

Customer Connections Leadership Summit

Wednesday, May 5th

10:00 a.m. to 3:30 p.m.

Electric & Gas Logistics Center

2601 Jackson Bluff Road

Tallahassee, FL 32304

- 10:00 - 10:10 a.m. **Introduction** – James Barnes, Chief Customer Officer, Tallahassee, FL
- 10:10 - 10:20 a.m. **Welcome**, Reese Goad, City Manager, Tallahassee, FL
- 10:20 – 10:30 a.m. **Opening Comments**, Amy Zubaly, FMEA Executive Director
- 10:30 – 11:30 a.m. **Impact of COVID 19 & The Pandemic in the Workplace** -
Dr. Kenneth Fowler (biography attached)
- 11:30 – 12:00 p.m. **LUNCH**
- 12:00 – 1:00 p.m. **Tallahassee Infrastructure “Then, Now, & in the Future”** -
Steve Wenke, Managing Partner AAC Utility
- 1:00 – 1:15 p.m. **BREAK**
- 1:15 – 2:00 p.m. **Managing Dispatch/Field Operations During & Post Pandemic** -
Antonio Jackson, Field Operations Administrator, City of Tallahassee
- 2:00 – 3:30 p.m. **ROUNDTABLE**, Team Member Updates
- 3:30 p.m. **ADJOURN**

Dr. Kenneth E. Fowler, Jr.,
kfowler@systemiceffects.com

Dedicated to the practice of helping others achieve inner happiness and peace, Dr. Kenneth E. Fowler has commanded the minds of many and succeeded in guiding them to more harmonious and prosperous lives. Dr. Fowler came to Florida in 1988 to pursue his undergraduate degree at Florida State University. Upon receiving his Bachelors of Science degree in Economics with a business minor, Dr. Fowler went on to pursue a Masters Degree in Mental Health from Florida A&M University. A drive to help others and ambition would not let Dr. Fowler stop there. He went on to receive a Doctorate in Marriage and Family Therapy from Florida State University, and established his private therapy practice Systemic Effects. He is a licensed mental health counselor (LMHC) and an Approved Supervisor for mental health counselors, marriage and family therapists and social workers.

Throughout his time in Florida, Dr. Fowler has been involved with programs ranging from Godby's Teen Life Options Program that assists 9th graders that are having a hard time adjusting to high school, to the DADS Project where he teaches a monthly parenting class to incarcerated fathers at Leon County Jail. This class teaches the fathers effective parenting tools and how to reconnect with their children while also providing substance abuse counseling. He is a strong advocate for children and has worked with children of all ages to help them work on a myriad of issues.

Dr. Fowler has also served as an adjunct assistant professor at Florida State and Florida A&M Universities. His students revere him as a compassionate professor that truly inspires them to carry forward many of his lessons throughout their lives. He has a strong belief that learning can be a fun and inspired experience without a punitive component. This has been reflected in his teacher ratings and student responses.

With Dr. Fowler's background in business and being a small business owner himself, he has been a consultant and strategic advisor to several businesses over the years ranging from small to large businesses. He is able to help companies with personnel issues such as hiring, retention, team building, and management. Dr. Fowler believes that successful companies address employee issues in and outside of the work environment. Treating the "whole" employee has multiple benefits that enhance the employee as well as the entire work environment. He has been successful in helping companies deal with growth and the changing dynamics that accompany those transitions.

As a result of his expertise in psychological trauma, Dr. Fowler was called to respond in New York City following the 9/11 attacks. As a leader in his field, he was able to help with this national tragedy. His work with natural disasters led to him being called to assist with the Hurricane Katrina disaster by debriefing first responders who were exposed to the aftermath of the trauma. Currently, he consults with the Southcom Command of the United States Armed Forces to help returning soldiers and their families deal with the effects of war as well as post traumatic stress disorder. As a leader in his field, Dr. Fowler trains other therapists in this difficult work of trauma and crisis.

In 2005, Dr. Fowler decided to pursue his dream and started his own business, Systemic Effects. The work that drives him most is providing individual, couple, and family therapy; as well as assisting traumatized individuals ranging from rape victims to victims of terrorist attacks. His ability to listen and concern for healing are at the heart of his success as a therapist. Systemic Effects provides consulting and training to businesses that are experiencing low employee morale, workplace violence, or personal tragedy as well. Dr. Fowler's ability to apply the systemic approach to businesses has allowed him to help businesses function more effectively and productively. His seminars on conflict resolution, personality differences, and inspired management are just a few of the topics that have helped business owners and their employees apply to their work environment. He has become affectionately known as Florida's "Dr. Ken."





Steve Wenke

Managing Partner

Summary

Steve Wenke has more than 20 years experience in utilities consulting, IT, project management, CIS/ERP software and services, and utilities mission- critical assessment, procurement and application implementation.

He has assisted numerous electric, gas, water, wastewater, and multi-service utilities with defining and executing their IT and software strategies. His functional breadth covers most of the core business applications that a utility uses including Customer Information Systems (CIS), Enterprise Asset Management Systems (EAM), Enterprise Resource Planning Systems (ERP), Mobile Workforce Management (MFWM), Financials (FMIS) and Meter Data Management Solutions (MDM).

Steve has consulted with municipal, public and investor-owned utilities of varying sizes including utilities exceeding one million customers. This experience includes the US, Canada, Mexico and the Caribbean.

Steve regularly speaks at utilities industry events and conferences educating others on the CIS industry, software vendors, system integrators, deployment options, best practices and other industry influences. He has addressed the utilities industry at events that include CS Week, Cloud for Utilities, American Public Power Association, EUCI and others.

As senior partner over AAC's Strategy/ Assessment and Procurement practices, Steve works with his teams to continually assess and update AAC's NavigateOne™ methodology and tools. He works with his teams to ensure our methodology and processes accommodate changes and advancements from the industry, software vendors and system integrators. This commitment and investment ensures AAC's methodologies, tools and software are continually updated to meet the needs of our clients.

Steve is passionate about his clients and their success.



Edwin Crow

Managing Partner

Summary

Edwin brings over 20 years' experience selling mission-critical systems and delivering IT solutions to hundreds of utilities. He has earned numerous awards for helping utilities successfully secure new products and breakthrough technologies.

Edwin creates multi-dimensional strategies that focus on clients' unique business drivers clearly defining the need for complex technology solutions. He has successfully negotiated software/services and IT agreements with municipal/public sector and investor-owned utilities.

Edwin has served on AAC projects in multiple capacities including project strategy, project leadership, analysis, solution design, vendor negotiations, quality assurance, and readiness assessment. He is an experienced leader with expertise in multiple mission-critical business systems. Edwin is an experienced negotiator and has ensured AAC clients' projects are soundly contracted, clearly justified to stakeholders, and beneficial to the business needs and bottom line of the organization.

Prior to joining AAC as Managing Partner, Edwin founded and served as president of Voice Application Development, a leading IVR evaluation and design company where he taught negotiation techniques and negotiated contracts for clients.

In his tenure with Conita Technologies, a speech technology firm, Edwin negotiated contracts in the North America and United Kingdom energy and financial markets, including his primary role in structuring the acquisition of Conita Technologies by Avaya.