

2024

FMEA

# ENERGY

# CONNECTIONS

CONFERENCE & TRADE SHOW

NOV.12-13, 2024 ⚡ HILTON DAYTONA BEACH OCEANFRONT RESORT

## AGENDA

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2024

# ENERGY CONNECTIONS

CONFERENCE & TRADE SHOW

NOV.12-13, 2024 HILTON DAYTONA BEACH OCEANFRONT RESORT

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# TUESDAY / NOVEMBER 12

**7:30 AM – 5:00 PM**    **Registration Desk Open**  
*Location: Coquina Ballroom Foyer*

**7:30 – 9:00 AM**    **Continental Breakfast**  
*Open to Conference Attendees / Location: Coquina Ballroom F, G, H*

## **⚡ GENERAL SESSION: COQUINA BALLROOM D, E**

**9:00 - 9:20 AM**    **Welcome to Daytona Beach, Opening Comments**  
*Amy Zubaly, Executive Director, Florida Municipal Electric Association*  
*What a year! FMEA Executive Director Amy Zubaly will reflect on the challenges and achievements of FMEA and Florida's public power utilities over the past year, including the impact of multiple hurricane landfalls. Attendees will gain valuable insights into FMEA's strategic initiatives that support and strengthen Florida's public power communities.*

**9:20 – 10:00 AM**    **Advancing Public Power: National Trends and APPA's Key Initiatives**  
*Jeff Haas, Senior Vice President, Membership, American Public Power Association*  
*In today's rapidly evolving energy landscape, public power utilities face unique challenges and opportunities that require innovative approaches and strong advocacy. This session will explore the latest national trends impacting public power, including the transition to renewable energy, grid modernization, workforce development, and regulatory changes. Jeff will highlight the APPA's key initiatives designed to support its members in navigating these challenges while ensuring reliable, affordable, and sustainable power for communities across the country. Attendees will gain valuable insights into APPA's advocacy efforts, resources, and programs aimed at fostering innovation, enhancing resilience, and strengthening public power utilities for the future. This session is essential for utility leaders seeking to learn the pivotal role APPA plays, and how Florida public power utilities can maximize their benefits.*

**10:00 – 10:40 AM**    **Engaging First Responders in Utility Safety**  
*Frank Roca, Safety Coordinator, and LaShun Nale-Stadom, Director of Safety, Technical Training & Emergency Management, Orlando Utilities Commission*  
*This session will explore strategies for strengthening collaboration between electric utilities and community-based first responders. With their extensive background in fire and emergency response, Frank and LaShun will provide practical insights on effective communication, preparedness, and joint response to safety incidents across various environments, including power plants, substations, residential structures and beyond, equipping attendees with actionable practices to enhance emergency response protocols, improve risk management, and build resilient partnerships that ensure public safety and rapid incident response in utility settings.*

**10:40 – 11:00 AM**    **Refreshment Break**



**TUESDAY / NOVEMBER 12**

**11:00 AM – 12:00 PM**

**Panel: Public Power Department Head Leadership**

*Moderator: Javier Cisneros, Director of Utilities, Fort Pierce Utilities Authority / Panelists: Korey Bush, AGM Customer Service, Lakeland Electric; Mike Crow, AGM Power Delivery, City of Tallahassee; Cindy Herrera, VP Human Resources, Kissimmee Utility Authority*

*This panel will bring together four Florida municipal utility industry leaders to discuss the challenges and opportunities facing public power electric utility organizations today. Panelists will share insights on leadership strategies, operational resilience, workforce development, and navigating evolving energy policies to ensure reliable, sustainable, and affordable service for their communities.*

**12:00 – 1:30 PM**

**Building Strong Communities Awards Ceremony & Luncheon Featuring Keynote Speaker**

*Jon Colby "Yes, and..." / Location: Coquina Ballroom F, G, H*

**◆ Ticket Required**

*Join us at the Building Strong Communities Awards Luncheon to hear a mix of comedy and storytelling as Jon Colby inspires the Florida public power community to say "Yes, and..." to improve communication and leadership through improvisation.*



**THREE CONCURRENT BREAKOUT SESSIONS**

*2:00 – 4:00 PM / Roundtables start immediately after Breakout Sessions end.*



**CUSTOMER CONNECTIONS**

*Location: Coquina C*

**2:00 – 2:40 PM**

**Improv(e) Your 1-On-1 Communication**

*Jon Colby*

*In this engaging presentation and workshop delivered by our Keynote Speaker Jon Colby, participants will explore how elements of improv can enhance 1-on-1 communication skills for customer operations personnel. Attendees will learn practical techniques to foster adaptability, active listening, and creative problem-solving, empowering them to connect more effectively with customers and improve overall service delivery.*





**TUESDAY / NOVEMBER 12**



## UTILITY OPERATIONS

*Location: Coquina A*

**2:00 – 3:00 PM**

### **Keys to Successful AMI Deployments, 2.0, and Emerging Trends in Meter Data Management**

*Josue Sanchez, Senior Advisor, and Jesus Gonzalez, Principal Advisor, Quanta Technology*

*Explore best practices for implementing advanced metering infrastructure (AMI) and the transformative potential of AMI 2.0. Attendees will gain insights into emerging trends in meter data management that can enhance operational efficiency, improve customer engagement, and support utility modernization efforts.*

**3:00 – 3:30 PM**

### **Everything You Need to Know About Overhead to Underground Conversions**

*John William Thompson, Business Development Manager, Irby Construction*

*This session will provide a comprehensive overview of the processes, challenges, and benefits associated with transitioning overhead utility lines to underground systems. Attendees will learn about key considerations for planning and execution, cost implications, and the long-term advantages of underground infrastructure for enhancing reliability and aesthetics in their communities.*



## SAFETY & TRAINING

*Location: Coquina B*

**2:00 – 2:45 PM**

### **Burns: How to Prevent and How to Treat Them**

*Scot Bush, Outreach Coordinator, UF Health, Shands Burn Center*

*In this safety session, learn about critical insights on burn prevention and first aid, particularly in utility environments where such injuries are more common. Attendees will learn best practices for safety protocols, early intervention, and effective treatment methods to minimize burn severity and promote recovery.*

**4:00 – 6:30 PM**

### **Energy Connections Trade Show**

*Location: Grand Ballroom (Lobby Level)*

**6:30 – 9:00 PM**

### **Florida Public Power Dinner and Networking Event**

**◆ Ticket Required**

*Location: North Tower Terrace, Oceanview Room*

*Location in case of bad weather: Coquina Ballroom Foyer*



# WEDNESDAY / NOVEMBER 13

**7:30 – 11:00 AM**

**Registration Desk Open** / Location: Coquina Ballroom Foyer

**7:30 – 9:15 AM**

**Continental Breakfast**

*Open to Conference Attendees / Location: Coquina Ballroom Foyer*

**7:30 – 9:15 AM**

**Brief Business Over Breakfast (Reverse Tradeshow)**

*Invited Municipal Attendees Only, & Exhibitors & Sponsors*

*Location: Coquina Ballroom D*

## **THREE CONCURRENT BREAKOUT SESSIONS**

*9:30 AM – 12:00 PM*



### **CUSTOMER CONNECTIONS**

*Location: Coquina C*

**9:30 – 10:00 AM**

#### **Digital Transformation: Integrated Digital Customer Engagement**

*Dustin Theilacker, Chief Delivery Officer and Allen Bishop, Sales and Marketing, Meridian Integration*

*Attendees will learn how electric utilities are leveraging digital tools to enhance customer experience and streamline operations. This session will explore strategies for implementing integrated platforms, improving real-time communication, and driving customer satisfaction through personalized, data-driven engagement.*

**10:00 – 10:45 AM**

#### **Reducing Customer Calls with Personalized Video Communications**

*Kim Johnson, Business Development Manager, Brillion/Apogee [Hometown Connections partner]*

*This session will explore how public power utilities can use personalized video messaging to proactively address customer concerns, reduce inbound calls, and enhance service satisfaction. Attendees will learn best practices for implementing video communications that offer clear, tailored solutions to common issues, resulting in improved customer engagement and operational efficiency.*

**10:45 – 11:00 AM**

**Refreshment Break** / Location: Coquina Ballroom Foyer



**WEDNESDAY / NOVEMBER 13**

**11:00 – 11:30 AM**

### **Reaching and Engaging Income-Qualified Customers**

*Brian Pippin, Director of Strategic Customer Programs, JEA*  
Learn effective strategies for identifying, reaching, and engaging income-qualified customers. Attendees will gain insights into tailored programs and outreach efforts JEA uses to improve energy affordability, enhance participation in assistance programs, and foster long-term relationships with vulnerable customer segments.

**11:30 AM – 12:00 PM**

### **Meeting Customers Where They Are: “No Wrong Door”**

*Casey Bowen, Senior Account Executive and Ivory Dugar, Principal Solutions Architect, Genesys*  
In this session, implement a seamless, multi-channel approach to customer service, ensuring that customers receive support regardless of how they reach out. Explore how to create an integrated, customer-centric experience that reduces friction and enhances satisfaction across digital, phone, and in-person interactions.



## **UTILITY OPERATIONS**

*Location: Coquina A*

**9:30 – 10:00 AM**

### **Digital Twins: 11 Substations, 11 Utilities, 10 Days, Many Benefits**

*Duane Guidry, Technology Partner Director, primtech, a POWER Engineers Partner*  
Explore the implementation of digital twin technology across multiple utilities in a condensed timeframe. Explore how this innovative approach enhances operational efficiency, improves asset management, and provides valuable insights for optimizing substation performance and maintenance strategies.



**10:00 – 10:45 AM**

## **How EVs and DERs Will Impact the Grid and How Utilities Can Prepare**

*Chase Lockhart, Senior Project Manager, 1898 & Co.*

*This session examines the impact of electric vehicles (EVs) and distributed energy resources (DERs) on the power grid, focusing on both the challenges and opportunities they present. Experts will discuss anticipated changes in energy demand, grid stability, and infrastructure needs. Attendees will learn strategies for preparing and adapting utility systems to support the integration of EVs and DERs, ensuring reliable service and maximizing the benefits of a more distributed, flexible energy landscape.*

**10:45 – 11:00 AM**

**Refreshment Break** / Location: Coquina Ballroom Foyer

**11:00 – 11:30 AM**

## **Fortifying Foundations: Physical Security Risk Assessment for Critical Infrastructure**

*Loreta Sarracini, President and Principal Consultant, Acumen [Hometown Connections partner]*

*Learn the importance of conducting thorough risk assessments to enhance the physical security of critical utility infrastructure. Attendees will gain insights into best practices for identifying vulnerabilities, implementing robust security measures, and fostering a culture of safety to protect essential services from potential threats.*

**11:30 AM – 12:00 PM**

## **The Future of Lighting Technology**

*Aaron Gosselin Lighting Project Manager, LineWorks Engineering and Nick Mesler, Director, Evari Consulting*

*Explore the latest advancements in lighting technologies and their implications for public utilities. Attendees will learn about innovative solutions that enhance energy efficiency, improve safety, and contribute to sustainable urban development, positioning utilities to meet evolving customer needs and regulatory demands.*



WEDNESDAY / NOVEMBER 13



## SAFETY & TRAINING

Location: Coquina B

9:30 – 10:15 AM

### The Value of an Effective Safety Gap Analysis

*Brooke Sinclair, Senior EHS Regulatory Specialist, EnSafe*

Learn how conducting a thorough safety gap analysis can help utilities identify and address critical vulnerabilities in their safety programs. Attendees will learn practical steps to assess safety performance, close gaps, and create a safer work environment that meets compliance and operational standards.

10:15 – 10:45 AM

### Arc Flash Assessment Lessons Learned and Common Hazard Environments

*Keith Mullen, Senior Principal, Planning and Analysis, and Shane Hall, Arc Flash Five-Year Program Lead, ENERCON*

This session will share insights from real-world arc flash assessments, highlighting key lessons and recurring hazards in utility settings. Attendees will gain valuable knowledge on identifying high-risk environments, improving safety protocols, and mitigating arc flash incidents to protect workers and infrastructure.

10:45 – 11:00 AM

Refreshment Break / Location- Coquina Ballroom Foyer

11:00 – 11:30 AM

### Shake Hands with Danger

*Glen Moehling, Utility Safety and Training Coordinator, Ocala Electric Utility*

Glen will highlight the high-risk scenarios utility workers face and the critical safety measures needed to prevent accidents. Through real-life examples and practical safety strategies, attendees will learn how to mitigate hazards and ensure a safer work environment for their teams.

11:30 AM – 12:00 PM

### Hurricane Safety and Mutual Aid Onboarding

*Ray Jordan, Electric T & D Manager, Gainesville Regional Utilities*

Hear about GRU's policies and protocols for effective storm response. Attendees will learn about the utility's approach to ensuring safety during hurricanes, coordinating mutual aid efforts, and rapidly restoring service in the aftermath of severe weather events.

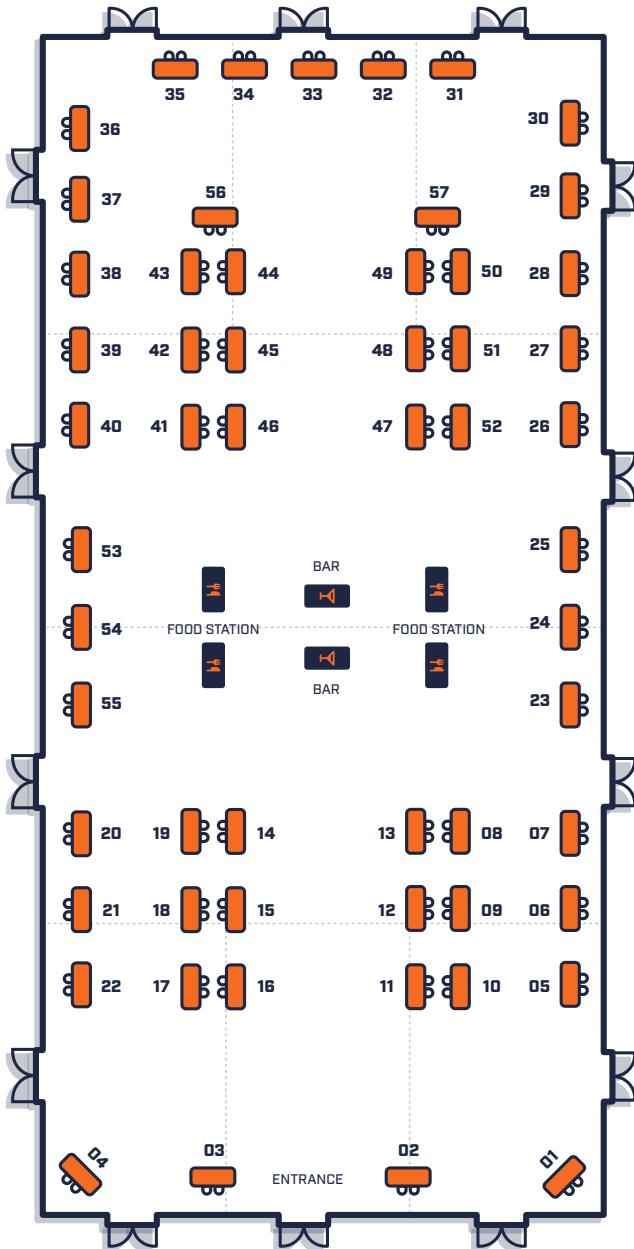


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