



2023 Conference Schedule

October 17 – 19, 2023

Hosted by:

Morristown Utilities | Sevier County Electric | Appalachian Electric Cooperative

[MUSIC ROAD RESORT & CONVENTION CENTER](#)

303 Henderson Chapel Rd | Pigeon Forge, TN 37863

Monday, October 16th

- 1:00 – 4:00 **Cyber Security Round Table – UTILITIES ONLY PLEASE**
Music Road Resort – Cello B,C,D 303 Henderson Chapel Rd | Pigeon Forge, TN 37863
Stacy Mill, CISO, Nashville Electric Service (NES) will be our moderator of this **Cyber Security round table pre-conference discussion** and will be joined by a couple of FBI Special Agents. Bring your thoughts, your actions, your plans, and your concerns to the table and let your peers help you as you share in the discussion. No additional registration required, just show up, we will have plenty of room.
- 4:00 – 7:00 Early Check-In – Lobby at Main Entrance to Music Road Convention Center
303 Henderson Chapel RD | Pigeon Forge, TN 37863
Vendor Setup – Dobro & Harp - *Vendors - Check in at the registration table before setting up.*

Tuesday, October 17th

- Breakfast – on your own.** Breakfast is included in your hotel stay at Music Road.
- 7:00 – 8:30 Check-In – Lobby at Main Entrance to Music Road Convention Center
- 7:00 – 8:00 Vendor Setup – Dobro & Harp
- 8:30 Program begins – Symphony Ballroom
- 8:30 – 9:00 Welcome – Vicky Turner - UTA President, Morristown Utilities
Welcome – Jody Wigington, General Manager, Morristown Utilities.
Welcome – Allen Robbins, CEO, Sevier County Electric System
- 9:00 – 10:00 **Keynote – *Don't Stop* presented by Marlin Williams, Manager of Member Services – Northeast Mississippi Electric Power Association and owner MLT Communication, LLC**

In an ever-changing world, it seems nothing changes more quickly than technology. While it has enabled our corner of the world to be efficient and effective, it may be frustrating because the learning curve for some can be so

great. Let's take a **Journey** over the last few years as we highlight the greatest changes, energize ourselves, and *Don't Stop Believin'* in what is to come!

10:00 – 10:20 Vicky Turner – UTA President

- Recognition and Introduction of Special Event Sponsors

10:20 – 10:45 **Break – Dobro & Harp** - Visit Vendor Booths – Dobro & Harp

10:45 – 11:30 **UTILITY SPOTLIGHT – Fleet Management Implementation at MLGW – Jon Laman, Manager Enterprise Resource Planning and GIS, MLGW; Mason Heller, Regional Sales Director, Samsara Inc.**

Have you ever wondered about using a Fleet Management System that includes cameras on your Utility Fleet Assets? We will take some Deep Dives into Research-Based Case Studies and highlight what MLGW has done with installing the Samsara solution on 675 Utility Trucks. Hear about the benefits and challenges MLGW has experienced with this solution!

11:30 – 1:30 **Lunch sponsored by Oracle – Ukelele & Violin**

Visit Vendor Booths – Dobro & Harp

1:30 – 2:15 **UTILITY SPOTLIGHT - Cloud Pros/Cons – Steve Morrison, Director of Information Security, EPB**

Utilities Cloud Adoption—Discuss EPB's journey into "the cloud" with multiple examples (Oracle, 365, Salesforce, etc.). Focus on tradeoffs of on-prem vs Cloud in areas like - financial considerations, staffing, skillsets required, upgrades, "care and feeding", security. Will add in our recommended security tools we use to help secure the cloud.

2:15 – 3:00 **Using Data to Improve Business Processes – Jeremy Indridason, Principle Program Manager, Trynzc**

This session will discuss how Huntsville Utilities engaged with Trynzc to bridge the gap between IoT data and smarter business processes by aggregating and correlating data streams from AMI, GIS, CIS and Operational systems. Results from this project are allowing HU to improve service levels, reduce costs and provide a better 'big picture' understanding of complicated and costly processes and interactions between systems. The project is enabling smarter, quicker, data-based decisions which add value to our smart grid projects and investments.

3:00 – 3:30 **Break – Dobro & Harp** - Visit Vendor Booths – Dobro & Harp

3:30 – 4:15 **UTILITY SPOTLIGHT - Discover the Future of Data Storage – Chris Beegle, Director of Infrastructure, NES; Frank Short, Manager of Network Services, NES**

Join us for a captivating presentation as we unravel the remarkable benefits of transitioning from traditional storage to the Pure Storage and data management platform. We will share the design tenants and targeted outcomes for these consolidated platforms.

4:15 Vicky Turner – Wrap-up, reflection, and recognition of Special Event Sponsor

- **Networking Event Sponsor – *Pure Storage***

5:00 – 6:30 **Opening Night Networking Event - Ukelele & Violin**

Join us for a casual networking event sponsored by ***Pure Storage***

Wednesday, October 18th

Breakfast – on your own. Breakfast is included in your hotel stay at Music Road.

8:20 – 8:30 Welcome Back – Vicky Turner – UTA President, Morristown Utilities

8:30 – 9:15 **Working Smarter Together as Distribution Energy Resources Evolve – Walt Hillis, Product Manager III, NISC**

We will discuss Best Practices around engaging & partnering with your customers as they adopt Distribution Energy Resources (EV, Batteries, and Rooftop PV). Topics will include strategic rate designs, program enrollment, and integration with 3rd parties to support the management of these strategic assets.

9:15 - 10:15 **Attacks of 2022: Vulnerabilities Exploited and Lessons Learned – Greg Gray, CIO, Meridian**

This annual roundup of the critical infrastructure attacks that have happened over the past year looks at both the sophistication of modern attacks and our varying levels of preparedness. We'll explore the tools and methodologies the criminals used to launch their attacks, and we'll dive into our responses. Are we better prepared to prevent future attacks? Are we more resilient than we were a year ago? Most importantly, are we putting what we've learned into practice?

10:15 – 10:45 **Break – Dobro & Harp** - Visit Vendor Booths – Dobro & Harp

10:45 – 11:30 **UTILITY SPOTLIGHT – Customer Communication & Engagement Implementation at MLGW – Andrew McColgan, CIS Mobile Dispatch Business Analyst, MLGW**

MLGW has recently implemented the CCE (Customer Communication & Engagement) tool for the Clevest Mobile Dispatch system. The CCE module enables the system to automatically notify customers via their preferred communication outlet – email, text message, or IVR – of scheduled service

orders. This allows customers to receive up-to-date information and reminders of upcoming appointments and gives them an opportunity to provide feedback in the form of post-work surveys.

11:30 – 1:00 Lunch sponsored by TVA – Ukelele & Violin

Visit Vendor Booths – Dobro & Harp

1:00 – 2:00 *UTILITY SPOTLIGHT* – Safeguarding Critical Infrastructure: Unified Defense for IT and OT - Mike Fawbush, Information Technology Manager, Morristown Utilities

Join us as we explore how cyber-AI is defending critical infrastructure by providing a unified view into both IT and OT environments. Prepare to discover how utilities can leverage AI to stay ahead of cyber adversaries and protect their critical infrastructure with confidence.

2:00 – 3:00 Incorporating ChatGPT/AI in the Utility Industry: Navigating Future IT Technical Changes - Steven Dyer, Chief Technology Officer, CSA

This presentation aims to explore the potential applications of OpenAI's language model, ChatGPT, within the utility industry, particularly focusing on upcoming IT technical advancements. The presentation will cover the current role of AI in the sector, a comprehensive understanding of ChatGPT/AI, potential applications within the utility context, and an insight into the industry's future landscape. The discussion will pivot towards incorporating ChatGPT/AI to address and navigate these future changes, emphasizing areas such as predictive maintenance, grid management, customer service, and cybersecurity. The presentation will also address the challenges, strategic approaches to AI adoption, need for upskilling, and ethical considerations. It aims to provide a clear perspective on the potential transformative role of AI and ChatGPT/AI in the utility industry.

3:00 – 3:30 Break – Dobro & Harp - Visit Vendor Booths – Dobro & Harp

3:30 – 4:15 Risk Management and Mitigation in Energy – Darin Dillon, SR Director Energy, LenelS2

The energy sector has become the most critical of all Critical Infrastructures identified by the Department of Homeland Security. This is because without electric power (driven by oil, gas and renewable energies), all other CI ceases to operate. Therefore, we must define a roadmap from problem to solution. Many of us are vitally aware of the pending problems yet lack knowledge of processes or technologies that aid in mitigating threats plus reducing known risks. Therefore, this session will address key risks identified by the C Suite plus

Risk Experts and inform participants of various processes and available technologies for mitigating threats, reducing risks and adhering to industry's stringent regulations.

- 4:15 – 4:30 Vicky Turner – Wrap up, reflection, and recognition of Special Event Sponsors
- ***Juniper Networks***
 - ***Samsara***
 - ***Central Service Association***

6:00 – 9:00 **Dinner and Entertainment – Ukelele & Violin**

After a packed two days of networking, presentations, and vendor visiting, it will be time to unwind with drinks, dinner, and a mind-blowing experience.

6:15 – 9:00 Drinks, Dinner, and Entertainment

Thursday, October 19th

Breakfast – on your own. Breakfast is included in your hotel stay at Music Road.

- 8:15 – 8:30 Welcome Back – Vicky Turner – UTA President, Morristown

8:30 – 9:30 **High Resolution Image Analytics – Jeremiah Jansen, SR Data Scientist, TVA**

TVA's Survey Engineering team captures high-resolution images of TVA assets from a helicopter, allowing them to inspect assets remotely. However, the size of the images creates challenges such as long load times, difficulty in finding images based on location or asset due to the volume of images being processed, and lack of intelligence on analyzing objects in images. To address these issues, TVA's Enterprise Analytics team developed Heliviewer, which uses advanced analytics to process, load, and search images based on metadata, location, or asset information. To further build out intelligence within the tool, the Enterprise Analytics team also developed an image labeler and is working on image detection to aid in asset identification and equipment health inspection.

- 9:45 – 10:45 UTA Business Meeting – Symphony Ballroom

- 10:45-11:00 Door prizes/goodbyes – Symphony Ballroom

- 11:00 – 11:30 UTA Committee Meetings