




DAY 1 - 21 NOVEMBER 2018: DIGITAL HEART		
8.00	<p>VIP Breakfast Forum: Enabling Digital Transformations: Laying Technology Foundations to Enable Australia's Energy Transition Malaya Toll, Utilities Industry Principal, SAP Australia & New Zealand Michael Westenberg, General Manager Technology & Performance, TasNetworks <i>Sponsored by SAP & OpenText</i> <i>This is by invitation only.</i></p>	
9.00	<p>Chair's Introduction – Digital transformation from the inside out Malaya Toll, Utilities Industry Principal, SAP Australia & New Zealand</p>	
9.10	<p>WATER KEYNOTE: Creating a vibrant digital heart and what it means for your utility business George Hunt, CIO and GM, Digital Services, Sydney Water</p>	
9.30	<p>ENERGY KEYNOTE: Building the Agile Utility with real time responsiveness Andrew Bettenay, CIO, Endeavour Energy</p>	
9.50	<p>KEYNOTE PANEL: Digital First - Creating new paths to operating agility and flexibility for utilities Moderator: Malaya Toll, Utilities Industry Principal, SAP Australia & New Zealand Cameron McLean, CIO, Yarra Valley Water Amanda Finnis, GM Information, Digital & Cyber, Coliban Water Angela Lam, CIO, Horizon Power Cate Hilliard, Manager IT Capital Portfolio, SA Power Networks Michael Westenberg, General Manager Technology & Performance, TasNetworks</p>	
10.30	<p>Morning Break – The break lasts for over an hour. If you want to network with like-minded people, then grab a coffee and join one of the sessions</p>	
	<p>INITIATE! STARTUP: <i>Innovation</i></p> <p>FREE TO ATTEND FOR VISITORS</p>	<p>TECH TALKS: <i>New Products</i></p> <p>FREE TO ATTEND FOR VISITORS</p>
	<p>HUB 1: Cloud & Digital Business Transformation</p> <p>FREE TO ATTEND FOR VISITORS</p>	

	<p><i>This stream concerns smart energy and water startups. Learn about new digital strategies.</i> Chair: Glenn Currie, Smart Energy Specialist, University of Melbourne</p>	<p><i>The Technical Zone is where leading vendors showcase their new products. Learn about product improvements and new services. Ask them questions about how to use them. Check to see whether they integrate within your existing suite.</i></p>	<p><i>Here we discuss emerging cloud business models for the utility sector and the future of Enterprise Digital Technology platforms. We also consider related issues like ensuring tactical agility for future networks and product evolution and effective partnerships.</i> Leader: Steve Lennon, Digital Partner for Manufacturing, Logistics, Energy & Utilities, Cognizant Karan Khosla, Co-founder, Privasec Rob Ashdown, MD, Tukio Intelligent Infrastructure Mike Hamilton, CEO, Brave Energy Systems Tadashi Okabe, Telecommunications Network Engineering Center, TEPCO Power Grid, Japan</p>
10.40	<p>Inside the black box: Leveraging IOT for transformer health fleet-wide Terry Woodcroft, Co-Founder; VP Customer and Product, Aurtra</p>	<p>New applications in electric vehicle drive trains and renewable energy generation Paul Sernia, Chief Product Officer, Co-Founder, Tritium</p>	
10.50	<p>Solutions for Grid 2.0 and the world of distributed energy Bill Barden, COO, Enosi Foundation</p>	<p>Xylem's Flygt Dirigo platform Scott Thompson, Business Development Manager – Monitoring and Control, Xylem</p>	
11.00	<p>Digitally-enabled PPAs Kaspar Kaarlep, Co-Founder and CTO, WePower Network, Estonia</p>	<p>Field force management - Mobile infrastructure security Jonas Gyllensvaan, Founder, CEO, SyncDog, USA</p>	
	<p>STREAM 1: Smart Networks & Digital Meters</p>	<p>STREAM 2: Analytics Programs & Cloud Platforms</p>	<p>STREAM 3: Innovations in Digital Services</p>
	<p><i>This stream is designed for utilities and partners who are involved with implementing the data collection infrastructure that connects assets, customers and staff with analytic platforms.</i></p>	<p><i>This stream is for those who are involved with creating and using analytics systems in the cloud. It focuses on applications that help decision makers to fully exploit their analytics investments to ensure valued data outcomes.</i></p>	<p><i>Digital innovation and design are impacting all aspects of the utility business. What are the implications for how digital innovation is conducted? How should utilities be using new digital enablers?</i></p>
	<p>Chair: Chris Boek, CTO, Metropolis Metering Services</p>		
11.10	<p>WATER KEYNOTE: Developing a digital innovation program</p>	<p>KEYNOTE: How our analytics program is driving stronger connections between customers and utility</p>	<p>ENERGY KEYNOTE: The Autonomous Grid: Machine learning for utilities</p>

	Geoff Purcell , CTO, Melbourne Water	Ian Robinson , Executive Manager Information, Communications & Technology, WaterNSW Ken Roberts , Senior Vice President, Sales-International Market, Smart Energy Water, USA.	Cobus Nel , CIO, Transpower , New Zealand
11.30	Smart metering – Technology enabler for successful PAYG Ian Levell , General Manager Sales and Marketing, Secure Meters (Australia)	Navigating through the age of the Customer – Centric Grid Matt McKenzie , Senior Director APAC and Japan, Oracle Utilities	DIGITAL: Innovative business models for digital utilities to tap future customer needs Sridhar Krishnan , Senior Consulting Partner, Wipro Technologies , India
11.50	Scalable Simplicity: Building outcomes through IOT and analytics Brendan Gannon , Platform & Data Management, SAP	Ausgrid Casestudy – Pivoting people to digital Gaurav Gopal , VP, Head of Utilities Australia & New Zealand, Infosys Leslie Franchi , ICT Partner and Program Management, Ausgrid Prenaven Naidoo , Associate Partner, Consulting, APAC, Infosys	DIGITAL: Mastering Customer Engagement when the Future is Mobile: AI, Facebook, WhatsApp and RCS Messaging Ken Johnstone , Chief Product Officer, MessageMedia
12.10	Ensure your digital success with the Internet of things by partnering with Telstra Robert Chandler , National Business Development Manager IoT- Utilities, Telstra	Smart Grid Operations - Combining the power of AMI and control room ADMS Juergen Bender , BDM, Kisters	Digital Transformation for Utilities : the 90-day plan Anubhav Dwivedi , CEO, Founder, Saviant Consulting
12.30	Lunch Break The break lasts for 2 hours. If you want to network with like-minded people, then grab a coffee and join one of the sessions below.		
	INITIATE! Startup: Innovation	TECH TALKS: New Products	HUB 2: Next Generation Customer Experience

	FREE TO ATTEND FOR VISITORS	FREE TO ATTEND FOR VISITORS	FREE TO ATTEND FOR VISITORS
1.30	The future of supply chain collaboration in utilities Gavin Evans , Founder & CEO, ConnectiX Technologies	Security implications of managing Behind the Meter devices James Cristofaro , Senior Security Consultant, Privasec	<i>Progressive utilities have shifted towards the service provider model, with an emphasis on using customer data to reduce energy and water consumption. While services have improved, most experts think utilities are just scratching the surface of what is possible to meet customer's needs. Here we consider how utilities can harness data in more meaningful way to create a successful customer experience strategy.</i> Leader: Vaughan Rivett , Futurist, Social Biz Guy Dr. Ken Haig , Senior Director of Market Development & Regulatory Affairs, Oracle Utilities Lance Brown , VP Customer Solutions, Smart Energy Water , USA Gareth Phillips , Sales Director, Localz Julia Jack , Chief Marketing Officer, Mercury Energy
1.40	Connecting field workers with decision makers in real-time Jeff Portwain , COO, Gruntify	How to get more from your ebilling solution Igor Green , CEO, Utilibill	
1.50	AI machine learning technology and cloud platforms to manage future network demands Rob Ashdown , MD, Tukio Intelligent Infrastructure	Avoiding pitfalls in Industrial IoT communications Rudy Shainer , Director of Business Development – Critical Infrastructure, RAD , Israel	
2.00	Emergency Home Assistance (EHA) Simon Wilson , National Business Development Manager, Allianz Global Assistance	Perfecting the designing of overhead powerline systems Daniel Dickman , Director, Power Lines Pro	
2.10	The world's first blockchain-protected security platform for Industrial IoT Kip Gering , Senior Director of Business Development, Xage Security , USA	Best practices for protecting smart grids from cyber attack Eric Lim , VP Field Marketing, Gemalto	
2.20	Securing energy IoT infrastructure Marcello Surae , Business Manager, AuTC	Digital transformation of asset management: Role of drones and other multimedia solutions in asset management – Part I Ian Poulton , Director, Solution Consulting ANZ, OpenText	




	STREAM 1: Smart Networks & Digital Meters	STREAM 2: Analytics Programs & Cloud Platforms	STREAM 3: Innovations in Digital Services
	Chair: Nathan Epp , Senior BDM, Flow Power		Chair: Steve Lennon , Digital Partner for Manufacturing, Logistics, Energy & Utilities, Cognizant
2.30	ENERGY: Enabling a resourceful world: future street meets future grid Mark Atkinson , Sales Director Electricity, Australia/New Zealand and Pacific, Itron	The Osprey - Xylem's quality sampling drone Steve Bird , General Manager, Analytics, Xylem	WATER: Developing the 'Customer Hub' – People, process and technology for proactive customer centricity Darren Cash , Customer Hub Manager, Sydney Water
2.50	Customer empowerment through smart renewables Ir Shah Nawaz bin Asan Gany , Head (International Relations) Group Corporate Communications, Tenega Nasional Berhad , Malaysia	DIGITAL: Integrating the Smart Grid with the Back Office through Cloud Platforms Ken Roberts , Senior Vice President, Sales-International Market, Smart Energy Water , USA Shalabh Narain , AVP-Industry Vertical, HCL Technologies	ENERGY: Electric vehicle charging – managing high power demand Paul Sernia , Chief Product Officer and Co-Founder, Tritium
3.10	The Rooftop Revolution and what it means for startups and investors Danny Kennedy , Managing Director, California Energy Clean Energy Fund , USA	Topic to come Jo-Ann Pass , Head of Digital Operations, Sydney Water	DIGITAL: Injecting innovation into your transformation program Leeanne Chau , Program Director, Technology Transformation, Ausgrid Nick Black , Technology Transformation, Ausgrid
3.30	Afternoon Break The break lasts for an hour. If you want to network with like-minded people, then grab a coffee & join one of our sessions.		

	INITIATE! Startup: <i>Innovation</i> 	TECH TALKS: <i>New Products</i> 	HUB 4: Diversity & Innovation Culture 
3.30	Saving energy by bringing Hybrid District Energy comfort Erwin Boermans , Founder & MD, COMFORTiD	Digital transformation of asset management: Role of drones and other multimedia solutions in asset management – Part II Ian Poulton , Director, Solution Consulting ANZ, OpenText	<p><i>Women and Millennials are putting more pressure on utilities, and the tech industry as a whole, to step up their diversity and inclusion programs. There is also pressure on IT leaders to create work cultures that support innovation and Can Do solutions.</i></p> <p>Leader: Tricia Sneddon, MD, Diamond Impact</p> <p>George Hunt, CIO and GM, Digital Services, Sydney Water</p> <p>Leeanne Chau, Program Director, ICT Transformation, Ausgrid</p> <p>Angela Bee Chan, Innovation Lead Pacific, Schneider Electric</p> <p>Dr Shama Naz Islam, Lecturer, School of Engineering, Faculty of Science Engineering & Built Environment, Deakin University</p> <p>Angela Lam, CIO, Horizon Power</p> <p>Kim d’Alquen, Energy and Utilities BDM Manager (ANZ), Amazon Web Services</p>
3.40	Turn the tide on churn with AI, big data and your service team Libby Dale , Co-founder, SmartMeasures	The 2020 Digital Savvy Customer Comms: Try this weird trick Vicki Bednjacic , Customer Engagement Lead, OpenText ANZ	
3.50	The magic of transactive energy - enabling cleaner, cheaper, community power; driving retailer margins and customer love Jamie Silk , Chief Commercial Officer, emhTrade	Media Management Tools: The ultimate productivity hack Vicki Bednjacic , Customer Engagement Lead, OpenText ANZ	
4.00	Changing how asset information is captured Stephen Crampton , Founder, Ordital	New Customer Contracts: a digital solution to an age old problem Andrew Badre , Principal EIM Consultant, Astral Consulting	
4.10	Field service solution to improve customer experience and first time access rates.		

	Gareth Phillips , Sales Director, Localz		
4.20	Unlocking solar for the multi-metered market Cameron Knox , CEO, Allume Energy		
	STREAM 1: Smart Networks & Digital Meters	STREAM 2: Analytics Programs & Cloud Platforms	STREAM 3: Innovations in Digital Services
4.30	PANEL: Using AMI data for 3rd party digital customer innovations Moderator: Mark Atkinson , Sales Director Electricity, Australia/New Zealand and Pacific, Itron Ron Beatty , Principal Advisor, Electricity Authority of New Zealand Nikolasi Fonua , Manager of Engineering, Tonga Power Andrew Randall , CEO, Metropolis Metering Services Neil Bryden , Commercial Product Manager, Vector AMS	PANEL: Cracking the Innovation Code with a rapid learning culture Moderator: Rudy Shainer , Director of Business Development – Critical Infrastructure, RAD , Israel George Hunt , CIO and GM, Digital Services, Sydney Water Simon Moorfield , CIO, AGL Energy Jonas Gyllensvaan , Founder, CEO, SyncDog , USA	PANEL: Building the integrated service platform with outcome based solutions for customers Moderator: Tracy Deveugle-Frink , Head of Change and Innovation, Western Power Candice Suttor , Executive Manager-Retail Operations, Flow Systems Lance Brown , VP Customer Solutions, Smart Energy Water , USA Ivan Levacic , Customer Research & Insights Team Leader, City West Water
5.15	Networking Cocktail Reception & Australian Utility Innovator's Awards 2018 View the award categories HERE Submit your award entries before the closing date: 2 November 2018		
7.00	End of event		

DAY 2 - 22 November 2018: DIGITAL CONNECTIONS			
8.00	<p>VIP Breakfast Forum: The Rise of Customer-Centric Utilities Kristie Mansfield, CX Strategy & Transformation Director, Oracle Corporation Julia Jack, Chief Marketing Officer, Mercury Energy <i>Sponsored by Oracle</i> <i>This is by invitation only.</i></p>		
9.00	<p>Chair's Introduction – Welcome to the 'Connected World' Revolution and what it means for utilities and their customers Steve Lennon, Digital Partner for Manufacturing, Logistics, Energy & Utilities, Cognizant</p>		
9.10	<p>ENERGY KEYNOTE: From disruption to fast innovation - Understanding the customer of today and their needs for tomorrow Simon Moorfield, CIO, AGL Energy</p>		
9.30	<p>WATER KEYNOTE: Digital transformation programs for operational advantages and customer centricity Katharine Walker-Mead, Head of Innovations, Digital, Watercare Services, New Zealand</p>		
9.50	<p>KEYNOTE PANEL: Doing business in the Hyper Connected world: What this means for utility staff, assets and customers <i>Moderator:</i> Gordon Weiss, Principal Consultant and Associate, Energetics Jo-Ann Pass, Head of Digital Operations, Sydney Water Russell Morris, CIO, Transgrid Lance Brown, VP Customer Solutions, Smart Energy Water, USA Phil Johnson, GM, Future Water Strategy, South East Water Anubhav Dwivedi, CEO, Founder, Saviant Consulting Corinne Ong, CEO ANZ, ENGIE Services</p>		
10.30	<p>Morning Break The break lasts for over an hour. If you want to network with like-minded people, then grab a coffee and join one of the sessions</p>		
	<p>DIGITAL NATIVES: <i>Digital Innovation</i></p>	<p>INNOVATION ZONE: <i>Insights from the Edge</i></p>	<p>HUB 6: Digital Prosumer</p>

	FREE TO ATTEND FOR VISITORS	FREE TO ATTEND FOR VISITORS	FREE TO ATTEND FOR VISITORS
	<i>Restructuring the utility business model and processes is critical to any successful digitalization. We bring in digital specialists to share insights on how utilities can embrace digital innovation.</i>	<i>Digital disruption forces business innovations. Here we review research insights and practical experiences from specialists who are forging a new path for utility value. We cover both water and power sectors.</i>	<i>How do you win over the prosumer? What impact will VPPs, blockchain & EVs have on the delivery of utility services? What innovations in business models will empower consumers to invest in their own energy solutions?</i>
10.45	Inside Sydney Water's disruptive digital cells Brinda Mohan , Business Solutions Analyst, Sydney Water	DIGITAL: Business transformation and the role of digital enablers Alex Wonhas , MD, Energy, Resources and Manufacturing, Aurecon Group	Leader: Lisa McLean , CEO, Open Cities Phillipa Watson , Research Fellow, HACRU, University of Tasmania Dr Archie Chapman , Research Fellow, Electrical and Information Engineering, University of Sydney
11.00	PANEL: Hackathons, skunkworks... what works best in promoting digital culture change? Angela Bee Chan , Innovation Lead Pacific, Schneider Electric Maria Papusheva , Global Lead, Business Transition and Change, Presence of IT Kimberley Odewahn , Co-Founder, Innovation Leaders Network Anthony Finn , Graduate Prgram, Digital Services Business Engagement Group, Sydney Water	ENERGY: VPPs and DERMS: Moving toward a Digital Grid with the help of AI and transactive energy Ron Beatty , Principal Advisor, Electricity Authority of New Zealand Programmable Grid Study - Key insights into future grid management Steve Lennon , Digital Partner for Manufacturing, Logistics, Energy & Utilities, Cognizant	Veryan Hann , Energy Policy Researcher, ARENA CONSORT Smart Grid Pilot, University of Tasmania Danny Kennedy , MD, California Energy Clean Energy Fund, USA Liz Fletcher , Marketing Manager, Flow Power
	STREAM 1: Smart Networks & Digital Meters	STREAM 2: Analytics Programs & Cloud Platforms	STREAM 3: Innovations in Digital Services

	Chair: Ron Beatty , Principal Advisor, Electricity Authority of New Zealand		Chair: Vervan Hann , Energy Policy Researcher, ARENA CONSORT Smart Grid Pilot, University of Tasmania
11.30	DIGITAL: Creating a service delivery vision for the IoT & how you should future proof Leticia Jennings , Country Manager IoT, Vodafone	KEYNOTE: Customer & business integration - Putting digital at the heart of everything we do Lance Brown , VP Customer Solutions, Smart Energy Water , USA	KEYNOTE Using data and digital to support C&I customers in improving their energy productivity Derek McKay , CIO, ERM Power
11.50	Digital transformation and engagement for customers in remote Aboriginal Communities Jessica Seares , Manager Remote Communities Program, Horizon Power	WATER: Advanced analytics for flood detection Jake Davis , CIO, Wellington Water , New Zealand	Customers as a Resource: Harnessing superior customer experience to drive business goals Dr. Ken Haig , Senior Director of Market Development & Regulatory Affairs, Oracle Utilities
12.10	Delivering effective customer experience for 'dial before you dig' Peter Karas , Subject Matter Expert, IT Project Manager, SA Power Networks Adrian Jeremiah , IT Project Manager, SA Power Networks	DIGITAL: The trials and tribulations of digital in Energy Retail - What does good look like? Paul King , Country Manager Australia, Gentrack	Customer engagement for EV Charging Nathan Dunlop , Sales and New Market Analyst, Tritium
12.30	Lunch Break The break lasts for 2 hours. If you want to network with like-minded people, then grab a coffee and join one of the sessions below.		
	DIGITAL NATIVES: <i>Digital Innovation</i> 	INNOVATION ZONE: <i>Insights from the Edge</i> 	HUB 6: Data Platforms 

1.30	<p>Challenging people in tech departments Jo-Ann Pass, Head of Digital Operations, Sydney Water</p>	<p>Paradigm Shift: An IoT LoRa Network and a start-up in a utility world Salman Stevenson, Senior Network Innovations Engineer, TasNetworks</p>	<p><i>Data analytics platforms and data visualisation are key to realising the digital utility concept. Yet often the value of data is lost in translation by the operations team. This session is all about getting more value from your data and the role of the analytics professional in creating real business change.</i></p>
1.45	<p>Digital Solar – Tools for assisting distributors to maximise grid edge strategies Nick Engerer, CTO & Co-founder of Solcast; Lecturer, The Australian National University</p>	<p>SEW trials IoT, analytics and AI digital transformation George Bassili, Principal, IM Systems Loretta Wareing, Group Manager - Connections, South East Water</p>	<p>Leader: Gaurav Gopal, VP, Head of Utilities Australia & New Zealand, Infosys Lance Brown, VP Customer Solutions, Smart Energy Water, USA Dr Shama Naz Islam, Lecturer, School of Engineering, Faculty of Science Engineering & Built Environment, Deakin University Brian McSkimming, Principal Consultant Water and Energy, Prima Consulting (ex CIO, Water Corporation)</p>
2.00	<p>Developing future-facing strategies to effectively engage the digital customer Vaughan Rivett, Futurist, Social Biz Guy</p>	<p>Social research: Profiling prosumers and designing effective prosumer programs Phillipa Watson, Research Fellow, HACRU, University of Tasmania Dr Archie Chapman, Research Fellow, Electrical and Information Engineering, University of Sydney</p>	
2.15	<p>Using digital tools to incentivise energy efficient behaviour by hotel guests Hamid Abdi, Senior Lecturer, School of Engineering, Deakin University</p>	<p>Grid Edge insights on the integration of smart controls for solar & storage Glen Currie, Smart Energy Specialist, University of Melbourne with IBM Research</p>	
	<p>STREAM 1: Smart Networks & Digital Meters</p>	<p>STREAM 2: Analytics Programs & Cloud Platforms</p>	<p>STREAM 3: Innovations in Digital Services</p>
	<p>Chair Hamid Abdi, Senior Lecturer, School of Engineering, Deakin University</p>		
2.30	<p>WATER: Engagement strategies to</p>	<p>Unlocking the power of customer engagement</p>	<p>Preparing for the Digital Home – Global Trends and</p>

	<p>harness smart meter data for water efficiency gains Rachael Nuttall, BDM, SUEZ Water Australia & New Zealand</p>	<p>Mark Drew, Project Manager, emPOWERing You trial, TasNetworks Ken Roberts, Senior Vice President, Sales- International Market, Smart Energy Water, USA</p>	<p>Implications for Australia Ivan Fernandez, Industry Director, Industry Practice, Australia & New Zealand, Frost & Sullivan ENERGY:</p>
2.50	<p>ENERGY: TEPCO PG's AMI: Deploying the world largest RF mesh network for 29 million smart meters Tadashi Okabe, Telecommunications Network Engineering Center, TEPCO Power Grid, Japan</p>	<p>Fuelling utility innovation through customer analytics Fuelling utility innovation through customer analytics Shavaj Kallamkote, Co-founder and CTO, carbonTRACK</p>	<p>Getting to the NAC of it – Improving the network with distributed solar and storage Laura Jones, Senior Innovation Engineer, TasNetworks</p>
3.10	<p>Afternoon Break and End of Event</p>		