DAY 1 — Tuesday, November 4, 2026

1:00–1:45 PM **Regsitration, Check-in, and Welcome**

1:45–2:45 PM **Part I (The Journeys) Workshop: Our Three Biggest Mistakes — Lessons Learned from Transformation Journeys**

Digital transformation is rarely a straight line. Join this interactive 3.5-hour workshop as we move past the buzzwords to explore the "three biggest mistakes" that organizations make during modernization. We will begin with candid "highs and lows" journeys from three peer utilities, followed by collaborative breakout sessions designed to help you benchmark your own path.

We conclude with a "Show & Tell" of the latest policies, practices, and technologies that are moving the needle in real time. Come prepared to share, learn, and leave with a roadmap to avoid the most common pitfalls in the utility sector.

Speakers: Sean Aquino, AGM Customer Service Operations, Burbank Water and Power | Jeremy Marquette, AGM Customer Service and Technology, Pasadena | Obe Everett, MBA, PMP, CIO, Louisville Water | Billy Von Bautista, Corporate IT Manager, Golden State Water Company

2:45–3:00 PM **Networking Break**

3:00–3:45 PM **Part II Workshop (The Peer Lab)**

Breakout groups. Participants map their current status against the "Mistakes" discussed in Part I. Goal: Identify actionable "Pre-mortems" to avoid repeating those errors.

3:45–4:00 PM **Networking Break**

4:00–4:30 PM **Part II Workshop (Show & Tell)**

Rapid-fire showcase of new policies, practices, or technology from peer utilities.

4:30–5:30 PM **Community Service Networking Event**

Join us as we turn our collective resources into meaningful, direct support for our neighbors as we contribute to the Friends In Deed organization that's roots in Pasadena date back to 1946.

Attendees will work together to assemble essential support kits for families and individuals in need.

DAY 2 — Wednesday, November 5, 2026

8:30–9:30 AM **Breakfast & Registration**

9:30–10:00 AM **Opening Session**

Welcome, introductory remarks, and mission statement.

10:00–10:15 AM **Networking Break**

10:15–11:15 AM — **Stop Speaking Different Languages: Basic Translations on How to Get IT and Business on the Same Page**

Technology must do more than support operations — it must improve the customer experience, strengthen service delivery, and help the business move faster. This session focuses on how utility leaders can bridge the gap between business priorities, customer service needs, and IT execution. Attendees will walk away with strategies to improve collaboration, reduce friction between departments, and turn IT into a true partner in customer-centered transformation.

Speakers: Jeremy Marquette, AGM Customer Service and Technology, Pasadena Water & Power | Thais Gomes, Technology Manager, Pasadena Water & Power

11:15–11:30 AM — **Networking Break**

11:30 AM–12:30 PM — **The California Rulebook: A Regulatory Survival Guide**

Navigating California's unique and complex regulatory landscape demands strategic foresight. This panel provides a multi-perspective look at how utilities can stay ahead of the curve — translating high-level mandates into practical day-to-day operations while maintaining service reliability and efficiency. Whether you manage infrastructure or customer-facing programs, this session provides frameworks to turn regulatory hurdles into manageable operational steps.

Speakers: Danielle Blacet-Hyden, Executive Director at California Municipal Utilities Association | Mackenzie Bolger, Acting Sustainability Manager, San Gabriel Valley Council of Governments | Agatha Kazdan, Senior Principal Technical Leader at the Electric Power Research Institute (EPRI)

12:30–1:30 PM — **Lunch**

1:30–2:00 PM — **Sponsored Raffle Event**

2:00–2:30 PM — **Networking Break**

2:30–3:30 PM — **Beyond the Moratorium: The Utility Affordability Conundrum — Redefining Access in a Post-COVID World**

The COVID-19 pandemic fundamentally changed how utilities approach service access, customer assistance, and disconnections. As communities continue to face affordability pressures, utilities must balance financial sustainability with their responsibility to support customers in need. This session explores lasting impacts of COVID-era policies — post-moratorium arrearages, service severance challenges, assistance program design — and sustainable strategies for moving forward.

Speakers: Sean Aquino, AGM Customer Service Operations, Burbank Water and Power | Angela Ruiz, Utility Services Manager, Los Angeles Department of Water & Power

3:30–4:00 PM — **Wrap-Up, Conference Survey & Adjourn**

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