

Operational Excellence in Power & Utilities

September 15-16, 2020 | Free Online Event for In House Power and Utilities Professionals

Day One: September 15, 2020

9:00 EST: Applying Machine Learning and Digital Solutions to Transform Facilities Management

- Improving the quality of the data to improve access to meaningful data
- Creating solutions that improve the customer experience and harness structured data
- Dealing with the unstructured data problem
- Using machine learning to manage resources more effectively
- How augmented reality can help us manage assets more effectively

Martin Ruane, Programme Director, Data Science and Innovation Team, **Engie**

9:45 EST: Building Resilient Operations Ready for Disruption

From pandemics, to natural disasters, social unrest to regulatory changes, operations need to be agile and ready for anything. Learn and discuss how to build operations that are able to keep up with customer demands - no matter how quickly the world is changing.

- Adapting to the new reality: building agility and flexibility into your operations With so many remote / field workers, how can power and utility companies be resilient
- How can we share knowledge and transfer information while reducing physical interaction?
- Leveraging the expertise of your more experienced workers - regardless of their physical location
- Exploiting technology, automation and process change to increase compliance and accountability

Prateek Chakravarty, Go-to-Market Leader, **Zinier**

Jason Doering, Director of Engineering & Maintenance, **Enmax**

Edward Phagoo, Senior Manager - Information Technology, **Enbridge**

10:30 EST: Building an Industrial Process Historian with a Time Series Database on Microsoft Azure

Stop chasing the data! Did you know that collecting and processing data uses up to 50% of industry work time? Did you also know that these tasks are easily suitable for automation when using the right expertise and tools? Collecting data and making it agile and accessible not only saves you time but allows you to base your business-critical decisions on actual information as an addition to intuition. Furthermore, democratizing and making

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the data transparent for your partners, suppliers and customers improves communication and cooperation while building trust within your whole ecosystem.

In my presentation I will provide you with hands-on demo for setting up streaming data pipeline from industrial control system to operations dashboard. I will introduce tools and technologies that are embraced by both large-scale industrial enterprises and IT/OT developer community to build flexible, scalable and robust systems to keep your company agile and in charge of its data and business.

Ergin Tuganay, *Partner & Head of Industry 4.0, Nortal*

11:15 EST: Driving Operational Excellence at the Frontline Level through a Performance-Driven Learning Strategy

- The importance and key characteristics of today's frontline worker
- Common challenges to workforce training and enablement
- Going beyond traditional methods to drive operational excellence through simulation, XR, and cloud
- Access to just-in-time information for ongoing performance support
- Using AI and ML for impact measurement and continuous improvement

Coral Siminovich, *Product Management Lead, AVEVA*

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Day Two: September 16, 2020

9:00 EST: Building an Automation Center of Excellence (CoE)

- Building an Automation Center of Excellence (CoE)
- Embedding IA technologies deeply and effectively within your organization
- How using a CoE can better leverage your automation investments, moving from distributed organizations that individually own technologies to one vertical center that is capable of providing automation solutions across the enterprise
- Enabling a stronger emphasis on innovation

Biju Misra, Director, Operations - Enterprise Services, **Enbridge**

10:30 EST: Shared Values: A Fundamental Factor in our Development

Hydro-Québec is North America's largest producer of renewable energy, with 62 hydropower generating stations representing assets of \$31.4 billion, and generating 200 TWh of hydroelectricity annually. At Hydro-Québec, we are embracing the new reality of a fully digital, customer-empowered, transactive power system. As recognized leaders in hydropower, we export clean, renewable power and leverage our expertise within Québec and around the world. This evolution entails a range of challenges. So, we consistently focus on continuous improvement, increasingly flexible proximity management and a unifying culture focused on customers and occupational health and safety that makes employees key players in our success.

Health and safety approach:

- o Major culture shift
- o How to make this fundamental value part of our DNA

Transforming the customer experience:

- o Better communicate with customer and enrich the experience
- o Adopt a Voice of the Customer (VoC) approach
- o Draw on employees' skills to better serve the customers

Alexandre Jean Lauzon, Director, Business Process Improvement, **Hydro-Québec**
Pierre Desjardins, Senior Advisor, Business Process Improvement, **Hydro-Quebec**