

# FMEA ENERGY CONNECTIONS CONFERENCE & TRADE SHOW

Wednesday, November 2

- 8:00a - 5:00p **Registration desk open** - Universal Center Desk
- 8:00 - 9:00a **Continental Breakfast** (open to all attendees) - Seminole C
- 9:00 - 9:05a **General Session: Welcome to Orlando** - Seminole D/E
- 9:05 - 9:20a **FMEA's 80th Anniversary and Association Updates**, Amy Zubaly, *Executive Director, FMEA*
- 9:20 - 10:00a **Developing the Energy Workforce: Challenges and Solutions**, Rosa Schmidt, *Director of Member Services and Veteran Programming, Center for Energy Workforce Development*
- 10:00 - 10:40a **Different Thinking, Different Approaches: An Outlook for the Industry**, Cathy Dalton, *Strategic Account Executive, EPRI*
- 10:40 - 11:00a *Refreshment Break*
- 11:00a - 12:00p **Workplace Safety: Active Shooter Preparedness**, Lieutenant William Bartlett, *High Risk Incident Command, Orange County Sheriff's Office*
- 12:00p - 1:30p **Building Strong Communities Luncheon** (ticket required) - Seminole C  
**Stop Saying 'Can't'**, Charlie Linville, *Keynote Speaker*
- 2:00 - 4:00p **Three Concurrent Roundtables**
- Customer Connections Roundtable - Universal C
  - Safety & Training Roundtable - Universal D
  - Engineering & Operations Roundtable - Universal E
- Customer Connections Roundtable** - Universal C  
Presiding: Veronica Martinez, Customer Service Manager, Ocala Electric Utility
- 2:00 - 2:30p **Communicating with Customers When the Topic is Tough**, Korey Bush, *AGM - Customer Service, Lakeland Electric*
- 2:30 - 4:00p *Roundtable discussion*
- Safety & Training Roundtable** - Universal D  
Presiding: Juan LLera, Safety, Training and Risk Management Coordinator, Keys Energy Services
- 2:00 - 2:30p **Supply Chain Constraints: Impacts and Strategies**, Gina Johnson, *Director of Corporate Analytics and Planning*, and Ed Thomas, *Accounting Services, OUC*
- 2:30 - 4:00p *Roundtable discussion*
- Engineering & Operations Roundtable** - Universal E  
Presiding: Billy Branch, Assistant Director, Homestead Energy Services
- 2:00 - 2:30p **Increasing Reliability on Poorest Performing Distribution Circuits**, Kenji Plennert, *Practice Leader for Electric Distribution, KCI Technologies*
- 2:30 - 3:00p **The Future of Solar Energy**, Alex Wong, *Portfolio Manager - Renewables, The Energy Authority*
- 3:00 - 4:00p *Roundtable discussion*
- 4:00 - 6:30p **Energy Connections Trade Show** - Universal Center Ballroom
- 7:00 - 9:00p **Florida Public Power Dinner & Tailgate Party** (ticket required) - Seminole C

# FMEA ENERGY CONNECTIONS CONFERENCE & TRADE SHOW

Thursday, November 3

- 7:30a - 12:00p **Registration desk open** - Universal Center Desk
- 7:30 - 9:20a **Continental Breakfast** (open to all attendees) - Seminole C
- 8:00 - 9:20a **Brief Business over Breakfast** (ticket required) - Universal Center Ballroom
- 9:30 - 12:00p **Three Concurrent Breakout sessions**

## Customer Connections Breakout Session - Universal C

Presiding: Veronica Martinez, Customer Service Manager, Ocala Electric Utility

- 9:30 - 10:00a **Digital Transformation Boosts Cities' and Utilities' Productivity**, Ruby Irigoyen, Senior VP – Customer Services, ENCO Utility Services, and RJ Kumar, CEO, ESC Partners
- 10:00 - 10:45a **Chatbot Technology in the Electric Utility Industry**, Felipe Corredor, US Sales Consultant, and Juan Corredor, Chief Technology Officer, Open International
- 10:45 - 11:00a *Refreshment Break*
- 11:00 - 11:30a **AMI at a Small Utility: It's All About the Customers**, Tammy Snyder, Customer Service Supervisor, and Silvia Rodriguez, Project Manager, City of Newberry
- 11:30a - 12:00p **Our Community, Our Customers**, Tony Clayton, Business Relations Coordinator, Ocala Electric Utility

## Safety & Training Breakout Session - Universal D

Presiding: Juan LLera, Safety, Training and Risk Management Coordinator, Keys Energy Services

- 9:30 - 10:00a **Substation Grounding and Personnel Safety**, Mollie Dooley, Senior Project Engineer, POWER Engineers
- 10:00 - 10:45a **Material Lifting & Handling Safety: Digger Derricks and More**, Andy Netzel, Business Manager, Sentry Safety Program, Altec
- 10:45 - 11:00a *Refreshment Break*
- 11:00 - 11:30a **Building Trust to Build Safety Culture**, Caleb Hall, Education and Training Manager, TVPPA
- 11:30a - 12:00p **Accountability for Supervisors in the Field**, Wesley Grant, Manager Technical Utility Training, and Paul Thomas, Manager, Safety & Health Services, JEA

## Engineering & Operations Roundtable - Universal E

Presiding: Billy Branch, Assistant Director, Homestead Energy Services

- 9:30 - 10:00a **Storm Hardening and Field Area Networks**, Derrick Bigham, Section Manager, Burns & McDonnell
- 10:00 - 10:45a **What Type of Survey Does my Project Need? It Depends**, Melissa Seitzinger, Business Development Manager, Tallahassee, FL
- 10:45 - 11:00a *Refreshment Break*
- 11:00a - 11:30a **Developing a UAS (Drone) Program Supporting Engineering Design for Power G&T**, Joel Holdcraft, Civil Engineer, Surveyor, and Drone Pilot, Commonwealth Associates
- 11:30a - 12:00p **Electric Vehicles and Utility Coordination**, Dan Scherle, Distribution Manager – Power Delivery, Shane Hall, Distribution Associate Supervisor – EV Infrastructure, and Austin Smith, Electrical Engineer, ENERCON