OUUG

ORACLE UTILITIES
USER GROUP CONFERENCE

2018

WELCOME
PROGRAM GUIDE
February 27 – March 1, 2018 / New Orleans LA

Presented By

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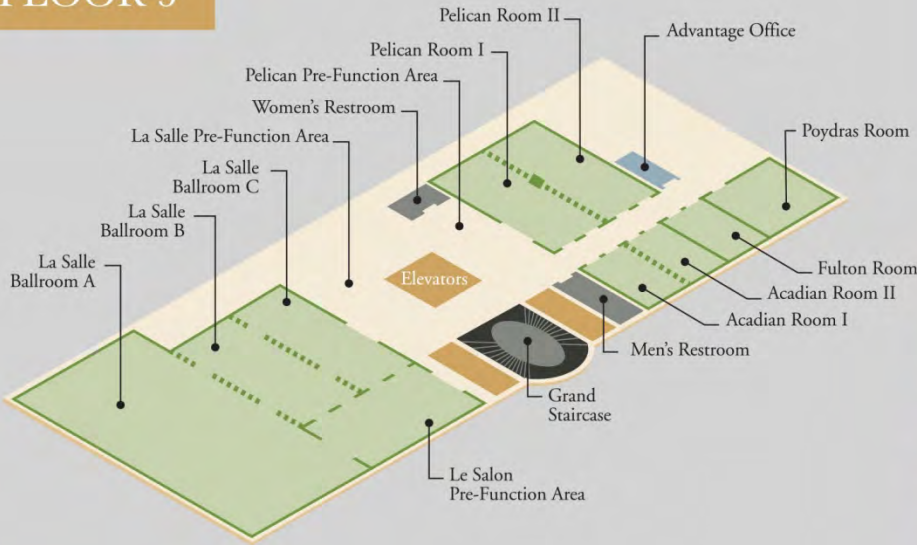
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FLOOR 3

- Pelican Room II
- Pelican Room I
- Advantage Office
- Pelican Pre-Function Area
- Women's Restroom
- La Salle Pre-Function Area
- La Salle Ballroom C
- La Salle Ballroom B
- La Salle Ballroom A
- Poydras Room
- Elevators
- Fulton Room
- Acadian Room II
- Acadian Room I
- Men's Restroom
- Grand Staircase
- Le Salon Pre-Function Area

FLOOR 2

- Melpomene Meeting Room
- Algiers Room A
- Algiers Room B
- Algiers Room C
- Bywater Room
- Prefunction
- Tremé Meeting Room
- Business Center
- Elevators
- Storage
- Frenchmen Room I
- Frenchmen Salon
- Frenchmen Room II
- Storyville Room
- Marigny Atrium
- Grand Staircase Up to Floor 3

FLOOR 1

- Gentilly Room
- Outdoor Seating
- Pete's
- Trenasse Restaurant & Oyster Bar
- Elevators
- Art Exhibit Area
- SOLARIUM LOBBY
- Pan American Building (11th Floor Conference Center)
- Front Desk
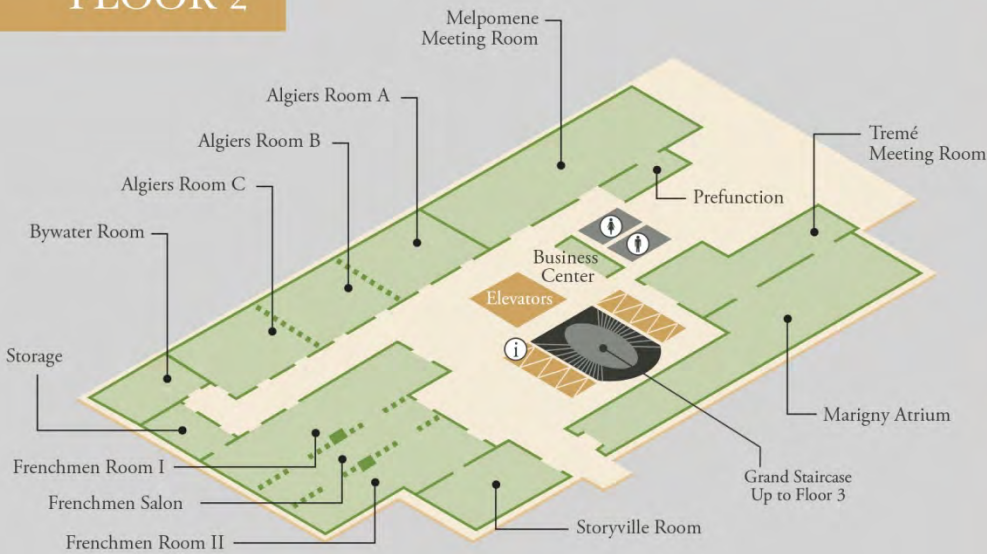- Main Entrance at St. Charles Ave.

InterContinental
NEW ORLEANS
HOTEL MAP
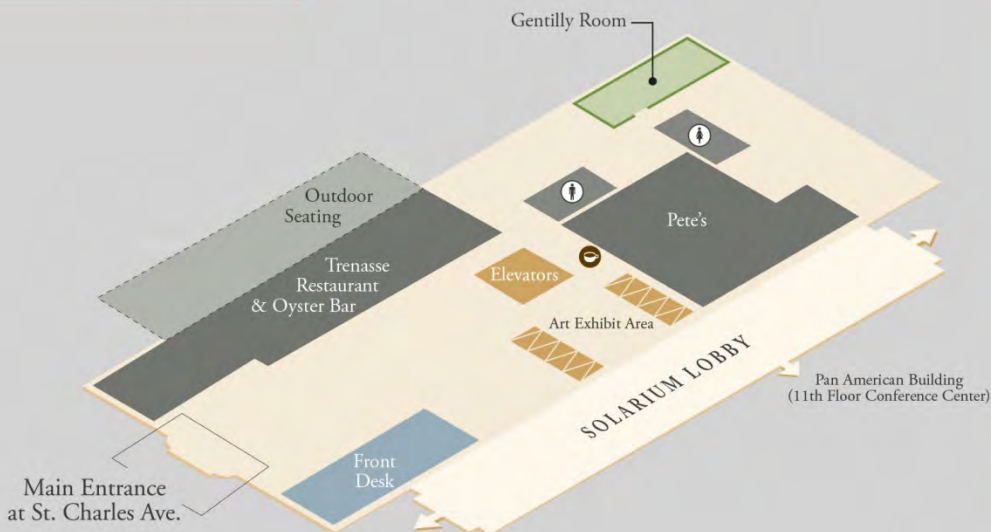
FLOOR 3

Ballrooms & Function Rooms

FLOOR 2

Meeting Rooms

Business Advantage Office

FLOOR 1

Hotel Main Entrance

Pete's Bar & Grill
Trenasse Restaurant

OUUG Schedule At-A-Glance

	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		Breakout Sessions & Training	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 Registration Desk. Casual, layered attire* **Buses leave at 5:30pm** **from Event Hotel**	

ALERT: ALL ATTENDEES

All OUUG attendees are welcome to attend any product track sessions outside their usual product user group community.

Stay Connected!

PASSWORD: EDGE2018

Please note this year there is WiFi available throughout the hotel meeting space courtesy of Oracle Utilities. Hotel guests also receive free internet in their guest rooms.

Special Thanks To…

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Blaine Kern's Mardi Gras World New Orleans
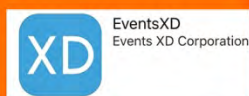
Wednesday Evening Feb. 28, 2018

Join us for a festive evening & dinner at The Mansion on The River!

Buses depart at **5:30pm** from the Atrium side entrance of the Hotel. Event hours from 6:00pm - 8:30pm; casual attire.
Wristband required for entry (guest tickets available at OUUG desk). Visit www.MardiGrasWorld.com

Hosted by

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PRESENTING

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Triniti Consulting is a woman-owned consulting firm that provides business-driven technology solutions to address the needs and challenges of the modern, digital utility. Triniti is composed of thought-leaders who not only understand how the industry is developing today but where it is going in the future. This allows Triniti to guide utilities in the best solutions to meet the most complex business requirements of today, while building scalable and adaptable solutions for the future.

SWAT

Managed Services

Advisory

Client-Side Services

Implementations & Upgrades
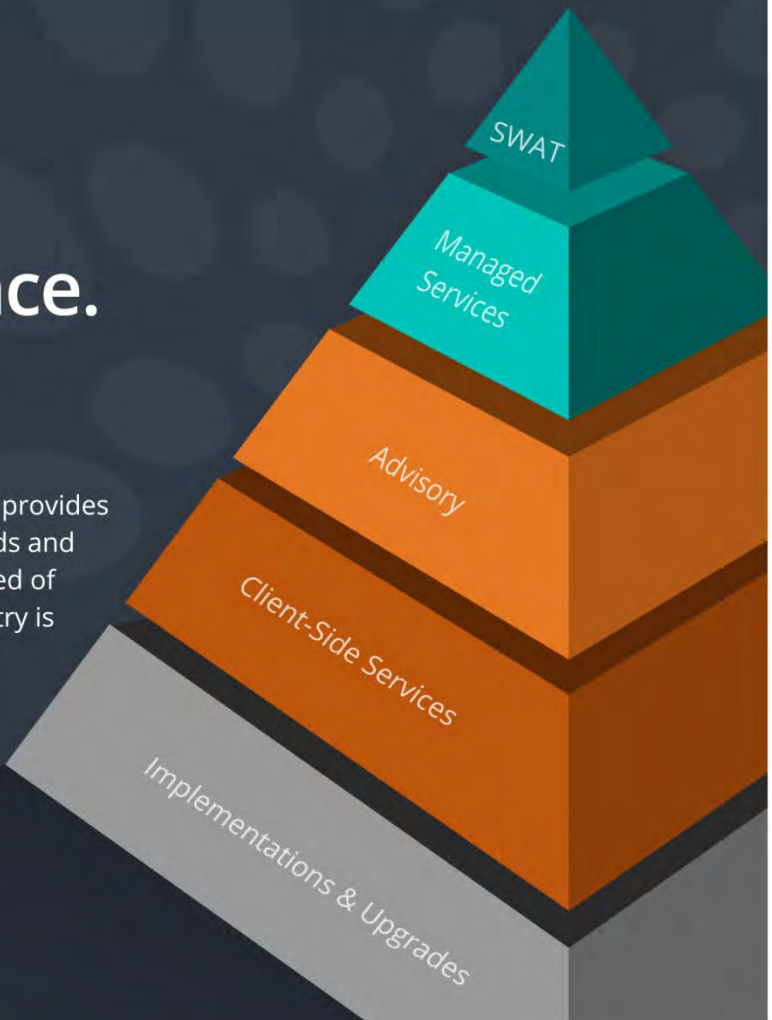
Experienced Team

Deep, broad, and diverse experience; Triniti resources have worked with 77 domestic and international utilities, including the first implementation of Oracle Utilities SOM.

Diverse Team

Many of Triniti's practitioners come to Triniti from Oracle or big four consulting firms and have experience teaching, implementing, and even building Oracle Utilities products.

Innovative Approach

Triniti's iterative implementation methodology allows users to get their hands on the solution quickly, increasing collaboration, solution ownership, knowledge acquisition, and alignment of solution to end-user needs.

Comprehensive Accelerator

Triniti's accelerator includes Oracle Utilities MDM, SGG, SOM, ODM, and integrations with key edge application, cutting implementation time in half.

Let us help you on your path to becoming a digital utility!

Contact: Beth Kearns
+1 (404) 822.8835 | bkearns@triniticonsulting.com
www.triniticonsulting.com

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Opening Ceremonies & Keynote
All Product Groups

Tuesday, February 27

5:00pm – 7:30pm	**OUUG Conference Registration**
3rd Floor Lobby	*All attendees must register; limited registration on Wednesday morning*

5:00pm – 8:00pm	**Vendor Night Welcome Reception & Expo** (All product communities welcome)
LaSalle Ballroom 3rd Floor	*Presented by OUUG Platinum Sponsors*

Wednesday, February 28 — **InterContinental New Orleans**

7:30am – 8:30am	**Continental Breakfast/3rd Floor**
7:30am – 8:15am	**Last Minute OUUG Registrations/3rd Floor Lobby**
8:30am – 9:30am	**Opening Welcome Ceremony** (All Oracle Utilities product communities welcome)
LaSalle Ballroom 3rd Floor	**Presentation of OUUG Excellence Award**
	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 – Attendees are invited to take photos with Jim Morris**
9:45am – 10:45am	**Breakout Sessions – All Product Groups (please refer to the Product–specific agendas)**

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Your Opinion Matters

Stop by the Gartner Peer Insights desk in the OUUG Pre-Function Area on the 3rd Floor to give your opinion!

As a valued client of Oracle Utilities, your opinion matters greatly to us — and to your peers. We appreciate your unbiased feedback about Oracle products, and that is why we ask if you'd do us the favor of reviewing your experience with the Oracle Utilities Product Suite on Gartner Peer Insights…either online or at OUUG. **What is Gartner Peer Insights? Peer Insights is an online platform of ratings and** reviews of IT software and services. The reviews are written and read by IT professionals and technology decision-makers like you. The goal is to help IT leaders make more insightful purchase decisions and help technology providers improve their products by receiving objective unbiased feedback from their customers. Reviews take approximately 10 minutes to complete and are anonymous. *Are you ready to review?* **Visit http://gtnr.it/2G8YNQe. Learn more at https://www.gartner.com/reviews/home**

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Our experience supporting a number of CC&B clients ensures improved functionality and rapid deployment

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Use our dynamic content management tools to create, modify, and approve personalized customer communications via any channel

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Conference Agenda
CC&B

Wednesday, February 28   **InterContinental New Orleans**

9:45am – 10:45am   **CC&B User Planning Committee Welcome & Address**
LaSalle Ballroom 3ʳᵈ Floor   *Blanca Barajas, Las Vegas Valley Water District & Troy Tremble, JEA*

11:00am – 12:00pm   **Breakout Sessions:**
LaSalle Ballroom 3ʳᵈ Floor   **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 CC&B v2.6 will be revealed! *Tonya Taylor, Manager of Business Operations, Louisville Water Company; Alan Marshall, Enterprise Systems Manager, SFPUC; and, Maryann Wolff, Intoollect*

Frenchmen 1/2ⁿᵈ Floor   **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*

Frenchmen 2/2ⁿᵈ Floor   **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

12:00pm – 1:00pm   BUFFET LUNCH/3ʳᵈ **Floor**

1:00pm – 2:00pm   **Breakout Sessions:**
LaSalle Ballroom 3ʳᵈ Floor   **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*

Conference Agenda
CC&B

1:00pm – 2:00pm
Frenchmen 1/2ⁿᵈ Floor

Breakout Sessions:
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 additional 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*

Conference Agenda
CC&B

InterContinental New Orleans

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*

3:15pm – 3:30pm   **BREAK**

3:30pm – 4:30pm   **Breakout Sessions:**
LaSalle Ballroom 3rd Floor   **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 Utilities 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 – 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

Conference Agenda
CC&B

Wednesday, February 28   **InterContinental New Orleans**

5:30pm Buses Depart
6:00pm – 8:30pm

Buses leave directly <u>from the SIDE ENTRANCE of the InterContinental New Orleans, referred to as The Atrium</u> (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 the number of parades hosted 47 days prior to *Fat Tuesday*, this operation runs year-round. Transportation provided to/from the event location & hotel (located 1.8 miles/10 minutes from the 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 OUUG Registration Desk.** Layered, casual attire encouraged. *Hosted by Origin Consulting, Process Solutions Assurance (PSA), Red Clay Consulting & Triniti Consulting*

Thursday, March 1   **InterContinental New Orleans**
7:30am – 8:30am   Continental Breakfast/3rd Floor

8:30am – 9:30am   **Breakout Sessions:**
LaSalle Ballroom 3rd Floor   **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 Barbara Zickler, 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*

Conference Agenda
CC&B

InterContinental New Orleans

8:30am – 9:30am
Frenchmen 2/2nd Floor

Breakout Sessions:

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. **City of Long Beach CA** 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*

9:30am – 9:45am **BREAK**

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*

Gentilly/1st Floor

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.

Conference Agenda
Load Analysis

Wednesday, February 28	**InterContinental New Orleans**

9:45am – 12:00pm
Pelican 2 / 3rd Floor

Load Analysis Breakout Session
Session 1 – Outage Interval Editing Using Transformation & Other Tools: Come and see the power of Oracle Utilities Load Analysis in flagging interval data for storm outage occurrence and the utilization of Transformation, Key Generator and Sequencer tools. *Alex Perdomo, Principal Rate Analyst & Business Systems Administrator, Florida Power & Light Company*

Session 2 – Sample Design for General Power Group: This session will cover statistics, total hourly demands, and sample means written to the Y330 Analysis Report. Hourly demands and sample means were graphed showing the response to weather. The discussion will address expected, as well as, unexpected results. *Kim Imhof, Regulatory Analyst, Empire District Electric Company*

12:00pm – 1:00pm

BUFFET LUNCH/3rd Floor

1:00pm – 4:30pm
Pelican 2 / 3rd Floor

Load Analysis Breakout Session
Session 1 – What's New with Load Analysis: Join Rick Camarata as he presents what's up with Load Analysis including New Features, Tips and Tricks and secret and not-so-secret features that may make your job easier when using Load Analysis. *Rick Camarata, Oracle Utilities*

2:00pm – 2:15pm

BREAK

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 the number of parades hosted 47 days prior to *Fat Tuesday*, this operation runs year-round. Transportation provided to/from the event location & hotel (located 1.8 miles/10 minutes from the 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 OUUG Registration Desk. Layered, casual attire encouraged. *Hosted by Origin Consulting, Process Solutions Assurance (PSA), Red Clay Consulting & Triniti Consulting*

Thursday, March 1	**InterContinental New Orleans**
7:30am – 8:30am	**Continental Breakfast/3rd Floor**

8:30am – 10:30am
Pelican 2 / 3rd Floor

Load Analysis Breakout Session
Session 1 – Roundtable Discussion: Discussion on current user challenges and their solutions in the real world. *Led by Rick Camarata, Oracle Utilities*

10:45am – 11:00am

BREAK

11:00am – 12:00pm
Pelican 2 / 3rd Floor

Load Analysis Breakout Session
Session 1 – Roundtable Discussion Continued: Discussion on current user challenges and their solutions in the real world. *Led by Rick Camarata, Oracle Utilities*

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

CLOSING CEREMONIES & BUFFET LUNCH
Return conference surveys. Discussion of 2019 events & locations.

Conference Agenda
MDM

Wednesday, February 28   **InterContinental New Orleans**

9:45am – 10:45am
Pelican 1 / 3rd Floor

Oracle Utilities MDM Roundtable Discussion
An open discussion between Utilities and Oracle management on product roadmap, performance, and maintenance of Oracle Utilities MDM.

11:00am – 12:00pm
Pelican 1 / 3rd Floor

Breakout Sessions:
Session 1 – Life after Project: When Project Delivery Hits Production:
Meter Data Management is the hub to collect all things from the field devices and often times becomes mission critical for billing. What happens when new integrations don't work as business processes expected? Managing functional expectations, system impacts and new business processes once in production can be an opportunity for continuous improvement. As the smart grid demands continue to grow with AMI data but corporate applications drive data integration. Key topics: OMS/AMI (with MDM to assist AMI field activities); system generated reads (estimates) versus network reads (corrective read process); and validation for energy managers is different than validation for billing. This session will be interactive to ensure that each attendee regardless of role (i.e., IT, operations, customer service, etc.) will learn about key ideas to consider before embarking on new functions. The discussion will continue through the system life cycle of the launch of the business feature to ensure smooth business process transition. *Dawn Frye, Manager, Smart Grid/MDM, Orlando Utilities Commission (OUC)*

12:00pm – 1:00pm

BUFFET LUNCH/3rd Floor

1:00pm- 2:00pm
Pelican 1 / 3rd Floor

Breakout Sessions:
Session 1 – Leveraging MDM to Support Catastrophic Outage Events:
Learn how **AEP** and Red Clay leveraged Oracle Utilities MDM to build a catastrophic outage solution to mitigate impact from Hurricane Harvey to daily market settlement percentages. This storm mode initiated outages for more than 750,000 affected AMI meters throughout AEP's Texas service territory. By invoking this catastrophic outage solution, AEP was able to prevent meters with unreported outages from sending incorrectly estimated settlement extracts to the ERCOT market and limit operational fallout due to Harvey. *Michelle Kaseff, Meter Systems Support Supervisor, AEP and Mark Polston, Red Clay Consulting*

Frenchmen 2/2nd Floor

Session 2 – The Go-Live Considerations for the Fully Integrated Meter Solution:
In February of 2016, **Avista** started down the path of implementing a fully integrated meter solution. This enterprise footprint included both Oracle and non-Oracle applications, as well as key changes to a previous CC&B implementation to support SOM. Come hear about key considerations for going live in such a heterogeneous environment. Topics will include integrated testing, technical and dress rehearsal planning and execution, and business involvement and verification. *Michael Mudge, Application Delivery Manager, Avista and Beth Kearns, Triniti Consulting*

2:00pm – 2:15pm

BREAK

Conference Agenda
MDM

InterContinental New Orleans

2:15pm – 3:15pm
Pelican 1 / 3rd Floor

Breakout Sessions:
Session 1 – Using Gas AMI Data to Develop Gas Choice Supplier Specific Daily Delivery Forecasts: **Baltimore Gas & Electric** (BGE) developed a Gas Smart Meter data driven forecasting process that enabled a customized approach for forecasting gas supplier daily deliveries to the mass market residential customers which they serve. The data used to feed each supplier forecast is provided specifically from each of ~35 gas suppliers enrolled residential and commercial customers. The data is gathered daily and parsed into the standard industry gas day of 10:00am to 10:00am ET. The prior 7 days customer usage is plugged into a regression analysis algorithm that compares temperature to usage volumes. The determination of the next gas day delivery volume is based upon that next gas day's forecasted temperature which is also plugged into the regression equation. The same daily data is also used to identify variances and volumetrically true-up the prior day forecasted delivery. The cycle time for variance capture and true-up in this process happens within a couple days each day versus an industry standard which is a year or more in length and frequency. The process described addresses two fundamental business principles in better matching costs to revenues and providing suppliers improved transparency into the utility forecasting process via individual reports posted on the supplier web portal that show forecast parameters, variances and true-ups as they accumulate each day. *Mike McShane, Manager Energy Supplier Services & Gas Choice Programs, BGE*

3:15pm – 3:30pm

BREAK

3:30pm – 4:30pm
Pelican 1 / 3rd Floor

Breakout Sessions:
Session 1 – Navigating Agile: Have you ever arrived at the testing phase only to discover the system isn't what your business users thought it would be? Have you ever scrambled right before go-live (or worse, right after go-live) to transfer ownership of the system from the SI to your resources? While waterfall has traditionally been the implementation methodology of choice for large scale Oracle Utilities implementations, the industry is starting to see the pitfalls of the waterfall approach. Come hear how Triniti's approach at **Avista** (an agile/waterfall hybrid) is tailored to leverage the best aspects of each methodology in order to provide early access to the solution, increase ability of the implementation to meet business needs, increase cross-functional and cross-company collaboration, and increase ownership and knowledge acquisition. *Michael Mudge, Application Delivery Manager, Avista and Allison Ritter, Triniti Consulting*

Gentilly/1st Floor

Education Pavilion: Understanding MDM's Functionality in the Meter to Cash Flow. CUSTOMER ATTENDANCE ONLY (no partners please) for this workshop. Learn about the critical role that MDM plays in the meter to cash process via a series of self-guided modules, with the assistance of an in-class instructor. You'll be able to view interactive videos that provide an in-depth look at the inner workings of MDM: IMD, VEE, Bill Determinants and CIS Sync. Advance Registration Required & Limited to 24 Students per session. *Angela Schulz, Training Specialist, Red Clay Consulting*

5:30pm Buses Depart
6:00pm – 8:30pm

Buses leave directly <u>from the SIDE ENTRANCE of the InterContinental New Orleans, referred to as The Atrium</u> (not the front hotel lobby, but rather taking you to the corner of Poydras and St Charles Streets) for the spectacular <u>Mardi Gras World Museum</u>. 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 the number of parades hosted 47 days prior to *Fat Tuesday***, this operation runs year-round. Transportation provided to/from the event location & hotel (located 1.8 miles/10 minutes from the 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 OUUG Registration Desk.** Layered, casual attire encouraged. *Hosted by Origin Consulting, Process Solutions Assurance (PSA), Red Clay Consulting & Triniti Consulting*

Conference Agenda
WAM

9:45am – 10:45am
Melpomene/2nd Floor

Breakout Sessions:
Session 1 – WAM v2.2. Service Pack 1: This session will preview the newest release items in WAM v2.2. Service Pack 1. *Daryl Hillen, Oracle Utilities*

Algiers A&B/2nd Floor

Session 2 – WAM v2.2. Inventory / Purchasing: This session will cover inventory and purchasing features in WAM Version 2. *Kimberley Herrala, Oracle Utilities*

11:00am – 12:00pm
Algiers A&B/2nd Floor

Breakout Sessions:
Session 1 – WAM Mobile for v2.2: This session will preview the new WAM mobile application that will work in both connected and store and forward modes.
Kimberley Herrala, Oracle Utilities

Melpomene/2nd Floor

Session 2 – WAM v2.2. Asset Management / Maintenance: This session will cover Asset and Work Management features in WAM Version 2. *Daryl Hillen, Oracle Utilities*

12:00pm – 1:00pm

BUFFET LUNCH/3rd Floor

1:00pm- 2:00pm
Melpomene/2nd Floor

Breakout Sessions:
Session 1 – Louisville Water Company Update on WAM v2 Implementation: This presentation describes Phase 1 of the WAM v2 implementation at **Louisville Water Company**. This phase addressed plants, facilities and water quality, and a vetting of WAM v2.2 for GIS and construction work management functionality needed for Phase 2. The Phase 1 solution entered testing in February and is on-track to rollout in May. Phase 2 addresses the Distribution function and begins in June. *James Bates, Director Infrastructure Planning & Records, Louisville Water Company and Peter Turi & Raylene Kwasnicki, EY*

Algiers A&B/2nd Floor

Session 2 – WAM-Timeclock Integration: Suffering Does Build Character
This session will describe how WAM was integrated with a timeclock system to enforce the provisions of multiple labor agreements at **City of St. Paul MN.** We will illustrate how the interface between the two systems works, and how WAM was configured to rule check time entries on employee timesheets. *Dan Bartholic & Natilee Squires, City of St. Paul, MN*

Algiers C/2nd Floor

Session 3 – WAM to EBS Work Management and Accounting Solutions: The **County Sanitation Districts of Los Angeles County** (Districts) are a confederation of 25 separate Districts that serve the wastewater and solid waste management needs of over 5 million residents within Southern California. Third party reporting tools continue to add value to our Oracle WAM by extracting data and building custom reports and dashboards to manage the use WAM. These reporting tools have proven invaluable over the past two years with on-going integration of WAM with EBS data preparation and housekeeping. This presentation will cover many of the challenges and benefits realized by the Districts through the integration and how the Districts utilized reporting tools in ways to improve efforts by our maintenance staff. The presentation will also provide insight into how the Districts are overcoming these changes within its workforce, highlight the software configuration choices it has made and challenges it continues to face. *Howard Wolfer, County Sanitation Districts of Los Angeles County*

2:00pm – 2:15pm

BREAK

Conference Agenda
WAM

2:15pm – 3:15pm
Melpomene/2nd Floor

Breakout Sessions:

Session 1 – Metropolitan Council (MCES) Case Study: In 2016, **MCES** launched an asset management program to address challenges of aging assets, rising debt service costs, knowledge loss, and increasing regulatory requirements. As the regional governmental agency and metropolitan planning organization in Minnesota serving the Twin Cities seven-county metropolitan area, creating a framework for identifying and managing risk is central to the success of an asset management program. MCES just wrapped phase 2 of the criticality analysis which MCES identified as a key first step in setting up the AM program for sustainable success. Through the first phases of criticality analysis and other risk discovery efforts MCES now has a more complete risk and criticality profile of their facilities and operations. This case study is a very hands-on demonstration connecting the dots between identifying critical assets and understanding risk to next steps, work planning and tactical execution and what that looks like in WAM, and key lessons that have been learned at MCES. *Thomas Pann, Asset Integrity Manager, Metropolitan Council and Tacoma Zach, Uberlytics*

Algiers A&B/2nd Floor

Session 2 – How GeoWorx Supports Asset Management at WSSC:
Learn how **Washington Suburban Sanitary Commission** (WSSC) is leveraging GeoWorx tools to support core asset management practices and the development of annual plans. This presentation will focus not only on how GeoWorx Sync keeps WSSC's WAM and GIS data aligned, both core attributes and asset spatial analysis information, but also how WSSC is using GeoWorx Office for map-based viewing and creation of their Service Requests and Work Orders. *Chris Markel, Manager Asset and Work Management Systems, WSSC and Lindsay Sutherland-Gvakharia, GeoNexus Technologies*

Gentilly/1st Floor

Education Pavilion - WAM v2 Asset Fundamentals Hands-On Training:
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. Presented by J.T. Smith, Utilicore Consulting & Process Solutions Assurance (PSA)*

- Distinction and relationship between assets & components
- Relationship between assets & asset/storage locations
- Specifications & their relationship to assets & asset components
- Types of asset classifications
- Related asset functionality mass disposition, material disposition, BOM, measurements & service history
- Create an Asset Type
- Define valid Location Types
- Define valid Service History Types
- Create an Asset Location
- Create a new Asset

3:15pm – 3:30pm   **BREAK**

3:30pm – 4:30pm
Melpomene/2nd Floor

Breakout Sessions:

Session 1 – Enhancing the End User Experience & Productivity at Great Lakes Water Authority:
Learn about WAM Single Sign-On, WAM Document Attachments & WAM BI Publisher. *Michael Mamros, PMP, IT Manager- Applications Delivery, Great Lakes Water Authority and Saurabh Kumar, DXC Technology*

Conference Agenda
WAM

Wednesday, February 28 **InterContinental New Orleans**

3:30pm – 4:30pm
Algiers A&B/2nd Floor

Breakout Sessions:
Session 2 – Mobile Work Completion, From Gimmick to a Daily Reality for Field Crews:
The **City of St. Petersburg Florida** recently implemented mobile Work Order Completion for its field crews. This session will cover the life cycle of the project and highlight expected benefits; individual department and user needs; user acceptance; and, multiple scheduling and dispatching options used for different departments. *Samantha Mooren, Systems/PC Analysts II, City of St. Petersburg, FL and Dee Clawson & John Clow, Process Solutions Assurance (PSA)*

Algiers C/2nd Floor

Session 3 – Integrating Oracle Utilities WAM within the Oracle Utilities Suite of Operational Applications: **Icon Water**, an Australian water and sewage treatment provider, is in the process of implementing the Oracle Utilities suite of operational applications to realize the strategic objective of Excellence in Asset Management, including Oracle Utilities WAM, Oracle Utilities MWM, Oracle Utilities NMS, and Oracle Utilities Analytics. To achieve the enterprise-wide asset management goals of the application suite, Icon Water is designing an enterprise SOA-based integration strategy to decouple current point-to-point interfaces and increase scalability. The solution incorporates productized integrations, a phased integration roadmap and disciplined architectural guidelines to integrate the Oracle Utilities applications to external systems including Oracle EBS, Esri GIS, SCADA, and CIS applications. *Icon Water, Australia and John F. Eschmann III, Oracle; John Smith, Utilicore Consulting & Chad Johnson, GridPro*

5:30pm Buses Depart
6:00pm – 8:30pm

Buses leave directly <u>from the SIDE ENTRANCE of the InterContinental New Orleans, referred to as The Atrium</u> (not the front hotel lobby, but rather taking you to the corner of Poydras and St Charles Streets) for the spectacular <u>Mardi Gras World Museum</u>. 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 the number of parades hosted 47 days prior to *Fat Tuesday*, this operation runs year-round. Transportation provided to/from the event location & hotel (located 1.8 miles/10 minutes from the 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 OUUG Registration Desk. Layered, casual attire encouraged. *Hosted by Origin Consulting, Process Solutions Assurance (PSA), Red Clay Consulting & Triniti Consulting*

Conference Agenda
WAM

Thursday, March 1	**InterContinental New Orleans**

8:30am – 9:30am
Melpomene/2nd Floor

Breakout Session:

Session 1 – Doc Palmer Presents KPIs for Best Planning and Scheduling Performance:
Several simple, but essential, KPIs (Key Performance Indicators) help assess and guide proper planning and scheduling practices. Maintenance planning provides the productivity piece of maintenance and literally "increases your workforce without hiring" to complete work. Yet we need to know if planning is "working" and how to guide its proper deployment. Doc Palmer shows how to control the planning function. These KPIs include scheduling, planning, and storeroom support. Palmer also discusses tricky KPIs such as MTBF and Planned vs. Actual Time Estimates.
Doc Palmer of Richard Palmer & Associates, Inc. Author – McGraw-Hill's Maintenance Planning and Scheduling Handbook

9:30am – 9:45am

BREAK

9:45am – 10:45 am
Melpomene/2nd Floor

Breakout Sessions:

Session 1 – Preparing for WAM v2.2 Setup; Struggles to Solutions: As a longtime WAM customer, learn about the **City of Columbus Department of Public Utilities**' effort to upgrade their WAM installation used by Water, Wastewater and Electric utilities from WAM v1.9 to v2.2. With over a million assets and over 10,000 PMs, and about half a dozen interfaces, there was a lot riding on the city utility's asset management solution. *Rick Schomaker, Management Analyst II, City of Columbus Department of Public Utilities and Bernard Schubach, Resource International Inc.*

9:45am – 10:45 am
Algiers A&B/2nd Floor

Session 2 – A Business Oriented Approach to Implementation at Icon Water, Australia:
Icon Water is in the process implementing an Enterprise Asset Management (EAM) Strategy to realize the strategic objective of Excellence in Asset Management. Effective enterprise-wide asset management will enable Icon Water to plan for and respond to future demands and changes in the operating environment. To achieve this objective, Icon Water is reassessing, redesigning and upgrading its asset management processes and practices with a delivery focused on prioritized business value chains, rather than excessive technical delivery. Agile methodology and Business Activity Models (BAM) will be discussed. *Icon Water, Australia and John F. Eschmann III, Oracle; John Smith, Utilicore Consulting & Chad Johnson, GridPro*

Algiers C/2nd Floor

Session 3 – *NEW SESSION FORMAT* Learning Lab: Understanding Level of Service (LOS): Your organization's Level of Service (LOS) requirements should direct everything you do in your asset management program. What does that mean? How do you define your LOS? How do you tie your LOS into decision making about assets, directing your maintenance and reliability programs, setting priorities etc.? Practice what are the implications for using WAM? What changes can you make in your information management to reflect LOS requirements? What tricks and tools can help you with alignment with LOS? *Tacoma Zach, Uberlytics and John Clow, Process Solutions Assurance (PSA)*

10:45am – 11:00am

BREAK

Conference Agenda
WAM

Thursday, March 1   **InterContinental New Orleans**

11:00am – 12:00pm   **Breakout Sessions:**
Melpomene/2nd Floor   **Session 1 – Maintaining GIS/WAM Integration with Your Upgrade to WAM v2:**
                                  With many WAM customers beginning their upgrades to WAM v2.x in 2018, GeoNexus
                                  Technologies has updated their technology to make it compatible with the latest WAM version.
                                  During this presentation GeoNexus will unveil their WAM 2.x products GeoWorx Sync and
                                  GeoWorx Office. GeoWorx Sync offers bidirectional data synchronization between Esri GIS and
                                  Oracle WAM, while GeoWorx Office brings work and asset management functionality directly to
                                  your Esri Web Map Viewer. Come see live demonstrations of these exciting upgrades and learn
                                  how Sync and Office can help optimize the use of WAM v2 within your organization. *Skip Heise
                                  & Lindsay Sutherland-Gvakharia, GeoNexus Technologies*

Algiers C/2nd Floor   **Session 2 – *NEW SESSION FORMAT* Learning Lab: Focus of Management**
                                  You need to understand your focus of management and when and why that changes. Learn
                                  about decisions you make in managing facilities, systems and assets vary depending on the aims
                                  and outcomes required. These different areas of focus have different requirements and
                                  different implications. What are the implications for using WAM? How does a change in focus
                                  change your information management? *Tacoma Zach, Uberlytics and John Clow, Process
                                  Solutions Assurance (PSA)*

Gentilly/1st Floor   **Education Pavilion - WAM v2 Asset Fundamentals Hands-On Training: *ENCORE SESSION***
                                  CUSTOMER ATTENDANCE ONLY for this hands-on Training Class; registration required online at
                                  www.OUUG.org (no partners please); limited to 24 students. *Same session as presented on
                                  Wednesday. Presented by J.T. Smith, Utilicore Consulting & Process Solutions Assurance (PSA)*

                                  • Distinction and relationship between assets & components
                                  • Relationship between assets & asset/storage locations
                                  • Specifications & their relationship to assets & asset components
                                  • Types of asset classifications
                                  • Related asset functionality mass disposition, material disposition, BOM, measurements &
                                    service history
                                  • Create an Asset Type
                                  • Define valid Location Types
                                  • Define valid Service History Types
                                  • Create an Asset Location
                                  • Create a new Asset

12:00pm – 1:00pm   **CLOSING CEREMONIES & BUFFET LUNCH**
LaSalle Ballroom 3rd Floor   Return conference surveys. Discussion of 2019 events & locations.

Notes

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OUUG
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