

# Day 1

**08:15 Registrations Open**

**08:55 Welcome remarks**  
Anthony Caruana

**09:00 Welcome by Bentley**  
Dr Uma Umakhanthan  
Senior Director, Bentley

**09:10 Keynote: Are we at the tipping point to digitally reimaging the future utility?**  
Stuart Hartley

**Sector Leader Power & Utilities, APAC, EY**

Utilities are under pressure around energy affordability, supply and access. Customers are demanding more, and new competitors are emerging. Industry roles will be reshaped as the exchange of both information and energy begins to flow two ways across a much more fragmented and distributed value chain. Renewables are being connected faster than any time before, storage costs continue to plummet, smart meters are being rolled out giving unique insight into consumer behaviour and EVs are becoming a common sight on our roads. But how will traditional utilities reinvent how they deliver services in this new distributed energy world?

Digital and technology innovation is critical and urgent - this distributed model requires a significant level of digitisation to enable many-to-many transactions and deal with the vast quantities of structured and unstructured data generated by new innovations such as EVs, new energy sources and proliferation of sensors. As we approach the above tipping point we face a double-edged sword.

The good news. There's never been a more exciting time for the utilities sector to adopt technology to transform energy services. Innovation around renewables, battery storage, electric vehicles, as well as advances in niche digital innovation, including artificial intelligence, IoT (internet of things) and mobility, create unprecedented opportunities to capture new revenues and drive productivity.

But...technology disruption is so fast and multidimensional that many utilities are struggling to prioritise the right investments and deal with new risks such as new competitors, cyber and shifting demand patterns. Whilst also building a new innovation driven DNA.

In his keynote presentation, Stuart will explore how leading utilities are fast learning from more advanced adjacent industries to develop a clear view of how to capture new digital opportunities and protect their infrastructure and customers from growing threats. What are some of the 'no regret' digital investments and where do some utilities need to move faster?

**09:45 Speed networking**

Delegates have the chance to meet like-minded colleagues in their industries through this speed networking session. A structured and fun activity that will get conversations flowing and allow delegates to make new industry connections.

**10:30 MORNING TEA**

**11:00 Richard Gross**  
CEO, Ausgrid

**11:45 Brett Millington**  
Flagship Program Director, Intelligent Water Networks

Brett will discuss the Victorian Intelligent Water Networks (IWN) program – Innovation, Collaboration and Leadership toward smarter utilities.

The problems facing the water industry are complex and inter-related, including population growth and changing customer expectations, aging infrastructure coupled with a desire to get more service from existing assets, and changing water consumption behaviours and climate variability.

This combined with the need to better understand asset condition and network performance, while minimising customer interruption, has lead to a strong focus on technology in addressing these issues and the establishment of the IWN in Victoria.

IWN is managed and funded by the water industry and the model is the only type of its kind in Australia. It is considered a unique example of industry led collaboration, delivering value and supporting its members to explore solutions that can add value to their operations.

IWN programs are aimed at exploring new technologies and better ways of operating, and include:

- Flagship Program – Making better use of data now and in the 'bigger' future
- Asset Management and Optimisation Program
- Leak Detection, Condition Assessment and Infiltration Program
- Collaboration and Knowledge Sharing Program including Digital Metering
- Remote Technologies Program
- Energy Optimisation and Power Program
- Biosolids and Resource Recovery Program

Big data and analytics have become a real focus that can improve customer service, business processes, asset management and field operations, making water corporations efficient 'digital utilities', hence it is the Flagship of the IWN. By innovating to achieve benefits for all stakeholders by better using technology to gather and act on information in an automated fashion and improve reliability, sustainability and efficiency of service networks – we become intelligent water networks.

**12:30 LUNCH**

**01:30 The role of demand response and third party access to energy data**  
Wayne Pales  
Energy Industry Consultant

The energy industry is currently undergoing an enormous transformation and we face regulatory uncertainty and policies that can hinder our ability to invest in a low-carbon economy. Consumer adoption of new energy technologies, such as rooftop solar, battery storage and the connected home, is changing the face of the industry, as are new entrants who will dramatically impact traditional revenue models.

Consumers are on this journey regardless of what utilities do, so utilities must leverage digital data to deliver services and products that position them at the heart of what is an inevitable transformation to a highly digitised and decentralised energy system. This presentation in particular will look at the critical role that demand response and third party access to energy data will play in the future success of a utility.

**02:15 Paul Broadfoot**  
Disruption Strategist

Paul believes "*Disruption is something you should be doing, not something that is happening to you.*" Digital technology provides opportunities for new business models, and new business models generate disruption. Many talk about the disruption that is taking place across diverse industries but, as important is how to create your own disruption, innovation and new markets.

Showcasing some of the insights from his book, '*Xcelerate - innovate your business model, disrupt your market*', Paul provides examples and frameworks behind both incumbent transformations as well as start-up market insurgents. This presentation takes a look at the difference between innovation and disruption, the different types of disruption and how you can design disruption into your own market. It's imperative that organisations move beyond just new ideas to follow through on them because the status quo is the biggest risk for all.

**03:00 AFTERNOON TEA**

**03:30 Peter Nimmo**  
Global VP Digital Utilities, ABB

**04:15 Virtual reality in the water sector**  
Brock Tunnicliffe  
Customer Compliance Officer, City West Water

Virtual reality (VR) technology is not new, however has been rapidly developing over recent years and is now being widely adopted across industry and the commercial sector. Virtual reality presents an exciting opportunity for the water industry to enhance and augment the way it plans and design new assets, undertakes staff training and even enhances engagement with communities.

In his presentation, Brock will explore how by using 3D CAD models, operators and field workers who may not be able to read complex plans effectively, can now visually audit and inspect plans in a virtual environment providing an effective methodology at finding defects and hazards present in the design stage of a project. One of the many advantages of VR is that it allows for 1:1 mapping of 3D models which gives the user a sense of presence and scale unlike any other.

Virtual reality provides a safe "virtual" environment where high risk tasks can be conducted with little to no risk. Conducting training in virtual reality allows an operator to simulate a potentially high risk task in a safe environment, the operator is physically performing the task so the actions can improve muscle memory and better prepare the operator to perform the task in the field.

**05:00 Conference Day 1 close**

**06:30 Pre dinner drinks**

**07:00 Digital Utility Awards Gala Dinner begins**

# Day 2

**08:30 Registrations Open**

**08:55 Welcome remarks**

**09:00 Keynote:**

**Susan Heath**

**Chief Information Officer, Queensland Urban Utilities**

Queensland Urban Utilities (QUU) is one of Australia's largest water distributor-retailers, supplying drinking water, recycled water and sewerage services to a population of more than 1.4 million in South East Queensland. Water and sanitation services are fundamental to our society, the environment and economy. The digital revolution has unlocked a new world of opportunities to deliver this essential service and create value into the future.

Queensland Urban Utilities' purpose is to 'enrich quality of life' and they have embarked on a digital transformational journey with just that in mind. In this presentation, Susan will explore how Queensland Urban Utilities has approached its digital transformation, how they have prioritised initiatives in their roadmap, and the importance of bringing staff and the community on this journey.

By 2020, QUU wants to be recognised as a leading utility that understands and proactively improves customer, stakeholder and community experiences through digital technology – all while remaining loyal to our motto of 'being easy to deal with'. As part of this, they are investing in more intelligent water and sewerage networks. By enhancing their current capability, and leveraging off a solid base of technology in the market, they will be using real-time information to establish predictive and proactive operations, and foster a digitally enabled workforce.

To help them stay ahead of the curve, they have an Innovation Program which encourages staff to contribute bold, new ideas to improve the way we do business. This program plays an important role in supporting new initiatives in our digital transformation. This appetite for exploring new digital opportunities has led to an involvement in the hack community, which has seen bright minds in our community develop technology-focused solutions to challenges facing the water and wastewater industry.

**09.45 Speed networking**

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**10:30 MORNING TEA**

**11:00 MORNING STREAM 1**

**Using digital technologies to improve customer relationships**

**Moderator:**

**Anthony Caruana**

**Panel:**

**Toby Evans, Senior Manager of Digital Transformation, SA Water**

**Paul Loftus, Head of Customer Sales, Powershop**

**Cate Hilliard, Manager, IT Capital Portfolio, SA Power Networks**

**Dr Uma Umakhanthan, Senior Director, Bentley**

This panel will explore better ways of managing customer relationships and give delegates insights into customer retention and acquisition strategies. The expert panelists will share the techniques their organisations are implementing with customers as well as how to create new revenue opportunities with digital technologies and to shape digitisation around the needs of the customer.

Delegates will also gain insights into moving from an engineering focus to a customer focus; how to balance the needs of the customer, from millennials to boomers; and how to incentivise customer behaviour. The panel will also discuss new business models that utilise digital technologies and new products and models for retailing.

**MORNING STREAM 2**

**The role of renewables in our digital future**

**Moderator:**

**Wayne Pales, Energy Industry Consultant**

**Panel:**

**Helen Millicer, President, Alternative Technology Association**

**Phil Cohn, Business Development and Transactions, ARENA**

**Maja Barnett, Manager, New Technologies, Pacific Hydro**

With so much change and disruption in Australia's energy industry, investment in renewable energy is helping the sector move to a low-emissions future.

This panel will take a look at the role that new generation technologies (home solar, batteries, pumped hydro etc) will play for utilities in the future and show delegates how digital technologies can further your contribution to a lower carbon future.

Delegates will also learn about the integration of new generating technologies with the grid, explore the adaptation of the grid to two-way flows of power and look at the customer as a "prosumer".

**12:00 LUNCH**

**01:00 AFTERNOON STREAM 1**

**Achieving cyber security resilience in a digital environment**

**Moderator:**

**Anthony Caruana**

**Panel:**

**Ian McKenzie, General Manager, IT Operations, Jemena**

**Sven Bluemmel, Victorian Information Commissioner**

**Jarrold Loidl, Cybersecurity & Technology Risk Leader, Rapid7**

With the significant amount of data now being collected thanks to new digital technologies, do smart networks equal exploitable networks?

This panel will take a look at how utilities can keep their data and digital assets secure by asking the questions, where is our data going? how do we ensure it stays in the right hands? and where is the vulnerability in our networks?

The expert panelists will look at how utilities can ensure their data is only used to benefit themselves and their customers, how to secure critical infrastructure from new-generation DDoS attacks and how to build high-performing security teams and a security culture within your organisation. The panel will also feature key tips and insights from the banking industry.

**AFTERNOON STREAM 2**

**Modernising the network for the digital age**

**Moderator:**

**Wayne Pales, Energy Industry Consultant**

**Panel:**

**Frank Tudor, Managing Director, Horizon Power**

**Joe Locandro, Chief Digital and Technology Officer, Australian Energy Market Operator**

**Peter Tickler, Digital Innovation and Advisory Leader, ERM Power**

**Andrew Fraser, Network Innovation Team Leader, TasNetworks**

While new technologies are present across all utilities, it could be argued that Australia's electricity network has been impacted the most from the move to digital.

This panel will look at the technologies that are helping to modernise the network, such as smart grids, smart meters, microgrids, big data, automation, and distributed generation. The panelists will explore the role of the grid for digital energy utilities, how to achieve network stability, effective investment in disruptive technologies, and data driven decision-making and asset management.

**02:00 AFTERNOON TEA**

**02:30 Final panel**

**03:15 Closing remarks**

**03:30 Conference close**

**Program subject to change.**