



2025 Conference Schedule  
September 22-25, 2025

Hosted by:

Memphis Light Gas & Water

[The Peabody Hotel Memphis](#)

149 Union Avenue | Memphis, TN 38103

**Monday, September 22<sup>nd</sup>**

- 1:00 – 4:00 **Cyber Security Round Table – NO VENDORS PLEASE**  
MLGW Administration Office – 220 S Main St | Memphis, TN 38103  
**Mike Baughn, SR VP, CTO, JEA and Douglas Duncan, Manager Data Security Officer, MLGW will moderate. Jeremy Baker, ASAC – FBI/Memphis Division – National Security/Intelligence Branch will give us an update on TN and National level active events.** 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. **MLGW Parking garage located @ 246 S Front St.**
- 4:00 – 7:00 Check-In – Mezzanine level – Venetian Room - The Peabody  
Vendor Setup – Mezzanine level – Venetian Room - The Peabody
- *Vendors - Check in at the registration table before setting up in Hernando DeSoto Room*

**Tuesday, September 23<sup>rd</sup>**

- 7:30 – 8:30 **Breakfast – Mezzanine level - Forest Room**
- 7:30 – 8:30 Check-In – Mezzanine level – Venetian Room
- 7:30 – 8:00 Vendor Setup – Mezzanine level– Hernando DeSoto Room (*check in first*)
- 8:30 Program begins – Venetian Room**
- 8:30 – 9:00 **Welcome – Heidi Slakans - UTA President, MLGW**  
**Welcome – Paul Young, Mayor of Memphis**
- 9:00 – 10:00 **Keynote – Chief Doug McGowan, President/CEO MLGW**
- Reliable today, Ready for tomorrow – Making good decisions for our customers despite challenges and uncertainty.
- 10:00 – 10:20 Heidi Slakans – UTA President  
**Recognition and Introduction of Special Event Sponsors**

- **Dinner & Entertainment Event**
  - **CSA**
  - **Juniper Networks/Ericsson Cradlepoint/ATT FirstNet**
  - **Meridian**
  - **LBMC (happy hour)**
- **Lunch**
  - **Oracle**
  - **AdvizeX**
- **Opening Night Networking Event**
  - **Waypoint-Fortinet**
  - **PureStorage / CISCO**
  - **PeopleTec, Inc. (happy hour)**

10:20 – 10:45 **Break – Hernando DeSoto Room + Club Bar - Visit Vendor Booths**

10:45 – 11:30 **UTILITY SPOTLIGHT – Boosting Productivity: Harnessing Microsoft Copilot for Optimal Efficiency – Dale Justice, Director of IT, JEA. Mike Baughn, CTO, JEA.**

In this session, we will explore the power of Microsoft Copilot and how it can transform everyday business practices. Learn how JEA has utilized Copilot to make their utility more efficient and engage their workforce like never before. Copilot can be leveraged across the M365 environment to better equip the business in this ever-changing landscape.

11:30 – 1:30 **Lunch sponsored by Oracle - Forest Room**

Visit Vendor Booths – **Hernando DeSoto Room**

1:30 – 2:15 **Improving Workplace Chemistry Without Blowing up the Office - Chris Doyle, Executive Coach and Leadership Development Facilitator, Boost Your Leadership.**

Let's face it, everyone has a different personality, different perspectives, different likes, and dislikes. Getting people to mesh and work together takes some real effort - by the team leader, as well as each team member. And, if you hear another phrase like, "teamwork makes the dream work," you're likely to start marching toward the roof of your office building. Follow leadership and organizational dynamics expert, Chris Doyle, as he reveals the chemical mixture needed to formulate powerful work relationships and maximize your success without setting fire to your most valuable asset - your teammates.

2:15 - 3:00 **UTILITY SPOTLIGHT - Memphis Light, Gas and Water Replaces Legacy Application with Oracle's C2M for Billing Large Commercial & Industrial**

**Customers. Presented by Sahiti Kilaru, Supervisor Customer Information Systems, and Jon Laman, Consultant (Retired MLGW)**

Learn how MLGW successfully implemented Oracle's Customer-To-Meter (C2M) application - replacing a 20+ year old Client Server application. Key points of the presentation include how MLGW used a third-party Testing Application to accurately manage the Testing and Defect effort, implemented process automation to improve User productivity, provided BI Reporting to meet their Reporting and Analysis Needs and how this application fits into the overall future strategy for MLGW's Customer Billing system plans.

3:00 – 3:30 **Break – Hernando DeSoto Room + Club Bar - Visit Vendor Booths**

3:30 – 4:15 **Energy Demand Forecasting - an AI Solution – Will Son, Director and Jon Hilton, Shareholder at LBMC AI.**

Energy Demand Forecasting is an AI-driven, Built on a modernized Lakehouse architecture in Databricks, it ingests and harmonizes disparate data sources— historical usage, weather feeds, operational schedules and market indicators— into a single platform. Advanced machine-learning models then generate precise short- and long-term electricity and fuel consumption forecasts, empowering commercial and industrial clients to optimize procurement, reduce peak-load costs and drive sustainability.

Beyond forecasting, Databricks allows for financial and operational dashboards that unify P&L, revenue, cost and asset-performance metrics into intuitive, real-time views. We've also launched an "AI Call Logs" project to support broadband sales: call recordings are transcribed, analyzed for sentiment and categorized to surface upsell opportunities and refine sales tactics. Finally, our centralized AI document repository ingests unstructured files, applies NLP for semantic search and automated classification, and ensures that all teams can quickly find and reuse key knowledge assets.

4:15 Heidi Slakans – Wrap-up, reflection, recognition of Networking Event Sponsor

- ***Waypoint-Fortinet***
- ***Pure Storage/CISCO***
- ***People Tec, Inc.***

5:00 – 6:30 **Opening Night Networking Event – Jackson Room (one-floor above Mezzanine)**

Join us for a casual networking event sponsored by a few of our Special Events Sponsors – ***Waypoint-Fortinet, Pure Storage/CISCO, and People Tec, Inc.***

**Wednesday, September 24<sup>th</sup>**

7:30 – 8:15 **Breakfast – Mezzanine level - Forest Room**  
8:15 – 8:30 **Welcome Back – Heidi Slakans – UTA President, MLGW**

8:30 – 9:15 ***UTILITY SPOTLIGHT* – Securing Networks: OT Segmentation & Zero Trust in Action – Andrew Phillips, Network Systems Manager and Shane Lawson, Customer Data Manager, Cleveland Utilities. Luis Palacio, Director of OT Channels, Fortinet. Paul Neyman, President, Waypoint.**

As cyber threats targeting IT environments grow more sophisticated, securing OT (Operational Technology) systems has never been more critical. This panel brings together industry experts to discuss practical approaches to OT segmentation and Zero Trust—how they work, why they matter, and the real-world challenges of implementation. We'll explore lessons learned, common pitfalls, and strategies for balancing security with operational efficiency. Whether you're managing industrial control systems, overseeing network security, or just looking to strengthen your organization's cyber resilience, this discussion will provide valuable insights you can apply immediately. Join us for a candid conversation on the future of OT security and what it takes to stay ahead of evolving threats.

9:15 – 10:00 **House Plans for an AI Strategy – Tim Sharp, AE, Advizex. Danny Tomalin, Chief Growth Officer, Razor/Fulcrum Labs/Advizex.**

Advizex and Fulcrum Labs will share with the UTA membership how a successful AI journey starts with a strong foundation that aligns business and technical needs. By centering on your data, you can build a scalable and sustainable model, in short, an AI Home that is built for you based on your data preferences.

10:00 – 10:30 **Break – Hernando DeSoto Room + Club Bar - Visit Vendor Booths**

10:30 – 11:15 ***UTILITY SPOTLIGHT* - How IT Drove Significant Savings for the Utility - Steven Pennington, IT Manager, CDE Lightband. Alison Williams, Utility Alliances Director, Invoice Cloud.**

The IT Department at CDE Lightband set a goal to increase paperless billing enrollment by 15% to drive meaningful cost savings for the organization. Through our partnership with InvoiceCloud for Electronic Bill Presentment and Payment (EBPP) technology we far surpassed our goal. Join us for an engaging session with interactive trivia to test your knowledge, as we share our insights on how we harnessed the billing and payments function to spearhead digital transformation, elevated customer experience, enhanced IT productivity, and improved staff efficiency.

11:15 – 12:00 **AI Governance: a framework for empowerment – Jessica Baker, Sr. Director Enterprise Data, Analytics, and AI, TVA.**

How do we shift the mindset about AI for utilities from experimental technology to trusted infrastructure? In our industry safety, reliability, and public trust are at our core. A strong governance model serves as an enabler to scale AI responsibly with the same discipline we apply to operations that will ultimately help us manage risk and deliver responsible outcomes.

**12:00 – 2:00 Lunch sponsored by Advizex – Forest Room**

Last chance to visit Vendor Booths – **Hernando DeSoto Room**

**2:00 – 4:45 Capture the Flag Exercise – Greg Gray, CIO, and Travis King, Director of Security Operations, Meridian Cooperative.**

This hands-on Capture The Flag (CTF) exercise uses tools from HackTheBox to both challenge and entertain you with a little "ethical hacking". The workshop is designed for IT professionals and cybersecurity enthusiasts who want to learn the techniques used by professional pen testers and hackers. So, bring your laptop to join the fun and do a little hacking. Business leader attendees can join in as well or buddy up with a techy attendee to see what the "hack" is all about. A break will be included during this session.

**4:45 – 5:00 Heidi Slakans – Wrap up, reflection, and recognition of Special Event Sponsors**

- **CSA**
- **Juniper Networks/Ericsson Cradlepoint/ATT FirstNet**
- **Meridian**
- **LBMC (happy hour)**

**6:00 – 9:30 Dinner and Entertainment – Memphis Championship Wrestling Tennessee Exhibit Hall at The Peabody**

After our second full day of wrestling with technology, your host utility has arranged a real live smack down through the Memphis Championship Wrestling Center featuring live ring events with some special guests. You won't want to miss this event.

### **Thursday, September 25<sup>th</sup>**

**7:30 – 8:25 Breakfast – Mezzanine level - Forest Room**

**8:25 – 8:30 Welcome Back – Heidi Slakans – UTA President, MLGW**

**8:30 – 9:30 GIS Utilization at MLGW – Arnisa Davis, Manager of Enterprise Resource Planning and GIS, MLGW.**

Memphis Light, Gas & Water (MLGW) works to follow all regulations and guidelines provided by National and Local Authorities to safely and effectively serve Electric, Gas and Water Utilities to customers across Shelby County, Tennessee. This presentation will discuss the various ways we utilize GIS at MLGW. We will provide an overview of how Dashboards, Field apps, and Web maps are utilized by office/crew personnel as well as during a storm event. We will also discuss interfaces to Oracle E-business Suite and Customer Information Systems.

9:45 – 10:45 UTA Business Meeting – Venetian Room

10:45-11:00 Door prizes/goodbyes – Venetian Room

11:00 – 11:30 UTA Committee Meetings