

EUCG 2021 Fall Virtual Workshop

September 20-23, 2021

T&D Committee Schedule

Monday, September 20, 2021

Time Blocks	Session Title
<p>Time Block 1 8:00 – 9:30 PT 9:00 – 10:30 MT 10:00 – 11:30 CT 11:00 – 12:30 ET</p>	<p>EUCG General Session Panel Discussion - "Managing and Mitigating Security Threats"</p> <p>Confirmed Panelists: Kevin Conklin, Special Agent, FBI Aaron T. Ford, Vice President-Corporate Security & Properties, PSEG Gurdeep Kaur, Chief Information Security Officer, PSEG</p>
	Break
<p>Time Block 2A 10:00-10:45 PT 11:00-11:45 MT 12:00-12:45 CT 1:00-1:30 ET</p>	<p>(CLOSED SESSION)</p> <p>T&D COMMITTEE BUSINESS MEETING Welcome & Introductions Jeannine Beran (Exelon Utilities) – Chair T&D Committee</p> <p><i>This session will include introductions of attending utilities and a discussion of their expectations for the week. Other items included in this session will be: Updates on T&D Committee business and laying the groundwork for future T&D Sessions.</i></p> <ul style="list-style-type: none"> • Budget Review • Survey Results • Covid Updates • Success Stories
<p>Time Block 2B 10:45-11:30 PT 11:45-12:30 MT 12:45-1:30 CT 1:30-2:30 ET</p>	<p>(CLOSED SESSION)</p> <p><u>Operations & Innovation</u> – Training Program Improvements Wanda Wilkerson, Oncor</p> <p><i>The Oncor Lean Six Sigma training program started in 2015. While still very much in its infancy, the program has continued to evolve and improve. This presentation will walk through adjustments that were made during 2020 to deal with COVID protocols. Additional improvements were implemented to enhance the support service provided to LSS belt candidates by the Center for Excellence and Innovation. We'll explore the positive impact that these changes have had on the success of the program.</i></p>
	Break

<p>Time Block 3A 12:00 – 1:00 PT 1:00 – 2:00 MT 2:00 – 3:00 CT 3:00 – 4:00 ET</p>	<p>(JOINT SESSION WITH FOSSIL)</p> <p>Operations - The 2021 Texas Blackouts: Causes, Consequences, and Cures Thomas Popik, Chairman and President, Foundation for Resilient Societies</p> <p><i>Article co-authored by Rick Humphreys and Thomas Popik from the Foundation for Resilient Societies. Published in the Journal of Critical Infrastructure Policy. Thomas Popik and Rick Humphreys will give a presentation based upon this article.</i></p>
<p>Time Block 3A 1:00 – 2:00 PT 2:00 – 3:00 MT 3:00 – 4:00 CT 4:00 – 5:00 ET</p>	<p>(JOINT SESSION WITH FOSSIL)</p> <p>Operations & Safety - Leadership Development Strategies Adam Cunningham, Tennessee Valley Authority</p> <p>Adam Cunningham will describe the Tennessee Valley Authority provides leadership development through Psychological Safety training. An exciting look at the Indy Racing Car Team model with ideas how to develop this culture.</p>

Tuesday, September 21, 2021

Time Blocks	Session Title
<p>Time Block 1A 8:00 – 8:45 PT 9:00 – 9:45 MT 10:00 – 10:45 CT 11:00 – 11:15 ET</p>	<p>(CLOSED SESSION)</p> <p>T&D COMMITTEE BUSINESS MEETING Prior Day Review, Feedback and Open Items Discussion Jeannine Beran (Exelon Utilities) – Chair T&D Committee</p>
<p>Time Block 1B 8:45-9:30 PT 9:45-10:30 MT 10:45-11:30 CT 11:15-12:30 ET</p>	<p>(CLOSED SESSION)</p> <p>Operations and Innovation – Customer 360/Truck Standardization / Transmission Grounding Jesse Medlock, Oncor</p> <p>Customer 360 Development Team: <i>C360 has resulted in reduced handle times at the contact center, easier and faster training of new representatives, and a higher level of customer service; ability to quickly identify why a customer is calling or what they may need prior to asking.</i></p> <p>Truck Standardization Team: <i>Utilized 5S to improve the design, upfit and load out of Oncor's 55ft bucket trucks.</i></p> <p>Oncor Transmission Grounding: <i>Oncor has updated its transmission grounding practices to enhance worker safety in situations where induced voltages are a possibility.</i></p>
	Break

<p>Time Block 2A 10:00-10:45 PT 11:00-11:45 MT 12:00-12:45 CT 1:00-1:45 ET</p>	<p>(JOINT SESSION WITH SOLAR)</p> <p><u>Innovation and Safety</u> - Digital Transformation and Asset Monitoring TBD, APS Long Range Planning</p> <p><i>Long Range Planning Strategy</i> <i>Speaker and abstract to be updated</i></p>
<p>Time Block 2B 10:45-11:30 PT 11:45-12:30 MT 12:45-1:30 CT 1:45-2:30 ET</p>	<p>(JOINT SESSION WITH SOLAR)</p> <p><u>Innovation and Safety</u> - SCADA Equipment Maintenance</p> <p><i>Speaker and abstract to be updated</i></p>
<p>Break</p>	
<p>Time Block 3A 12:00 – 1:00 PT 1:00 – 2:00 MT 2:00 – 3:00 CT 3:00 – 4:00 ET</p>	<p>(CLOSED SESSION)</p> <p><u>Innovation and Operations</u> – Cyber Security Program Garfield Mullings, ComEd</p> <p><i>This session will include highlights of the Cyber Security improvements at ComEd.</i></p>
<p>Time Block 3B 1:15-2:00 PT 2:15-3:00 MT 3:15-4:00 CT 4:00-5:00 ET</p>	<p>(OPEN SESSION)</p> <p><u>Innovation & Diversity and Inclusion</u> - The Precisionists Ernest Dianastasis, The Precisionists (TPI)</p> <p><i>This session will summarize how TPI helps to bridge the divide between millions of U.S. job openings with the untapped talent pool of people with disabilities. The Precisionists is uniquely qualified to lead major organizations in their journey to a workplace that welcomes and accommodates individuals with disabilities.</i></p> <p><i>Specializing in projects that are:</i></p> <ul style="list-style-type: none"> • <i>Structured, repeatable processes</i> • <i>Large volumes of manual or paper-driven tasks</i> • <i>The need to navigate through a great deal of data to find defects</i> • <i>Areas of business constraint that prevent development of current employees</i> • <i>Data that needs to be validated, standardized or compiled</i> <p><i>An Exelon Innovation Expo Award Winner</i></p>

Time Blocks	Session Title
<p>Time Block 1 8:00-8:45 PT 9:00-9:45 MT 10:00-10:45 CT 11:00-12:00 ET</p>	<p>(CLOSED SESSION)</p> <p>Innovation and Operations – Texas Freeze Event Legislated Utility Services Martin Narendorf, CenterPoint</p> <p><i>This session will include a discussion around new legislation in Texas regarding additional services and capabilities that the Transmission and Distribution Service providers (TDSPs) (of which CNP electric is one) can now pursue to provide. Leased battery storage, if cheaper than the traditional utility solutions and emergency generation, whether owned or leased, to support long duration outages. Steps taken to respond to these new capabilities and opportunities.</i></p>
<p>Time Block 2 8:45-9:30 PT 9:45-10:30 MT 10:45-11:30 CT 12:00-12:30 ET</p>	<p>(CLOSED SESSION)</p> <p>T&D COMMITTEE BUSINESS Exelon Utilities – Jeannine Beran – Chair T&D Committee</p> <p><i>Time will be taken to discuss the Weeks activities: Were expectations met? What additional information might be of help? What new topics have come up as a result of these discussions?</i></p> <p>Spring 2022 Agenda Build <i>Planning ahead for the Spring Workshop. Topic discussions and ideas will be gathered.</i></p>
	<p>Break</p>
<p>Time Block 3A 10:00-11:00 PT 11:00-12:00 MT 12:00-1:00 CT 1:00-2:00 ET</p>	<p>(CLOSED SESSION)</p> <p>Operations and Innovation – Customer Centric Operational Reporting Adam Preveau , Entergy</p> <p><i>Entergy’s Customer Centric Operational Reporting (“CCOR”) initiative seeks to better understand the story of our customer’s experience. As part of Entergy’s 2021 Distribution Business Plan, CCOR seeks to provide clear, consolidated visibility into the effectiveness of customer-centric operational performance through subscription-based portals. Featuring consolidate reporting on functional areas such as complaints, outages, call center, commit met, etc., CCOR provides a one-stop shop for interactive, customer-focused reporting delivered daily to our customer’s inboxes.</i></p>
<p>Time Block 3B 11:00-11:30 PT 12:00-12:30 MT 1:00-1:30 CT 2:00-2:30 ET</p>	<p>(CLOSED SESSION)</p> <p>T&D COMMITTEE BUSINESS SPRING AGENDA PLANNING CONTINUED – IF NEEDED</p> <p><i>Planning ahead for the Fall Workshop. Topic discussions and ideas will be gathered.</i></p>
<p>Time Block 3 12:00 – 2:00 PT 1:00 – 3:00 MT 2:00 – 4:00 CT 3:00 – 5:00 ET</p>	<p>EUCG Board Meeting</p>