



October 22-24
AC MARRIOTT
WORCESTER, MA

2024 Energy Connect Conference Agenda

AC Marriott, 125 Front Street, Worcester, MA

Agenda details are still being finalized and are therefore subject to change.

Tuesday, October 22, 2024

8:00 am	Registration/Coffee & Light Refreshments
9:00 am – 4:00 pm	New England Electrification Leadership Summit (Separate fee, Registration through Beneficial Electrification League)
11:30 am - 12:30 pm	Lunch
1:00 – 4:00 pm	IT Roundtable (Separate fee)
4:00 pm	Welcome Reception

Wednesday, October 23, 2024

7:00 am	Registration
7:30 am	Continental Breakfast
8:30 am	Welcome & Opening Remarks
8:45 am	<p>General Session: NOW SHOWING: “Lifecycle of a Customer” – Best Practices of Customer Interaction through Roleplay with Commentary Lead by: Anne Finley, Administration Assistant/ Public Utility Accounting, Hull Municipal Light Plant & Haleigh Dufour, Business Services, Littleton Electric Light and Water Department</p> <p>The “NEPPA Players” (a team of volunteer members) will serve as actors and commentators as they bring the audience through a step-by-step of the stages of customer service in public power. Touching upon how best to navigate the challenges of getting a new customer set up, adding solar, new construction, technology issues, hardship services, making payments, storm damage, aging customers, account turnover and more.</p>
9:45 am	Break with Sponsors

Wednesday, October 23, 2024 - continued

10:00 am	<p>Breakout Sessions:</p> <p>Energy Innovation Track: Got Data? Now What? - How to Analyze the Data You Collect! by Mike Filippone, Enterprise Account Executive, Blastpoint</p> <p>Business Track: Recruiting, Recognizing and Retaining the "Multi-Hat Hero" by Dr. Arthur Graziano, Division Manager of Human Resources and Technology at Braintree Electric Department</p>
11:00 am	Break with Sponsors
11:15 am	<p>Breakout Sessions:</p> <p>Customer Service Roundtable: Time Management- A Proactive Instead of Reactive Approach to Collections Co-Facilitators: Linda Seaman, Operation Manager, Middleborough Gas & Electric Department & Scott Munn, Sales Manager - Utilities, ONLINE Information Services</p> <p>Business Roundtable: Dealing with Legacy Systems, Implementing an AMI Program Facilitators: TBD</p>
12:15 pm	Lunch and Awards Presentation
1:30 pm	<p>General Session:</p> <p>Team Building Activity: Bike Building Relay for Charity Lead by: The Leaders Institute</p> <p>This Build-A-Bike ® event is an energetic and competitive shared experience that involves small groups working together to complete challenges. Groups who complete their challenges, will earn the bike parts they need to complete their bike. Bikes will be donated to kids in need through partnership with a local charity. No bike building experience necessary.</p>
3:30 pm	Break with Sponsors
3:45 pm	<p>General Session:</p> <p>Come and "Whine" About Your EV Charging Programs - Wine and Discussion Facilitators: TBD</p> <p>Attendees will get the opportunity to share the good and the bad about their EV Charging programs, including charging station troubleshooting, range anxiety, charging rates, benefits of a proactive vs. hands-off approach. Drinks will be provided for those who wish to take part.</p>
4:45 pm – 5:45 pm	Happy Hour

Thursday, October 24, 2024

7:00 am	Registration
7:30 am	Continental Breakfast
9:00 am	General Session Panel Session: Social Media - Communicating Your Success in Times of Non-Crisis <i>Facilitators: Jackie Campbell, Member Services Coordinator, Northeast Public Power Association</i>
10:00 am	Break with Sponsors
10:15 am	Breakout Sessions: Customer Service Track: Electricity 101 - Understanding the Basics of Field Operations to Better Assist Customers <i>By Anthony Calascibetta, Electric Operations Manager, Ipswich Utilities</i> <i>This session is meant to give administrative staff an overview of how the electric distribution system works, so they have the tools to answer customer questions without needing to divert the call to operations or engineering personnel. Anthony will review the electric distribution system's essential components with definitions and standards of safety.</i> Energy Innovation Roundtable: Benchmarking - Comparing Energy Rebates and Incentive Programs <i>Facilitator: Dani Taylor, Energy Services Specialist, Middleborough Gas and Electric Department</i>
11:15 am	Break with Sponsors
11:30 am	Breakout Sessions: Customer Service Track: Office Safety Bootcamp <i>by Terry Choate, CEO/President, Blue-U Defense</i> Business Track: Energy Demand Response - Groton's TOU and Battery Storage Project <i>by: Rory Jones, Lighshift Energy, Joseph Leavitt, Lighshift Energy, John Patterson, General Manager, Groton Electric Light Department</i>
12:30 pm	Grab and Go Lunch
1:30 pm	Adjourn