

Oracle Customer Edge Summit 2026

Open a World of Opportunities with AI

Austin, TX | April 12-14, 2026

Track Agenda – Customer Engagement and Experience (subject to change)

Sunday, April 12

TIME (CDT)	TRACK	LOCATION
1:00pm – 6:00pm	Registration	Level 4 JW Grand Ballroom Foyer
4:30pm – 6:00pm	Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase Meet & Greet - Reception	JW Grand Ballroom Foyer and Level 3 Lone Star Foyer

Monday, April 13

TIME	TRACK	LOCATION
7:00am – 5:00pm	Registration	Level 4 JW Grand Ballroom Foyer
7:00am – 8:15am	Breakfast	Lone Star Foyer
8:30am – 9:00pm	<p>Opening Keynote: AI Changes Everything (1151)</p> <p>Welcome to the Oracle Customer Edge Summit! While AI is reshaping business, the infrastructure industries are in many ways shaping AI. In this session, we'll discuss infrastructure growth and its implications across the engineering, construction, and utilities industries, the ways in which AI is changing the ways in which we approach the work, take a deep dive into some of Oracle's latest AI-driven innovation, and much more.</p> <p>Opening Comments and Emcee: Rose Spicer, VP Industry Marketing, Oracle Oracle Presenters: Andrew De La Torre, SVP, Technology - Infrastructure Industries and Matt Beal, SVP, Development, Oracle</p>	JW Grand Ballroom
9:00am – 9:45am	<p>Construction and Engineering Industry Keynote: Empowering AI-driven innovation for engineering and construction (1153)</p> <p>Customer Presenter: Lee West, ERP Manager, Gilbane</p>	JW Grand Ballroom



	Oracle Presenter: Ryan Kunisch, VP Global Strategy Engineering and Construction, Oracle	
9:45am – 11:00am	BREAK	
10:15am – 11:00am	Utility Industry Keynote: Empowering AI-driven innovation for utilities Customer Presenters: Vidya Rangachar, VP Transformation, CPS Energy and Jeremy Turner, Chief Administrative Officer, Delta Utilities Oracle Presenters: Paul McDonald, SVP, Development and James Steadman, Global Head of Utilities Product Strategy, Oracle	JW Grand Ballroom
11:00am – 11:30am	Keynote Address Mike Sicilia, CEO, and Rodger Smith, EVP Industries, Oracle	JW Grand Ballroom
11:30am – 1:00pm	Lunch	JW Grand Ballroom
1:00pm – 2:45pm	Energizing What's Next: Oracle's Vision for Modern Utility Customer Engagement (1162) Utilities are navigating a fast-shifting environment—rising cost pressures, accelerating load growth, tighter regulatory demands, increasing grid constraints, and rapidly changing customer expectations. In this roadmap and vision session, we'll share an updated view of the industry trends shaping utility customer engagement and how Oracle Opower is helping utilities respond. We'll highlight recent product innovations designed to improve affordability and equity outcomes, deepen personalization across diverse customer needs, and strengthen engagement across digital and program channels. Finally, we'll preview what's coming next on our product roadmap to help utilities stay resilient and customer-centric in a dynamic energy future. Oracle Presenters: Matt Okeefe, GVP, Head of Opower, and Ryan Irwin Klausmeier, Senior Director, Product Management, Oracle	Lone Star F
2:45pm – 3:15pm	Break & Visit the Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase	JW Grand Ballroom Foyer and Level 3 Lone Star Foyer
3:15pm – 4:00pm	The Oracle Customer Platform Vision (1102) This session covers Oracle's strategy to bring together the capabilities of its customer platform into a single, unified application experience—built with Oracle's Redwood design language. Attendees will see how the initiative builds on the strengths of Oracle's Customer Information System (CIS), expanding the capabilities needed for today's digital utility to improve service and support stronger customer engagement. We'll share early prototypes, highlight key priorities for the initial release, and provide a look ahead what's next on the roadmap. Oracle Presenters: Nam Nguyen, Director Product Management, Jen Lee, Senior Design Manager and Nick Birrell, Product Strategy, Oracle	Lone Star D Combined Session with Customer Service & Billing and Metering Tracks
4:15pm – 5:00pm	The Power of Persuasion: The Role of Human Behavior in Virtual Power Plants (1143) With growing load and increasing costs, utilities are exploring every source of demand flexibility. In this session we'll highlight the under-appreciated role of human behavior in the effectiveness of Virtual Power Plants and Demand Response programs. Learn about proven behavioral methods and programs that utilities are using to achieve scaled, cost-effective peak reduction alongside big customer engagement and program retention benefits (including with device-based programs). We'll also preview what's next with popular solutions like Behavioral	Lone Star F

	<p>Demand Response, Peak Time Rebates, EV load shifting, and device control orchestration.</p> <p>Customer Presenters: Alero Moju, Supervisor for Energy Efficiency, Pacific Gas and Electric Company, and Jonathan Tijerina, Vice President of Corporate Development, CPS Energy</p> <p>Oracle Presenters: James Giampietro, Director, Product Strategy and Jenny Lane, Senior User Experience Designer, Oracle</p>	
5:30pm – 7:00pm	<p>Edge Reception: Join us on the Pool Deck and immerse yourself in the Austin culture! This will be an amazing evening filled with plenty of food and drinks. Dress casual!</p> <ul style="list-style-type: none"> • Live music, good vibes: enjoy the Jordan Mathew Young Band, proudly sponsored by CMC Project Solutions. • A Texas-style toast starts here: bourbon tastings at the KPMG station. • Alithya invites you to make your mark—custom brand a leather item and take home a keepsake. • Espresso yourself: try the Vertexpresso Martini, courtesy of Vertex. • Ready for a little agave adventure? Join Accenture at the margarita sampler station. • Unplug and enjoy—live cigar rolling, hosted by Paymentus at the cabana. 	Pool Deck – Level 5

Tuesday, April 14

TIME	TRACK	LOCATION
7:00am – 4:00pm	Registration	JW Grand Ballroom Foyer
7:00am – 8:15am	Breakfast	Lone Star Foyer
8:30am – 9:30am	<p>Opening Session: Empowering resilience: Celebrating our customers (1154)</p> <p>Awards presenter: Mark Webster, Infrastructure Industries Global Sales, Oracle</p>	JW Grand Ballroom
9:30am – 10:00am	Break & Visit the Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase	JW Grand Ballroom Foyer and Level 3 Lone Star Foyer
10:00am – 10:45am	<p>Agentic AI for Customer Self-Service: Instant Answers, Happier Customers (1114)</p> <p>In the rush to automate customer experience, the gap between simple chat interfaces and true problem-solving remains wide. This session explores the development of an Agentic Self-Service Platform designed to bridge that gap by functioning as a central reasoning engine rather than a basic chatbot. We will detail the integration of a core AI Agent with CCS (Customer Communication Services) and Opower, creating a unified ecosystem capable of executing complex tasks across disparate systems. Grounded in rigorous UX Research, this project demonstrates how to translate user mental models into a structured logic layer that guides the agent’s decision-making. By simulating high-value support interactions, the platform is engineered to proactively intercept and resolve complex inquiries, with the goal of significantly reducing the volume of high-cost calls to the center.</p> <p>Oracle Presenters: Erik Hobbie, Product Manager and Karina van Schaardenburg, Director, Design and Research (Opower), Oracle</p>	<p>Lone Star D</p> <p>Combined session with Customer Service & Billing</p>

11:00am – 11:45am	<p>No Customer Left Behind: Affordability Strategies That Meet Customers Where They Are (1116)</p> <p>Energy and Water companies are evolving how they support financially vulnerable customers—combining empathy, program innovation, policy revisions, and data-driven decisioning to improve customer outcomes while reducing arrears. In this session, affordability leaders share what’s working in the field: outreach approaches that build trust, program and payment options that reflect real customer circumstances, and the analysis used to target assistance effectively and measure impact. Join these “affordability pioneers” for practical ideas you can take back to your organization—so you can strengthen engagement, improve collections outcomes, and deliver on the commitment: No Customer Left Behind.</p> <p>Customer Presenters: Blanca Barajas, CCFS Manager, Business Support, Las Vegas Valley Water District, and Amy Day, Manager of Revenue Management, Lubbock Utilities</p> <p>Oracle Presenters: Maria DeChellis, Global Industry Specialist, and Jameela Belyeu, Sr. Product Strategy, Oracle</p>	Lone Star D Combined session with Customer Service & Billing
11:45am – 1:00pm	Lunch	JW Grand Ballroom
1:00pm - 1:45pm	<p>Affordability Beyond Vulnerable Customers: A Layered Approach to Predict, Prevent, and Personalize Outreach for Every Customer (1146)</p> <p>Affording and managing utility bills affects every customer segment. Bill stress can hit any income level, so the shift to proactive, data-driven engagement is critical. In this session, we’ll show what works at scale through high bill alerts and personalized outreach that drives timely self-service and guides customers to relevant programs, including billing programs, financial assistance, and rate adoption. You’ll hear from utilities such as Eversource in how they use predictive analytics, user-tested messaging, and personalized digital journeys to support their affordability goals. We’ll also share what we are building next, including payment deep linking to make it easy for customers to make payments on their bill.</p> <p>Customer Presenter: Michelle Rogers, Digital Customer Engagement Manager, Eversource</p> <p>Oracle Presenters: Jameela Belyeu, Product Strategy Manager and Lonny Blumenthal, Senior Principal Product Manager, and Jenny Lane, Senior User Experience Designer, Oracle</p>	Lone Star F
2:00pm - 2:45pm	<p>How Opower Innovates: Inside our Test and Learn Program (1148)</p> <p>Utilities are under pressure to move faster but need to do so in a way that minimizes risk to key outcomes. In this session, we’ll share how structured experimentation and advanced segmentation enable confident validation of new ideas. We’ll highlight a few real-world case studies that directly informed R&D, discuss your current priorities, and explore collaborative testing opportunities to support the evolving customer.</p> <p>Oracle Presenters: Karina van Schaardenburg, Director, Design and Research, and Sanem Kiser, Associate Director, Analytics, Oracle</p>	Lone Star F
2:45pm – 3:15pm	Break & Visit the Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase	JW Grand Ballroom Foyer and Level 3 Lone Star Foyer
3:15pm – 4:00pm	<p>Delivering Watt’s Next: Road-Tested Tactics for Modern Energy Efficiency (1142)</p> <p>Residential profiles are growing more complex—evolving rates, electrification, solar—creating new segmentation and messaging challenges.</p>	Lone Star F

4 AGENDA / Customer Engagement & Experience

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	<p>We'll share cross-utility trends and common challenges we've seen arise and highlight how we continuously innovate our Energy Efficiency products to deliver energy savings, peak reduction, and engagement. We'll spotlight two utilities and their strategies to achieve persistent annual savings and load shifting outcomes thanks to the Opower behavioral solutions.</p> <p>Customer Presenter: David Pirtle, Senior Energy Efficiency Program Manager, Pepco Holdings, An Exelon Company</p> <p>Oracle Presenters: Pauline Marcou, Principal, Product Strategy, Opower Energy Efficiency and Matt Gerhardt, Senior Principal Product Manager, Oracle</p>	
4:15pm – 5:00pm	<p>Taking Care of Business: How Utilities are Winning with Business Customer Engagement and What's Next (1147)</p> <p>Business customers are among the hardest to engage, and the stakes are rising. They face complex energy needs, rising costs, billing complexity, and limited access to relevant insights or proactive utility communication. What works to engage business customers at scale?</p> <p>In this session, we'll share proven strategies utilities use today, from data-driven insights that help businesses manage energy use to personalized communications that drive action and satisfaction. You'll hear directly from MidAmerican on their approach and results. We'll also preview what's next, including multi-site trend insights, business-type targeting, and deeper cost insights through commercial rate modelling.</p> <p>Customer Presenter: Erin Rasmussen, Director, Energy Efficiency, MidAmerican Energy Company</p> <p>Oracle Presenters: Jameela Belyeu, Product Strategy Manager and Lonny Blumenthal, Senior Principal Product Manager, Oracle</p>	Lone Star F