – Innovative Ways to Integrate a Secure Payment System to Your CC&B!

Small, mid-size, and large utilities have all achieved operational efficiencies, reduced delinquencies, and improved customer experience by integrating their payment systems with their Oracle Utilities CC&B in unique and innovative ways. This session will cover the notable changes these utilities, including Omaha Public Power District, have made while maintaining PCI compliance and customer satisfaction. *Rieko Ikeda-Hayes, Customer Operations Technology Specialist, Omaha Public Power District and Paymentus*

- Implementing lobby kiosks, field payments, phone number lookup, and a single integration point for simplified reporting and reconciliation
- Utilizing integrated customer notifications via text, email and phone to reduce delinquencies and increase customer engagement
- Integrating more, easy-to-use payment options to embrace customer preferences, improve satisfaction, and increase adoption
- Applying single sign-on, integration and implementation expertise, and responsive technology for a secure, seamless and consistent user-experience

Frenchmen 1/2nd Floor

Session 2 – Analyzing Your Estimation Logic: Alliant Energy implemented Oracle Utilities CC&B using the base 3-step estimation logic. An analysis of using 3-step was planned to occur one year post go-live using historical data in CC&B. After Regulator concerns on the number of estimated bills, Alliant Energy embarked on a six-month project to analyze the estimation methods available and new ways of calculating estimates. This presentation will go through eight unique calculations to estimate register reads that were analyzed to determine the best method to not only provide the most accurate estimates but also minimize Hi/Lo To Dos. Learn about how these eight methods were tested and results used to gain Regulator confidence in the estimation logic in CC&B. Also, learn how it significantly reduced the number of Hi/Lo To Dos and complaints related to estimates. *Shirley Stibb, Manager, Customer Support Technical Services, Alliant Energy*

Frenchmen 2/2nd Floor

Session 3 – Changing your Managed Support Provider; It's Not As Scary As You Think:

This presentation describes the process of changing out a managed support services group for mission critical applications, including CC&B and MWM. We will cover the process, the options available in the market, lessons learned and the outcome. *Jeremy Marquette, Norma Black & Maribel Nieves, City of Long Beach CA and Pam Glanvill, TMG Consulting*

9:45am – 10:45 am

LaSalle Ballroom 3rd Floor

Breakout Sessions:

Session 1 – Pros and Cons of Implementing CC&B v2.4 Using the Built-In Batch Tool:

Working through the challenges of batch processing...a discussion on tools, robustness, staffing and future wants and needs. The Regional Municipality of Peel supports the Water Billing system of 1.3 million customers in the central Ontario region of Canada. *Leslie Benfield, Senior Developer, Region of Peel, Canada*

Frenchmen 1/2nd Floor

Session 2 – Redesigning Payment Arrangements From CC&B v2.3 to v2.7: An overview of Baltimore Gas & Electric (BGE) current Payment Arrangement process will be presented with the CC&B customizations that were added for the business need, pain points encountered, and the imposed restrictions added to curtail errors and enhance the customer experience. A sneak preview of how v2.7 plans to encompass & automate some of these customizations to provide a better user experience and reduce call time and call backs. *Jean Haddaway, Senior Information Management Analyst/Customer Operations & Support, Baltimore Gas & Electric*

Thursday, March 1 – Continued

9:45am – 10:45 am
Gentilly/1st Floor

Breakout Sessions:

NEW for CC&B Education Pavilion – Understanding Oracle CC&B 2.6 Added and Depreciated Features & Functionalities: CUSTOMER ATTENDANCE ONLY for this hands-on Training Class; registration required online at www.OUUG.org (no partners please); limited to 24 students. ENCORE of Wednesday's training session.

In this class, learn how these CC&B features can enhance your customer service. We will also discuss enhanced CC&B Reporting capabilities. You will be able to view the features interactively with the instructor. *Hosted by Enterprise Solutions Consulting, LLC – Oracle CC&B Specialized Partner*

10:45am – 11:00am

BREAK

11:00am – 12:00pm
LaSalle Ballroom 3rd Floor

Breakout Sessions:

Session 1 – Billing Platform Transformation: A Success Story

Bord Gáis Energy (BGE), part of Centrica PLC, was looking to upgrade from CC&B v2.1 to enable enterprise-wide digital transformation. BGE, working with Cognizant and its Upgrade Assessment Framework, upgraded to v2.5 (i.e., COBOL free version). Project scope included design and implementation of new infrastructure, end-to-end CC&B upgrade and migration with 24X7 post operation critical support. Challenges included aggressive timelines, many customizations, multiple stakeholders, changes in framework etc. Learn how BGE implemented CC&B v2.5 on high availability architecture with extensively tested app covering functional, operational, security & performance, 600+ COBOL conversions to Java, integrated BI, 30%+ reduction in batch window and improved transaction processing. *Audrey Wilson-Weir, Global Digital Enterprise Systems Director, Centrica Plc and Hemalatha Vema, Cognizant*

Frenchmen 1/2nd Floor

Session 2 – An Overview of Oracle Application Testing Suite (OATS): OATS is a comprehensive, integrated testing solution for Web applications, Web Services, packaged Oracle Applications and Oracle Databases. Learn about OATS from the perspective of a delighted customer, Arizona Public Service Company (APS). *Chris Montoya, Group Manager of Information Technology, APS*

12:00pm – 1:00pm
LaSalle Ballroom 3rd Floor

CLOSING CEREMONIES & BUFFET LUNCH

Return conference surveys. Discussion of 2019 events & locations.