How Does Your Utility Encourage Women Leaders?



This two-day event connects utility professionals with the knowledge, experience, network, and resources to transform your organization – from the front line – to the C-Suite.

Utilities lag in promoting women into C-Suite and leadership positions, yet those that do are more profitable than those that don't. This conference focuses on how utilities can carve career paths for women, including actionable strategies and tons of valuable networking. **Topics include**:

- Talent Acquisition How do utilities make themselves attractive to top graduates?
- Establishing a Mentor Program
- Leadership Training and Clear Career Paths
- Long-term Planning What's trending industry-wide?

Attend this interactive event, **learn actionable advice** on how you can optimize your current leadership training, talent acquisition, and mentoring programs to support your utility's business goals with minimal time and resources. You will meet industry game changers here. **Register today.**

Meet Women Leaders and Energy Trailblazers from Utilities across North America. Learn firsthand from case study presentations by:



Two Day Conference: \$1895 (Early Bird \$1695 Register by September 25th) Deep Dive: Teaching Women How to Ask – Negotiation Strategies Wednesday, October 25, 2017 8:30 am – 12:00 Noon Conference Day One: Wednesday, October 25, 2017 1:00 pm – 5:00 pm Networking Happy Hour: 5:00 pm – 6:00 pm Conference Day Two: Thursday, October 26, 2017 8:00 am – 4:00 pm

Register now for the most original, informative, and interactive conference on the market of its kind!

Rock Star Speakers

- Sharon Allan, CEO, SGIP/SEPA
- Ashley Baptiste, CEO, Conferences Connect
- Sarah Bednar, Business Planning & Risk, Chair, Women's Network, BC Hydro
- Lisa Cagnolotti, Vice President, Customer Operations, Southern California Edison
- Regina Mayor, Global Sector Head and U.S. National Sector Leader of Energy and Natural Resources, KPMG
- Tara Oglesby, Vice President, Customer Experience, Ameren
- Jane Park, Vice President, Regulatory Policy & Strategy, Commonwealth Edison
- Barbara Porter, Principal, Senn Delaney

Who Should Attend? And Who Will You Meet?

Attendees are from the utility industry (gas, electric, water and diversified, investor-owned and independent). Every part of the organization and every level is encouraged to participate, with increased value for professionals with responsibilities in:

- Human Resources
- Leadership Training
- Workforce Development
- Mentor Programs
- Employee Engagement
- Internal Communications
- Customer Service
- Marketing

- Self-Service Management
- Web and Mobile Services
- Customer Measurement
- Billing & Payments
- Strategy & Planning
- IT
- Regulatory Policy

This conference is a must-attend event for companies and consultants that assist the utility industry in talent acquisition, developing and implementing leadership mentoring solutions, technologies, training and strategies.

Do You Provide Leadership Solutions?

Join us to showcase your products and services to utility decision makers and influencers. **Conferences Connect's ADVANCE: The Power Conference for Women in Utilities** offers you excellent exposure to maximize your 2017 marketing budget through these opportunities:

- Program Sponsorship
- Welcome Reception Host
- Luncheon Host
- Breakfast Host

- Networking Break Host
- Table Top Exhibits
- Lanyard Sponsorship
- Special Activity Host

Feature your company at this event. Confirm your sponsorship/exhibit by contacting Ashley Baptiste at (610) 325-4830 or via email at <u>ashley@conferencesconnect.com</u>.

Learn How to Manage Your Leadership Strategy to Achieve Corporate Goals! Register now

Why Should You Attend?

What sets us apart?

Case Study 1) **Case Studies.** Conferences Connect events feature first-hand experience and knowledge by utilities, for utilities. The content is focused on specific energy industry issues and presented by utility representatives. This is how you can truly benchmark against other companies. Learn from your peers at this event.



2) **Networking.** Conferences Connect events feature *facilitated networking and sharing of contact information* so everyone can stay in touch, ask each other important questions, maintain relationships and stay *connected*, well after the conference takes place. At a Conferences Connect event, who will *you* meet?



3) **Quality.** Our events feature a single-track, general session agenda. Why does that matter? When all attendees participate in the same conversation, their learning, experiences and knowledge are shared more among participants. A single-track general session experience offers you the most learning and engagement.



4) You are a ROCK STAR! An intimate setting of utility leaders and professionals sharing the good, the bad and the ugly allows you to learn what really happens well beyond the press release – yet in a safe space that you can say what's on your mind without fear of being quoted the next day. Be on the inside. Consider this two-day event your "Back Stage Pass" to participate in conversations that will move you. Get inspired!

About Las Vegas

The hotel is offering our group rate a few days after the conference. Take advantage and extend your stay. There is only one Las Vegas – chock full of award-winning entertainment, shows, celebrity-chef restaurants, and casino entertainment (*and* located just a quick hop from Hoover Dam). While you're visiting for the conference, prepare to experience world-class dining and accommodations in one of the most popular and inexpensive U.S. destinations. Start planning your trip at <u>www.lasvegas.com</u>



Are you interested to Speak? Sponsor? Attend? Send a Team? Contact: Ashley Baptiste, 610-325-4830, or <u>Ashley@UtilityEvents.com</u>

8:00 Breakfast

8:30 Deep Dive: Negotiation Skills for Women – Learn How to Ask

Join us for this interactive session where you and your fellow participants learn how face one of the biggest barriers for women in business: how to ask and the art of negotiation. We will discover why we traditionally don't ask, how to recognize triggers, and how to overcome fears of negotiating. Learn important negotiation skills that will help you in simple and complex situations.

12:00 Lunch

1:00 Conference Round Robin & Key Issues

First things first - meet everyone in the room! Then, share with the room what you seek to gain from the conference and what your biggest challenges are – now, and what you see coming up in the next few years. What are you here to learn? Who in the room can connect you with the content or resources to help you? Be sure to participate in what is arguably the most significant session of the event! Ashley Baptiste, CEO, Conferences Connect



With 15+ years' experience producing conferences, Ashley ensures all participants gain value from her events. She coordinates event production, marketing, sponsorship sales, on-site management and customer service to foster engagement for all participants – not only with the content presented – but with attendees, solution providers, media partners and speakers. Ashley measures her success by the gratitude expressed for the rich learning experiences she facilitates on site and online, and for the network of resources participants take away and leverage for years to come.

2:00 Accelerate Your Career by Leveraging Your Personal Brand



When thinking about your career, there are many roads that can be taken. But regardless of your path, your Personal Brand follows you. Leveraging that to be an accelerator, rather than a determent, is extremely important.

Tara Oglesby is a corporate executive over customer experience for a fortune 500 company. She started out at Ameren with a degree from the University of Illinois, working part-time at a local operating center so that she could spend time with her newborn daughter. Later, she utilized her education to continue to move up within the organization, taking on challenging assignments which ultimately defined her capabilities as a forward-thinking leader. Tara will discuss her journey to Vice President, Customer Experience, providing lessons learned that can support anyone wanting to advance their career. In addition, she will describe how mentoring other women to be successful in an organization can benefit not only them, but also yourself.

Tara K. Oglesby, Vice President, Customer Experience, Ameren Missouri

As Vice President of Customer Experience for Ameren Missouri, Tara K. Oglesby is responsible for effectively driving customer-focused strategies to ensure every interaction leads to a great customer experience. She is responsible for leading departments which play a critical role in delivering a satisfying experience including Customer Care, Energy Efficiency and Renewables, and Customer Research.



With more than 25 years of experience in the utility industry, Tara began her career with Central Illinois Public Service Company in 1991, now Ameren Illinois. During her years at Ameren, she has held several leadership roles in field operations, marketing, generation, accounting and customer service. In 2008, Tara was promoted to Director of Customer Satisfaction, forming Ameren's first customer research and strategy group. In her current role, she oversees the largest portfolio of energy efficiency programs in Missouri and leads a company-wide effort to improve customer satisfaction. Under her leadership, Ameren Missouri Customer Service improved to a ranking of number one nationally in the 2016 JD Power Business Study. In addition,

Ameren Missouri earned the JD Power trophy ranking highest in Customer Satisfaction among business customers in the Midwest making a transformational move from 4th to 1st quartile, a ranking they have sustained for the past two years.

Tara holds a Bachelor of Science degree in business from The University of Illinois. She is a Six Sigma Black Belt and a recipient of Ameren's President's Performance Leadership Award in 2006 and the President's Pinnacle Award in 2013. Tara is active on two St. Louis area non-profit Board of Directors and has played a leadership role in supporting the Greater Missouri Leadership Challenge, whose focus is engaging Missouri women to lead and serve in their communities.

3:00 Networking Break

3:30 Successfully Navigate in a Male Dominated Industry



Lisa Cagnolatti began her professional career as a production team manager with Procter and Gamble in Oxnard, Calif. where she managed two operating teams in the Paper Manufacturing Division. She then joined Southern California Gas Company as an account executive in 1985. During her 11 years with the Gas Company, she held positions of increasing responsibility in Environmental Affairs, Regulatory Affairs,

Marketing and Sales. While there, Cagnolatti helped develop deregulation and open access programs for the company's largest customers and managed relationships with the natural gas marketing firms. Cagnolatti holds a Bachelor of Science degree in Chemical Engineering from UCLA and a Master's degree of Business Administration from Pepperdine University. In addition to her formal education, Lisa has several certifications including: Chartered Industrial Gas Consultant from the Institute of Gas Technology; Certified Energy Manager from the Association of Energy Engineers; and Certified Leadership and Team Building Facilitator. Hear her message to women in utilities to successfully navigate your energy career in a traditionally male-dominated industry.

Lisa Cagnolatti, Vice President, Customer Service Operations Division, Southern California Edison (SCE)



Lisa Cagnolatti is vice president of the Business Customer Division of Southern California Edison's (SCE) Customer Service Business Unit. Elected to the position on November 1, 2007, she oversees the company's relationships with its major industrial, commercial and government customers as well as SCE's efforts to stimulate business development in the 15 counties it serves. Cagnolatti joined SCE in 1996 as commercial segment manager in the Business Customer Division. In the Transmission and Distribution Business Unit, she held the positions of Rurals Manager, and Orange Region Manager, Construction and Maintenance where she was responsible for electricity distribution services to more than one million customers in Orange County

and on Catalina Island. She also previously served as director of the Revenue Services Organization. Most recently, Cagnolatti served as director of the Customer Communications Organization where she was responsible for call center operation, which annually fields more than 12.7 million customer calls.

Inspiration LOVES company – Bring your colleagues to learn and engage! <u>Register Your Team Today!</u>

4:30 Networking: A Key Ingredient to Moving Up in the Utility Industry



Sharon Allan has been helping participants in the energy sector unlock the business value of the electric grid by aligning and implementing strategy, processes and operations. Before joining SGIP, she ran her own consulting firm, and prior to that she ran the Accenture NA Smart Grid Practice. Other industry roles include President of Elster Integrated Solutions, Chief Knowledge Officer of Elster Electricity, Director of

Product Management ABB, and IBM Marketing Information. Sharon has received many accolades for her leadership in the industry. She was named one of the "100 Movers and Shakers of the Smart Grid in 2012" by Greentech Media. She has been recognized by Smart Grid News as "Smart Grid's three most powerful women," as well as by Now magazine as "One of the 50 Key Women in Energy." In addition, she was named to World Generation magazine's 'Class of 2007' recognized leaders. Allan also is a contributor to WEF's "Accelerating Successful Smart Grid pilot." Learn why Sharon believes networking is a key ingredient to moving up in the utility industry.

Sharon Allan, CEO and President, Smart Grid Interoperability Panel



Ms. Sharon Allan has been Chief Executive Officer and President of Smart Grid Interoperability Panel since November 2014. Ms. Allan is an Advisor of EnerTech Capital. Prior to her Elster experience, Sharon spent a combined 13 years with IBM and E.I. DuPont in a variety of positions of increasing responsibility. She is recognized as an industry leader, and for her global leadership in the area of innovation and creativity within the industry. Ms. Allan is an honors graduate with a B.S. in Electrical Engineering from University of Florida and holds an M.B.A. from Duke University's Fuqua Business School.

5:30 Happy Hour Networking



Isn't this the reason you're here? Network with your peers in the industry and fellow conference participants to wind down and continue the day's discussions. Learn what's top of mind for them and how they face similar challenges over a beer, wine and appetizers. Don't miss the most important networking event of the conference.

Thursday, October 26, 2017

7:45 Breakfast

8:30 Establishing a Women's Resource Group within Your Utility



Women's resource groups are considered a key element in creating a supportive and inclusive workplace. Hear how a large Canadian utility has created and successfully grown its well-recognized Women's Network for almost 13 years. Learn how it started, how it has evolved, its mission, successes and challenges, impact on the organization and direction for the future. Bring your questions on its governance, structure, where it

sits in the organization, and how it serves its growing and diverse membership. You will leave with practical tips and resources that will help you and your organization better support women's careers. **Sarah Bednar, Business Planning & Risk, Chair, Women's Network, BC Hydro**



Sarah is the Business Planning Lead with the Business Planning and Risk team at BC Hydro. She is also the current Chair of the BC Hydro Women's Network and has been involved in its evolution through various roles over the past five years. It is recognized as a progressive network and has helped BC Hydro consistently rank as a top employer in B.C. and Canada, including being named as the number one employer in Canada by Forbes in 2016. She holds an MBA from Royal Roads University and is passionate about creating inclusive and innovative workplaces.

9:15 Advice from a Leader on Advancing Your Energy Career



Barbara Porter is a principal at culture-shaping firm Senn Delaney, a Heidrick & Struggles company, responsible for leading the growth of its utility practice. Barbara has combined her experience as an entrepreneur and corporate executive in the energy industry to drive innovation, growth, and enhanced earnings for utilities. As Executive Director, Advisory Services for Ernst &Young, she advised clients on

enterprise customer experience strategy, growth strategy, M&A and contact center operational improvements which delivered improved employee and customer engagement, earnings contributions and increases in J.D. Power Industry CSAT rankings. She led a matrixed team of analysts and senior managers delivering concurrent projects across multiple industries.

In 1991, Barbara founded IBT (Integrity Builds Trust) Services, a leading call center in the utility/energy industry, where she led a team that built one of the premier sales organizations in the deregulated energy industry. In 2005, IBT was acquired by Nicor (GAS), where Barbara held numerous leadership positions from General Manager to Vice President, Customer Service and Business Development at Nicor National.

During this time, Barbara developed and implemented a formal process for measuring the impact of culture by capturing, analyzing, and acting on employee, customer, and partner feedback, combined with operational data to deliver improved business results. Under her leadership, the Nicor National team earned the JD Power Call Center Certification for six consecutive years and achieved over 300% EBIT growth.

In 2011, Nicor was acquired by AGL Resources and Barbara became Senior Vice President, Customer Experience and Business Development for the home services business. During the merger integration, her business unit maintained an 8.8 employee engagement score while increasing profit 20% and revenue per customer 25%. These achievements are contributed to the intentional culture and employee focus demonstrated throughout her career.

Barbara Porter, Partner & Chief Customer Experience Officer, Senn Delaney



Barbara is a Board Member and Faculty Advisor for Enterprise Engagement Alliance. A frequent speaker on leadership and culture at industry forums across the country, Barbara has proven the positive impact that employee engagement has on the bottom line. She has published several articles for industry publications, including "Employee Engagement: Its Impact on Profitability and the Customer Experience," and "Creating an intentional culture that engages employees and delivers results."

10:15 Networking Break

10:45 Sharing Experiences: Growing a Meaningful Career In the New Energy Economy



Jane is Vice President, Regulatory Policy & Strategy at Commonwealth Edison Company (ComEd), a unit of Chicago-based Exelon Corporation. ComEd delivers electricity to approximately 3.8 million residential and business customers across northern Illinois, or 70% of the state's population. Hear her share her experiences firsthand on navigating the quickly evolving energy industry, and her views on how the

breadth of the new energy economy can offer both unique opportunities -- and challenges -- to women who are seeking to grow ever more meaningful careers.

Jane S. Park, Vice President, Regulatory Policy & Strategy, Commonwealth Edison



As VP Regulatory, Jane leads the day-to-day management of regulatory energy matters for ComEd, including shaping and implementing regulatory energy policy and strategy across a broad range of topics, from smart cities enablement, battery storage, EVs, renewables, to revenue policy. She also oversees a team of talented professionals in the preparation and litigation of extensive proceedings before state regulatory bodies. Prior to her current role, Jane was Director of Business Strategy & Technology, where she was responsible for customer-focused new product development, coordinating premier customer experience transformation initiatives, and leading ComEd's echannel operations, including web, mobile app, and social

media development and innovation. She previously served as Chief of Staff to ComEd President & CEO Anne Pramaggiore, and prior to that, was in-house counsel to Exelon. Before coming in-house to Exelon, Jane was a partner at Kirkland & Ellis LLP where she worked on complex commercial litigation matters. She has a B.A. from Harvard and a J.D. from Harvard Law School.

11:45 Lunch

1:00 Advance Your Career: Strategies and Advice from Key Leaders

How can you become a great leader? When we look at effective leaders, we see they share very similar characteristics and practices. This session focuses on how you can leverage proven career strategies to overcome industry challenges to advance your career. Be inspired as you hear senior level executives share their inspiring personal stories of how they navigated their careers to reach the highest levels of their organizations. You'll learn:

- The critical factors to career advancement at the beginning, mid-level, and recent stages of your career
- How leaders use mentors and sponsors to advance their careers
- The importance of understanding politics and influence, and how those skills are developed
- The most important decision made in the climb to the top
- The leadership mantra that elicits inspiration

2:00 Your Utility Organization – Where is it Now? Where Do You See it in 5-Years?

Time to get to work. Where do you want to see your organization in five years? What is it going to take to get there? This session features a quick but effective assessment to determine where your utility is in terms of advancing women in their careers. In it, you will map out where you want to see your organization, and develop a roadmap to get there. You may not be as far behind as you think you are. You will return to the office with a clear path of "what needs to happen next" to advance your utility toward your goal.

2:45 Your Career – Where is it Now? Where Do You See Yourself in 5-Years?

Time for self-assessment and reflection. Where did you start? How far have you come? Where do you see yourself in five years? It is a natural progression based on colleagues you've met in your organization? Or are you expecting a different trajectory? With this honest assessment, understand clearly where you fit in your organization, and begin to map your next career move. You will return to the office with a clear path of "what needs to happen next" to advance your career toward your goals.

3:15 Conference Wrap-Up, Conclusion, and Your Homework

Homework? Yes, by now we have met amazing women in our industry that have inspired us to advance in our careers. What's next? What needs to happen next as an industry? And who better to make it happen than the inspired group that has gathered for this conference? We'll assign real "to-do" items, complete with accountability, deadlines, and commitments. Participants are encouraged to pair with a new friend from the conference to act as "accountability partner." Join us next year to learn how we moved the needle to promote more women leadership in utilities.

Ashley Baptiste, CEO, Conferences Connect



With 15+ years' experience producing conferences, Ashley ensures all participants gain value from her events. She coordinates event production, marketing, sponsorship sales, on-site management and customer service to foster engagement for all participants – not only with the content presented – but with attendees, solution providers, media partners and speakers. Ashley measures her success by the gratitude expressed for the rich learning experiences she facilitates on site and online, and for the network of resources participants take away and leverage for years to come.

4:00 Conference Adjourns

Past Attendees Rave About Our Conferences...

"The size of the conference allowed for me to meet a number of different people on a very personal level." – S.H., Manager, IT, **Exelon**

"It was greater than my expectations. I have definitely learned from this experience and will be practicing some of what I have learned." – N.Y., Plant Manager, **Jamaica Public Service Company**

"I enjoyed having a small group of practitioners to network with and discuss current challenges and changes." – J.C., Account Manager, **Prosci**

"Well worth the investment of time. Content rich and specific. Presenters were "spot on." Start of a great network." – K.R, Consultant, **CT Water Company**

"Great opportunity to network with industry professionals and learn from their best practices. Great variety of topics and speakers." – M.S., Corix

"I enjoyed getting to learn about now how other utilities operate and which tools they're using to implement their strategy." – L.B., **Peoples Gas**

"Great group of people with a wealth of knowledge. The presentations and discussions offered new ideas, new resources, and reinforced inspiration. The conference schedule was a perfect balance of mingling, networking, and presentations." – M.W., **Utilities, Inc.**

"This conference brought together like-minded individuals in a niche industry, which was unbelievably beneficial to me!" – S.P., **Commonwealth Edison**

Conference Location

ADVANCE: The Power Conference for Women in Utilities is located at the LINQ, 3535 S. Las



Vegas Boulevard, Las Vegas, NV 89109. For the full conference experience, stay at the conference hotel. We have secured a special group rate of \$99 for a limited block of rooms for the nights of Sunday, October 23 through Tuesday, October 25. \$29 Resort Fee covers your:

•Unlimited local phone calls

•Two (2) Guest admissions per day to the Fitness Center

- •In-Room Internet Access for two (2) devices per room per day
- https://aws.passkey.com/go/SQCC07

To reserve your guest room, <u>CLICK HERE</u> to book online. The block is available until Friday, September 29, 2017, though we expect it to sell out. Please book early to ensure your room at the special conference rate.

Please note: Conferences Connect will never recommend, approve or appoint any third-party rooming service to act on our behalf. If you are approached by any such companies, please do not engage with them. We negotiate the best available rates for you so please contact the hotel directly.

About Las Vegas

Aside from being an easy and convenient spot to meet, Las Vegas is home to great restaurants, entertainment, shows (if you've never seen Cirq du Soliel, take this opportunity), and nearby majestic mountain scenery. Las Vegas is a study in creative digital signage, merchandising and managing the customer experience on every level. Visit one of the many fashionable shopping malls, experience Ashley's favorite burger (the Farm Burger) at Gordon Ramsay's BurGR at Planet Hollywood, or take in a stellar art exhibit at the Gallery at Bellagio. Our conference hotel, The Linq, is centrally located on the Strip and reasonably priced to stick around for a day or two before or after the event. Learn more and plan your trip at www.LasVegas.com

Conference Mission

Why are we hosting this conference? In the words of one of our esteemed presenters, "**to grow meaningful careers in our new energy economy.** There are real opportunities because our industry is now intersecting with so many other fast-moving tech and renewable industries. We are at the intersection of old-school utility business mindset, with cutting edge Silicon Valley IOT-business plans that change constantly, and entire new 'iron in the ground' businesses on the renewables side, with now communities and municipalities joining the discussion. Very exciting stuff."

- Jane S. Park, Vice President, Regulatory Policy & Strategy, Commonwealth Edison We couldn't have said it better ourselves.



Email or Mail to: Conferences Connect, P.O. Box 32, Southeastern, PA 19399 Ashley@ConferencesConnect.com