



# 2019 Connections Summit Program

## Wednesday, February 20

7:30 a.m. – 4:30 p.m.

**Registration**, Chancellor

9 a.m. – 3 p.m.

**Harris NorthStar User Group Meeting**, University A

9 a.m. – 3 p.m.

**Nexgrid User Group Meeting**, University C

9 a.m. – 3 p.m.

**Tyler Technologies Incode User Group Meeting**, Congressional A&B

3:30 – 4:30 p.m.

**Strata Solar - Sponsor Led Breakout**, University C  
How Energy Storage can Save Money for North Carolina Municipalities Today

5 – 6:30 p.m.

**Welcome Reception**, Sponsor Hall - State ABC

## Thursday, February 21

7 – 8 a.m.

**Breakfast** - Sponsor Hall Open, State ABC

7 a.m. – 4:30 p.m.

**Registration**, Chancellor

8 – 8:45 a.m.

**Opening General Session**, State DEF

Welcome to the Connections Summit

Matt Zapp, Town Manager, Benson, NC

Plotting the Course for Municipal Utilities in North Carolina  
Roy Jones, Chief Executive Officer, Electricities

9 – 10 a.m.

**Breakout Session 1**

**Making It Easy for Your Customers  
Shouldn't Create More Work for Your Team**

Chris Wease, Regional Sales Director, Paymentus  
Congressional A&B



**Business Resiliency: The Hidden Threat to Your Municipality**

Connell Price, Vice President, Information Technology, ElectriCities University C

**Storage and Microgrids: What's the Current State?**

Doug Staker, Vice President of Utility Business Development, Enel X University A&B

**The Real Energy Game Changer is Carbon-Based and Carbon-Emitting**

Tim Fairchild, Director, Global Energy Practices, SAS State DEF

10 – 10:30 a.m.

**Break in Sponsor Hall, State ABC**

10:30 – 11:30 a.m.

**Breakout Session 2**

**Communicating with Customers in Today's Environment**

- Ethan Smith, Public Information Officer, City of Morganton
- Karen Duncan, Finance Director, City of Morganton Congressional A&B

**Cyber Security Best Practices and Recommendations:  
How to Make It Work for Your Municipality**

- Connell Price, Vice President, Information Technology, ElectriCities University C

**Extracting Smart Meter Value through Data Analytics**

- Mark J. Konya, P.E., Principal Industry Consultant, Global Energy Practice, SAS
- Bradley Lawson, P.E., Industry Consultant, Global Energy Practice, SAS University A&B

**Staffing for Successful Technology Projects**

- Mark Hatfield, Executive Consultant, Excergy State DEF

11:30 a.m. – 12:30 p.m.

**Lunch - Sponsor Hall Open, Hallway**

11:30 a.m. – 12:30 p.m.

**Sponsor Led Breakouts**

**NorthStar/dataVoice**

Real-time Outage Management University A&B

**O2 emc**

The Advantages of Solar + Storage for Municipal Utilities Congressional A&B



## Virtual Peaker

Distributed Energy and The Future of Municipal Utilities  
University C

12:30 – 2 p.m.

### General Session 2, State DEF

First Panel Discussion

#### Managing Technology and Talent in a Rapidly Changing Environment

- Melissa Miranda, Vice President, Human Resources, ElectriCities (Moderator)
- Bill Stockman, Lexington Utility Manager, ElectriCities
- Shannon Tufts, Ph.D., Associate Professor of Law and Government, UNC School of Government
- Ed Hayes, U.S. Vice President of Talent Acquisition, National Grid USA

Second Panel Discussion

#### Opportunities in Municipal Broadband

- Matt Zapp, Town Manager, Benson, NC (Moderator)
- Andy Goethals, Vice President-Strategic Partnerships, Create Connections
- Jody Call, CTO, Wilkes Communications

2 – 2:15 p.m.

### Break in Sponsor Hall, State ABC

2:15 – 3:15 p.m.

### Breakout Session 3

#### Successful Prepay Implementation: A Case Study

- Aileen Staples, Finance Director, Town of Wake Forest (Moderator)
- Vivian Jones, Mayor, Town of Wake Forest
- Andrew Brown Jr., Customer Service Manager, Town of Wake Forest
- John Bastian, President, SmartGridCIS Congressional A&B

#### Cloud Computing: Are the Benefits Real?

- Scott Sample, Senior Client Director, Microsoft Corporation University C

#### Integrating Utility Enterprise Systems for a Smart Outage Response

- Bob Bryant, Senior Account Executive, Clevest University A&B

#### Managing Your Utility Like a Business

- Jimmy Bagley, Deputy City Manager, City of Rock Hill (Moderator)
- Joel Ledbetter, General Manager, Easley Combined Utilities
- Roger Jones, Director of Electric Systems, Greenville Utilities
- David Cheatwood, Managing Director, First Tryon Advisors



- Maddison Tice, Senior Financial Analyst, City of Rock Hill
- Lori Thomas, Performance Manager II, City of Rock Hill  
State DEF

3:30 – 4:30 p.m.

**Breakout Session 4**

Fraud Prevention

- Rusty Pounds – Manager, Cherry Bekaert
- Scott McKay, Partner, Cherry Bekaert  
Congressional A&B

Virtual End User Computing: Business Resiliency & Mobility with the Secure Digital Workspace

- Keith Qualter, Vice President Sales and Business Development, XenTegra, LLC  
University C

You Need Advanced Metering! Why, What, How?

- Steven E. Collier, Director-Smart Grid Strategies, Milsoft Utility Solutions
- Pat Corrigan, Consultant, Katama Technologies
- Dan Kasbohm, Program Manager/Rates Analyst, Utility Financial Solutions  
University A&B

Scanning for Signals of Change

- Garry Golden, Futurist  
State DEF

4:30 – 5:30 p.m.

**Happy Hour**

Sponsor Hall, State ABC

**Friday, February 22**

7 – 8 a.m.

**Breakfast** - Sponsor Hall Open, State ABC

8 – 10 a.m.

**General Session 3**, State DEF

The Strategic Importance of Investing in Technology

- Sue Kelly, President and Chief Executive Officer,  
American Public Power Association

The Slow Pace of Fast Change: Imagining the Future of Energy Systems

- Garry Golden, Futurist

10 – 10:30 a.m.

**Break in Sponsor Hall**, State ABC



10:30 – 11:30 a.m.

**Breakout Session 5**

Going from Today to Tomorrow: How to Successfully Manage an ERP Implementation

- Chuck Gordon, Director of Professional Services, Tyler Technologies  
Congressional A&B

Who Pays for This? Strategies for IT Financing

- Robert Seweryniak, Vice President of Sales, ePlus Systems, Inc.  
University C

Protection and Coordination for Solar Sites on the Distribution System

- Luke Booth, Application Engineer, Schweitzer Engineering Laboratories  
University A&B

Growing Smart Cities

- Jeffrey Moe, Global Corporate Director, Energy Policy & Product Advocacy,  
Ingersoll Rand (Moderator)
- Ty Roberts, Vice President of Marketing, Networked Solutions, Itron
- Charlie Nobles, Marketing Director, Sensus
- Robert Cox, Ph.D., Associate Professor of Electrical and Computer Engineering, UNC Charlotte  
State DEF

11:30 a.m. – 12:30 p.m.

**Lunch and Prize Announcements**, State DEF

