

Learning Outcomes

Consider this your **two-day business retreat** to hear new presentations and speakers on successful change projects in their utilities! At the **5th Change Management for Utilities** conference, you'll hear:

- **Avista Utilities' Peggy Blowers** shares **lessons learned from its 4-year Oracle CC&B Customer Information System implementation**, and how Avista applies those lessons in other projects.
- **PNM Resources' Sheila Menez** on the heels of its two-year, \$35M project – **you'll hear her exclusive update on final outcomes and change management practices used**. Gain insights from Sheila's successes and lessons learned.
- **PG&E's Phil Balistrieri** shares how its Change Leadership Playbook **transformed PG&E's meter reading organization in its 10-year meter change-out project**.
- **Consumers Energy's Julie Taylor and Lesly Saucedo** share how they **measure and track change projects using a Scorecard approach** to help transfer ownership and accountability of change management success.
- **Atmos Energy's Maryann Heil** teaches a **skills session on the role of resistance in change initiatives** (through two interactive activities). You'll head back to the office with an alternative way of approaching resistance and resisters in your organization.
- **Arizona Public Service's Denise Hutchinson** explores how to **engage employees in the change in such a way that builds acceptance and even excitement** by sharing its CIS modernization project with us.
- And much, much more!



Our Participants Arrive as Strangers, and Depart as Friends! www.UtilityEvents.com to **Register Today**

Who Should Attend? Who Will You Meet?

Utility Leadership – Our Customers are changing. Be at the forefront of how to lead the Change! Participants are from the utility industry (gas, electric, water and diversified, investor-owned and independent) with responsibilities in:

- Change Leadership
- Change Management
- Project Management
- System Change Delivery
- Strategy & Planning
- Customer Operations
- Process Improvement
- Workplace Strategy
- Organizational Development
- IT/IS/CIS
- Business Integration
- Training
- Business Analysis
- Center for Business Excellence

What's In It for You?

Why should you attend?



1) **Case Studies.** You'll hear from utilities - first-hand experience from utility professionals – in an interactive, peer-to-peer setting. Agenda content is focused on a specific energy industry issue and presented by utility representatives. This is how you can effectively benchmark against other companies. Meet and 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. Learn, share, and grow through powerful connections you'll make at this event.



3) **Quality.** Our events feature a general session agenda. No breakouts. Why does that matter? When all attendees participate in the same conversation, the learning, experiences and knowledge build exponentially among participants. A single-track general session experience means you gain two years of learning and engagement in just two days.



4) **San Diego!** What better way to engage in a two-day intensive and interactive conference than to walk from conference room to sandy beach instantly? Sounds great to us! The conference resort is a gem of San Diego's Mission Bay area, convenient to parks, restaurants, shopping, and all that San Diego has to offer (SeaWorld, Gaslamp Quarter, Old Town, and so much more)! Come early or stay late to relax, refresh, and reflect.



To Register, Visit www.UtilityEvents.com to [Register Today](#) Or Call 610-325-4830