

Learn How Utilities Have Realized Efficiencies and Deliver Results. Powerfully Connect Through Storytelling and Discussion at the



February 28 - March 1, 2018

Overview

At the **Process Excellence for Utilities**, February 28-March 1, 2018, St. Pete Beach, Florida, you will experience two days of utility process improvement and project management professionals share their challenges, insights, and lessons learned on continuous improvement – its organization, methodologies, key drivers, and successes. **Topics Include:**

- What are the **elements** of a successful continuous improvement strategy?
- How can you improve your **culture** – encourage employees not to fear failure?
- Use of **analytics** in processes – data, tracking, trending, and predictive
- Solving the challenge of moving from **Implementation to Continuous Improvement**

Invest in this highly regarded 2-day topic immersion to gain valuable perspectives from industry peers on what defines process excellence, how to choose the right methodology for your organization, benchmark against other utilities, learn actionable strategies and tactics to take back to the office and implement right away.

Lean? Six Sigma? Agile? Lean Six Sigma? Learn how other utilities approach process excellence here.

Join us for the Week...



Utility Change & Process Week

Driving Business Results
February 26 – March 1, 2018



February 26 -27, 2018



Process Excellence
for Utilities

February 28 - March 1, 2018

Schedule & Fees

\$1895 (Early Bird: \$1695 by February 1st)

Deep Dive: Build Your Roadmap to Impactful and Sustainable Process Excellence

Wednesday, February 28, 2018 8:00 am – 12:00 Noon

Day One: Wednesday, February 28, 2018 1:00 pm – 5:00 pm

Networking Reception: 5:00 pm – 6:00 pm

Day Two: Thursday, March 1, 2018 8:00 am – 4:15 pm



[Register now](#) for the only conference and workshop on the market of its kind!

Speakers

Ashley Baptiste, CEO, Conferences Connect
Aaron Borchers, Vice President, Transformation, NiSource
Robert Kluttz, National Process Excellence Consultant, Centric Consulting
Brian Kneis, Continuous Improvement Manager, PSEG Services Corporation
Paul Lulgjuraj, Master Black Belt of Continuous Improvement, Tampa Electric
Theresa Moulton, Editor-in-Chief, Change Management Review
Harsh Patel, Continuous Improvement Manager, PSEG Services Corporation
Margo Rose, Former Manager, Enterprise Change Office, Pacific Gas & Electric Company
Tom Ujvagi, Process Excellence National Practice Lead, Centric Consulting
Shayne Wiesemann, EHS Management System Program Manager, Duke Energy

Who Should Attend? Who Will You Meet?

Participants represent professionals in the utility industry (gas, electric, water and diversified, investor-owned and independent) from IOUs, Co-ops, Munis, and Public Power with responsibilities in:

- Process Excellence
- Continuous Improvement
- Change Management
- Organizational Development
- Project Management
- Strategy & Planning
- Customer Operations
- EHS Compliance
- IT Integration
- IT/IS/CIS
- Business Integration
- Training
- Workforce Management

This conference is a must-attend event for companies and consultants that assist utilities in developing, implementing, and continuously improving processes, training, and strategies.

What's In It for You? Why Should You Attend?

Case Study

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 Conferences Connect event.



Quality
Accept No Imitations!

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) **Florida!** What better way to engage in a two-day intensive and interactive conference than to meet in relative warmth! Experience St. Pete Beach, with its tranquil beaches, multiple swimming pools, resort activities, and nearby attractions with the convenience of a nearby airport. Consider this your “Winter Break” – come early or stay late to engage, relax, shop, and have fun!

Don't Miss a Moment of the Process Excellence for Utilities Conference, February 28-March 1, 2018

Wednesday, February 28, 2018

8:00 Breakfast

8:30 Deep Dive: Build Your Roadmap to Impactful and Sustainable Process Excellence

While a substantial percentage of organizations within the Energy and Utilities industry have invested significant time and resources into building enterprise process improvement capabilities, many still struggle to drive tangible and sustainable business impact. The Wall Street Journal recently reported that almost two-thirds of process improvement programs across all industries fail to deliver desired results. Upwards of 90% of process improvement projects fail to make a sustained impact in their target areas.

So how do we avoid these pitfalls and maximize the ROI of our Process Excellence investments?

It's not enough to simply train people on process improvement methodologies, then execute mass waves of projects and kaizens. It starts by objectively assessing your organization's capabilities to deliver strategically-aligned and sustainable results:

- Process Documentation and Knowledge
- Process Ownership
- Process Effectiveness
- Performance Metric Alignment
- Organization Enablement
- Technology Enablement

Join us as Tom Ujvagi and Robert Kluttz from Centric Consulting facilitate this unique, hands-on session to develop a snapshot of your own organization's Process Excellence maturity. Then they'll walk through how you can use that assessment to create a roadmap to truly impactful and sustainable business transformation and Process Excellence.

Tom Ujvagi, Process Excellence National Practice Lead, Centric Consulting
Robert Kluttz, National Process Excellence Consultant, Centric Consulting



Robert is a Lean Six Sigma Master Black Belt and helps support Centric's National Process Excellence (PEX) consulting capability. He has spent the last eighteen years partnering with some of the world's most dynamic organizations across several industries (including Energy & Utilities) to build tailored solutions that drive sustained business transformation and organizational agility. Robert partners with leadership and employees at every level of the organization to customize strategies and deployment plans to meet their specific unique needs. He approaches engagements with a dual mandate; drive impactful strategically-aligned improvements AND build organizational capabilities to foster a culture of Process Excellence.



Tom partners with local Centric resources and their clients to ensure quality delivery of PEX engagements that lead to both quick wins and long-term value recognition. Before Centric, Tom led transformational changes at multiple organizations. He has maintained a focus on continuous improvement through process, technology, and the convergence of the two. An experienced manager who seeks to instill the same process mindset in his teams, Tom's experience balancing process and technology in efforts across multiple industries, both transactional and manufacturing, enables him to bring unique and sustainable solutions to his clients. He recognizes the power of technology but also understands that it isn't the answer for everything.

Ensure you and your colleagues are all on the same page! [Register Your Team Today!](#)

12:00 Lunch

1:00 Conference Round Robin & Key Issues

First things first – we meet everyone in the room! Share what you seek to gain from the conference. What are your biggest challenges? Now, and what do 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 people to help you? Be sure to participate in what is arguably the most significant session of the event!

Ashley Baptiste, CEO, Conferences Connect



With over 15 years' experience producing conferences, Ashley ensures all participants gain value from her events. She coordinates event production, marketing, sponsorship, and on-site management to foster engagement for all participants – not only with the content presented – but with attendees, solution providers, media partners and speakers. Ashley's measure of success is 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.

1:45 Building a Roadmap: NiSource Shares its Transformation Journey Plan



Join us for a discussion on how NiSource embarked on its transformation journey. This session shares its philosophy and approach to delivering customer value through continuous improvement. In its pursuit of structured continuous improvement, NiSource is establishing a Transformation Office and re-organizing the way processes are measured, designed, and redesigned. This session highlights its early efforts to write its roadmap toward a more coordinated and effective process excellence strategy that spans all operating companies. You will hear:

- How we got here – building a culture of continuous improvement
- What it looks like – business-led customer value teams and transformation office governance
- Project execution model
- Approach to ensure improvements are sustained

Aaron Borchers, Vice President, Transformation, NiSource



NiSource is a natural gas and electric utility serving 4 million customers across seven states as NIPSCO and Columbia Gas. Aaron leads the Transformation Office, a centralized team of management consultants who deliver on-the-job coaching for business-led continuous improvement initiatives. His team consults with senior business leaders to introduce process improvement and change management techniques and provides governance across gas, electric, corporate, and capital improvement programs designed to create customer value and support how NiSource delivers on its commitments. With NiSource since 2009, he has served as Managing Director, Transition Management for the NiSource / Columbia Pipeline Group separation and held various leadership roles in Organization Development and Change Management.

2:30 Networking Break

3:00 Enable a Continuous Improvement Culture Change: Tampa Electric Case Study



TECO Services (an Emera Company) will describe its approach to engaging the workforce in a continuous improvement culture change. In the presentation, you will get an overview how Tampa Electric is using simple but powerful tools to build the foundation of a high-performance organization. Successes and lessons learned from the journey include:

- Continuous Improvement Redefined
- The Vision to Engage Everyone
- The 4 Year Roadmap
- Mobilizing the Continuous Improvement Army

Paul Lulgjuraj, Master Black Belt of Continuous Improvement, TECO Services



Paul has 20+ years of experience in continuous improvement. In the last 15 years, he has leveraged his passion and experience in continuous improvement to lead culture changes at multiple companies across multiple industries. He is a Master Black Belt in Lean Six Sigma. He's worked for Florida Power & Light (1st Non-Japanese Company to win the Deming Prize for Quality), General Dynamics (Manufacturing Excellence Award winner), and Danfoss Corporation (Florida Manufacturer of the year). Recently, Paul has been working as an internal and external consultant for several companies including his current position of Master Black Belt of Continuous Improvement at Tampa Electric - an Emera company.

3:45 The Experience of Process: the Value of Intention and Planned Interventions

In process, we tend to start with a planned intention, which leads to an outcome. At the outcome, we look back and are sometimes surprised to discover what we did as process. Business dictionary defines process as a sequence of interdependent and linked procedures which, at every stage, consume one or more resources (employee time, energy, machines, money) to convert inputs (data, material, parts, etc.) into outputs. What can we learn about the experience of process that can help us lead our utilities to business goals from the start rather than from hindsight? This session discusses that question and offers valuable perspectives on how to approach intentional process.

Margo Rose, Former Manager, Enterprise Continuous Improvement Pacific Gas & Electric Company



Margo led a Continuous Improvement Center of Excellence at PG&E, where she built operations infrastructure to support the enterprise continuous improvement framework. With over 20 years of business operations experience, primarily as project leader of software installations & upgrades, her time facilitating a series of regional bank mergers prompted her to deepen her understanding of the conditions for success to effectively lead change. Of particular interest is the connection between emotional intelligence, consciousness, and our intentions to discover purpose and meaning. Her current writing focuses on implementation of lean management principles and its effects on employee well-being and engagement.

4:30 Networking Break

4:45 Selecting One Central Process Excellence Methodology for Your Utility



It is great to have so many choices of process improvement methodologies – Lean, Six Sigma, Lean Six Sigma, Agile... Or is it? How can you ensure your organization is focusing in the right direction if every department uses different methodologies? Learn how this utility developed its centralized approach to Process Excellence and how it drives business results throughout the organization.

Gain Three Years of Insights in Just Two Days. [Register Yourself and Your Team Today.](#)

5:30 Networking Happy Hour



Isn't this the reason you're here? Meet with your peers in the industry and fellow conference attendees 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 light fare. Don't miss the most important networking event of the conference.

Thursday, March 1, 2018

8:00 Breakfast

8:30 The Continuous Improvement Journey at PSEG



Join us for this session where you'll hear first-hand from PSE&G's Continuous Improvement managers as they review the company's structure, including Energy Resources & Trading, Nuclear, power generation, utility and services highlighting specifically what makes PSEG unique company in the Utility industry. They will discuss the history of continuous improvement at PSEG, and will highlight its:

- Problems and Challenges – Specific organizational and change management challenges resulting from a coexistence of regulated and non-regulated business units. In addition, highlight the challenges of executing continuous improvement in a nuclear facility.
- Team Journey – Analyzing our performance and leveraging DMAIC to improve our program
- Next steps – Sustain results and evolve to meet future challenges

Harsh Patel, Continuous Improvement Manager, PSEG Services Corporation

Brian Kneis, Continuous Improvement Manager, PSEG Services Corporation



Harsh Patel is a Black Belt with 7 years of experience in breaking down cultural barriers, leading change and focusing on results in various roles with multiple organizations. Harsh has demonstrated ability to drive results via design flows, information flows, and production flows through application of DMAIC methodology and lean tools. He is a graduate of Rutgers University with double major in Aerospace Engineering and Economics. This provides him with a robust background in engineering-manufacturing synergy, quality and global collaboration.



Brian Kneis is a Black Belt with 8 years of experience applying Lean Six Sigma techniques in the Consumer Electronics, Consumer Goods, Utility, and Infrastructure Construction industries. He is a graduate of Villanova University with a degree in Mechanical Engineering. Brian has demonstrated success throughout his career managing large-scale, cross-functional and business-critical programs and projects. Brian received his Black Belt certification in 2010. Since then he has dedicated his career toward becoming an expert in Lean Six Sigma and passionately deploying continuous improvement into the workplace.

9:15 KPIs, Metrics, and Measurement for Continuous Improvement in Utilities



As continuous improvement is, by definition, continuous, how can you effectively measure your success? What scorecards exist for process excellence, and how can you customize them to your business processes? From strategic to tactical, this presentation focuses on how utilities have established metrics to gauge where they are in their journeys to reach their goals.

10:00 Networking Break

Process Improvement. Continuous Improvement. Process Excellence. Yes! [Register Today!](#)

10:30 Optimizing Your Strategic Change Capability

In December 2016, the American Productivity and Quality Center (APQC) completed a poll called, *People Challenges at Work: Lessons for Managing Talent in the Digital Age*. The top two challenges from respondents are (1) resisting change (51%) and (2) lacking necessary skills for knowledge. Additionally, one of the top trends in process excellence is breaking down operational silos or reorganizing the way we work to reduce change resistance, provide the right information to the right people at the right time, and to increase employee productivity.

The leading change management benchmarking and training organization, Prosci, cited new measures indicating that change management increases project success by up to 76% (Prosci conference presentation/September 2017). The opportunity to realize increased success in strategic initiatives is here for those organizations ready and willing to optimize their change management capabilities through best-in-class change management deployment.

Join us to learn and explore what and how organizations can do now to ensure that they are able to realize the optimum business results from their strategic initiatives. Gain answers to questions like:

- How can change management capability be best deployed in your organization and on your process improvement project?
- What could you and your organization do to better organize and deploy change management capability to increase project performance?
- How can you best interface with your change management professionals to ensure that your collective work benefits the results of your project?
- How can change management work support and enhance continuous improvement activities?
- What really matters when stakeholders and end users simply refuse to work in a new way?

Theresa Moulton, Editor-in-Chief, Change Management Review, Consultant, Conner Partners



Theresa built her career in management consulting with specialties in organizational change strategy, executive coaching, and change management implementation. She has served as a key advisor on high-visibility projects for leaders in the financial services, publishing, higher education, manufacturing, healthcare, and medical devices industries. With 20+ years of consulting, executive coaching, and business-building experience, Theresa brings practical insight to the real-world challenges and opportunities of working with and within business change. She's presented at the IBM Center for Business Value, Babson College, the Organization Design Forum, NICSA, NEHRA, SHRM and CFO Magazine.

11:15 Build Process Excellence Core Competency Internally to Drive Business Results



What parts of your organization need help from outside consultants, and how can you build process excellence as a core competency internally? Hear from a utility that built a process excellence culture that drives business results throughout the organization. Hear lessons learned you can use at your company.

12:00 Lunch

1:00 Innovation & Disruption: Integrate New Businesses into Utility Process Excellence

The utility-of-the-future is not so distant, and impacts from disruption such as integrating renewables has significant impact on all parts of the utility organization's processes. How can utilities that have existed for over a century develop the strategic capability to shift business processes quickly? This session addresses how utilities are addressing these new opportunities.

1:45 Establishing a Center of Excellence in Your Utility

Leverage the successes of recent large system integration to create a center of excellence in your utility.

Learn How Utilities Across North America Manage Process Excellence. [Register Today!](#)

2:30 Break



2:45 Switch from Cost and Efficiency to Customer Centric Growth Opportunities

Hear how this utility gains business flexibility by focusing less on the cost efficiencies and more on the customer satisfaction opportunities.



3:30 The Role of Big Data in Utility Continuous Improvement

Determine how big data can be leveraged to improve your process analytics.



4:14 Make Change Stick: Transition from Capital Project to Continuous Improvement

Discussion around process excellence often focuses on its failure rate. When you've beaten the odds to successfully accomplish a major change project (new CIS, merger, new system integration), how can you make sure that success "sticks?" This session focuses on how one utility manages the hand-off process from its capital projects to the continuous improvement team. Learn how it has led to real business results in the company.

Past Attendees Rave About Our Events...

"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**

"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 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**



Learn How Utilities Across North America Manage Process Excellence. [Register Today!](#)

Do You Provide Process Excellence Solutions?

Showcase your products and services to utility decision makers and influencers. The **Process Excellence for Utilities** conference offers you excellent exposure to maximize your 2018 marketing budget through these opportunities:

- Gold Sponsorship
- Silver Sponsorship
- Networking Reception Host
- Participating Sponsorship
- 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 ashley@conferencesconnect.com.

Gold Sponsor



Our Conferences are a Little Different. Here's What You Can Expect...

One room. Two days. 12-15 Speakers. 30-50 Utility Professionals.

One Track: You'll participate in two-days of general session discussion – that's one presentation at a time in a linear, single-track agenda. No break-outs, not separate tracks. Why? Because everyone participating in one conversation makes the discussion deeper, more relevant, more powerful, and more interactive.

Connect: Meet and connect with 30-40 utility professionals with the same or similar job title, challenges and company structure as you.

Arrive as strangers, depart as friends: We cap the number of registrants to create an intimate meeting setting. This "safe space" allows participants to open up about challenges, to share "here's what we tried," so you can learn first-hand from each other. You will meet everyone in the room.

Facilitated Networking: We kick off the event with a "round robin" session where everyone in the room introduces themselves and shares their biggest challenge. By stating "what I'm here to learn," relevant content is filtered accordingly, and everybody takes back what they need.

Full Contact List: Meeting your industry colleagues is great. Staying in touch is even better!

Event Resources: A few days post-conference, we send you a link to the conference "assets" – pdfs of the presentations, recommended books, videos, templates, and any other digital content shared at the conference.

Fuel Your Growth: Meeting for two days requires sustenance. We provide breakfast and lunch each day to make sure you can focus on the content.

Discounted Hotel Rooms: Why stay at the conference hotel? Enjoy the convenience of not having to leave the building and discounted guest room rates that help you keep to your budget.

Don't Miss Out: Register Yourself and Your Team Today!

Experience Valuable Lessons Learned in Utility Innovation! [Reserve Your Seat Today!](#)

Join us for the Week...



Utility Change & Process Week

Driving Business Results
February 26 – March 1, 2018



February 26 -27, 2018



Process Excellence
for Utilities

February 28 - March 1, 2018

Change Management and Process Excellence – two topics that go hand-in-hand with driving business results. Why for Utilities? Because hearing lessons learned and insights first-hand from peers in your industry gives you actionable strategies to take back with you delivered in the most relatable terms possible – from companies that are organized, siloed, regulated, and risk-adverse as yours is. Join us for this powerful week for utilities to learn, share, and grow.

About St. Pete Beach

Ready for a break? Kick back on the sandy white beaches of St. Pete, as the balmy waters of the Gulf of Mexico lap at your toes. With an average of 361 days of sunshine per year, St. Pete Beach is guaranteed to please. Close to attractions in Orlando and even closer to the cultural and cosmopolitan attractions of St. Petersburg, Clearwater and Tampa, St. Pete Beach strikes the perfect balance for the casual, laid-back beach bum and the active attraction seeker. Learn more and plan your trip at <http://www.visitstpeteclearwater.com/communities/st-pete-beach>

Conference Location

Looks nice, doesn't it? **Process Excellence for Utilities** is located at the TradeWinds Island Resorts, 5600 Gulf Boulevard, St. Pete Beach, Florida 33706. For the full conference experience, stay at the conference hotel. We have secured a special group rate of \$195 for a limited block of rooms for the nights of Sunday, February 25 through Thursday, March 1. Please reserve your guest room by February 2, 2018 – we recommend booking early.



Resort Amenities Include:

- Self-Parking for one car per guest room (or \$8 for valet)
- Use of Fitness Center and Tennis Courts
- Daily coffee, local newspaper and two bottled waters
- In-room safes
- Wireless internet access in guest rooms, common areas and meeting rooms
- Local, Credit Card, operator-assisted access calls and toll-free calls
- Business Center Use for your first ten minutes
- Beach Cabana, Miniature Golf, Paddleboats, High Tide Slide and the Wipe Out ride.

[Click Here](#) to reserve your guest room online, or call 1-800-808-9833.

Change Management an issue? Join us Monday & Tuesday! to [Register Today](#)



Process Excellence for Utilities

February 28 - March 1, 2018



Register Online:

<https://events.bizzabo.com/pexforutilitieseast2017?promo=Agendapdf&isTracking=true>

Register by Phone: (610) 325-4830

Register by Email: Ashley@ConferencesConnect.com

Register by Mail: Conferences Connect, PO Box 32, Southeastern, PA 19399

Register Me for:

- Change & Process Week – Change Management for Utilities & Process Excellence for Utilities Conferences** (4 DAY PASS) February 26-March 1, 2018: \$3790
- 3-DAY PASS (February 27-March 1):** \$2840
- Process Excellence for Utilities Conference** February 28-March 1, 2018: \$1895
- Process Excellence for Utilities Conference** Feb. 28-Mar.1, 2018 Early Bird by 2/1/18: \$1695

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