



**SOCAL UTILITY
TECHNOLOGY AND
SOLUTIONS GROUP**

November 4-5, 2026 at
Pasadena Water & Power



November 4–5, 2026 · Pasadena Water & Power · Pasadena, CA

Southern California Utility Technology Solutions Group

A day and a half of candid, peer-led conversations on the technologies and strategies reshaping utility service — designed for the people doing the work.

Meter to cash & customer experience

Inaugural event · 100 total attendees

ATTENDANCE

80	20
Utility professionals from across Southern California	Solution provider seats —intentionally limited

With only 100 total attendees, this event is built for depth, not breadth. Every seat is intentional — utilities lead the room, and solution providers earn their place at the table.

FOCUS AREAS

CIS modernization & system performance	Customer engagement & digital experience	Meter to cash operations & billing	California regulatory environment
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AGENDA — SESSIONS & TOPICS

WORKSHOP	Where are you on your digital transformation journey? Also framed as: the three biggest mistakes we wish we'd never made. A structured peer workshop where utilities share candid progress — and lessons learned.
POLICY	Addressing regulation in the state of California Navigating the evolving compliance landscape — rate cases, data privacy, service mandates, and what's coming next from Sacramento and the CPUC.
PANEL	The right to water: severance handcuffs & post-moratorium struggles A frank discussion on disconnection policy, customer hardship programs, and the operational realities utilities face after moratorium periods end.
STRATEGY	Bridging the gap between business & IT What does it take to align technology decisions with operational outcomes? Practical frameworks for building cross-functional trust and shared roadmaps.

PROGRAM ADVISORY BOARD

The agenda is shaped by a board of six utility professionals actively working in the region — not consultants, not vendors. They're bringing in the speakers and driving every topic.

Pasadena Water & Power Host utility	Los Angeles DWP Board member	Burbank Water & Power Board member	Golden State Water Co. Board member
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ADVISORY BOARD



Jeremy Marquette

Customer Service & Technology at Pasadena Water & Power



Thais Gomes

Technology Manager at Pasadena Water & Power



Billy Von Bautista

Corporate IT Manager at Golden State Water Company



Sean Aquino

Assistant General Manager, Customer Service Operations at Burbank Water and Power



Angela Ruiz

Utility Services Manager at Los Angeles Department of Water and Power



Reserve your seat

Space is intentionally limited. Utility seats fill first.

Save your seat