

AGENDA

TUESDAY, FEBRUARY 22, 2005

14:00 –
20:00

Registration

WEDNESDAY, FEBRUARY 23, 2005

08:00

Registration

11:00

Welcome

Wolfgang Runge, SAP Österreich GmbH

11:15

Keynote: Road Map to Next-Generation Utilities

Klaus Heimann, SAP AG, Germany

12:00

Keynote: mySAP ERP – Creating Value for the Utilities Industry

Ian Kimbell, SAP AG, Germany

12:45

Lunch in the Exhibition Area

	Customer Service Management	Supply Operations	Billing of Energy and Services	Water
14:00	A1 Manage Service Processes Efficiently Based on New Technology <i>Dieter Körber SAP AG, Germany</i>	B1 Enterprise Asset Management – The Core of an Integrated Solution Landscape for T&D Companies <i>Gero Bieser, Christoph Wobbe SAP AG, Germany</i>	C1 Real-Time Billing for Residential Customers <i>Willy Bergstrom NESA A/S, Denmark</i>	D1 Accelerated Implementation for Water Companies <i>Stefan Wolf SAP Labs, United States</i>
14:45	Questions/Break			
15:00	A2 Achieving Excellence in Customer Service and Mobile Field Operations <i>Marnix van Welie PWN, Netherlands</i>	B2 Managing T&D Assets: An Australian View <i>Glen McLean PowerCor, Australia</i>	C2 Safe and Effective Investments in Billing Applications at Small and Midsize Utilities – A Case Study <i>Marius Regler Thüga, Germany</i>	D2 Integrating the Water Value Chain <i>R. Gavin McGhie Marin Municipal Water District, United States</i>
15:45	Questions/Break			
16:00	A3 Efficient Handling of High-Volume Customer Calls by Integrating Interaction Center and Voice Recognition Solutions <i>Representative from OG&E, United States</i>	B3 Risk-Based Maintenance at T&D Companies <i>Robert Punsenberger Salzburg AG, Austria</i>	C3 Cross-Border Synergies at Vattenfall <i>Monika Sirp Vattenfall Europe, Germany</i>	D3 Fast ROI Through Standardized Billing Solutions <i>Tibor Szebényi Transdanubian Regional Waterworks Company, Hungary</i>
16:45	Questions/Break			
17:00	A4 Internet-Based Customer Self-Services – A Utility Case Study <i>Hermann Gaugler, Hans Stütz EnBW ODR, Germany</i>	B4 Meter Asset Management Competition in the UK <i>Tina Sands National Grid Transco plc, United Kingdom</i>	C4 Getting Ready for Liberalization with a Modern Billing System – A Czech View <i>Miroslav Hübner Praha Energi, Czech Republic</i>	D4 Enabling Secure and Efficient Water Supply for Over 6 Million Residents <i>Geodino Carpio Manila Water Company, Philippines</i>
17:45	Cocktail in Exhibition Area			

AGENDA

THURSDAY, FEBRUARY 24, 2005

09:30 **Keynote: Establishing an Operational and Financial Platform with SAP**
F. Michael McClain, Energy East Corporation, United States

10:30 **Panel Discussion: "Global Trends – True Also for the Utilities Industry?"**
Discussion Topics: Cost Optimization, Environment, Deregulation, Supply Security and Differentiation
Panelists: Belgorodenergo, Evgeniy F. Makarov, General Director, Russia · China Light and Power, Joe Locandro, CIO, Hong Kong · EnBW, Jürgen Hogrefe, Senior VP, Germany · Energy East Corporation, F. Michael McClain, VP Finance and Chief Integration Officer, United States · MetaGroup, Zarco Sumic, VP, United States · SAP AG, Peter Kirschbauer, Extended Board, Germany · VERBUND, Hans Haider, CEO, Austria ·
Chair: SAP AG, Klaus Heimann, Head of Business Unit Utilities, Germany

12:00 **Lunch in the Exhibition Area**

	SAP NetWeaver	Collaborative Services	Asset Life-Cycle and Resource Management	Associated Services
13:00	E1 SAP for Utilities – Empowered by SAP NetWeaver <i>Mustafa Aydemir SAP AG, Germany</i>	F1 How to Maximize Automation of Deregulation Processes <i>Harald Knust SAP AG, Germany</i>	G1 Enterprise Asset Management – The Leading Platform for Managing Power Plants <i>Walter Kienle SAP AG, Germany</i>	H1 Creating Sustainable Value at Energy and Water Service Companies <i>Representative from an African Utility Company</i>

13:45 **Questions/Break**

14:00	E2 SAP xApp™ Emissions Management <i>Jack Young PacifiCorp, United States</i>	F2 EDF's Evolution in a New Deregulated Market <i>Gilles Chauveau EDF, France</i>	G2 Integrated Plant Management <i>Norbert Stoll E.ON Kraftwerke, Germany</i>	H2 Convergent Billing of Waste and Energy Services <i>Bertold Willig Technische Werke Kaiserslautern, Germany</i>
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14:45 **Questions/Break**

15:00	E3 Integrating a Geo-Referenced Solution with ERP Using SAP XI <i>Hosana Bianchini CPFL Energia S.A., Brazil</i>	F3 Standardized Implementation of Unbundling Requirements in Germany <i>Volker Quitmeyer RWE Energie AG, Germany</i>	G3 Running Power Plants at Peak Efficiency <i>Garner Mitchell SaskPower, Canada</i>	H3 Ready for Competitive Energy Markets – A Case Study <i>Helge Lang Pedersen DONG, Denmark</i>
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15:45 **Questions/Break**

16:00	E4 Portal Technology and Business Intelligence – Valuable Investments for Utilities <i>Rüdiger Erbe Ruhrgas AG, Germany</i>	F4 Effective Meter Operation Supported by Intercompany Data Exchange <i>Clayton J. Driver FortisAlberta Inc., Canada</i>	G4 Increased Productivity at Power Plants Integrating Technical and Commercial Systems <i>Dr. Martin Käß, EnBW, Germany Hans-Richard Kraft, Siemens AG, Germany</i>	H4 Considerations in Using Cross-National Services in Migration Projects <i>Marc Eilers Vattenfall Europe Information Services, Germany</i>
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16:45 **Questions/Break**

17:00	E5 Empowered Employees Through Collaboration and Self-Services Platform Built on Enterprise Portal Technology <i>Ole Schödt-Osmo STATKRAFT, Norway</i>	F5 EDM and IDE: Efficient Enablement of Deregulation Scenarios at a Leading Utility in a Liberalized Energy Market <i>Gerald Hübsch Energie AG, Austria</i>	G5 Optimization of Customer-Centric and Asset-Centric Maintenance Processes at ENELVEN <i>Representative from ENELVEN, Venezuela</i>	H5 Outsourcing – A Viable Solution for Small Utilities <i>Jean-Pierre Mitard Neo Technologies SA., Switzerland</i>
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18:30 – 24:00 **SAP Evening Event**

AGENDA

FRIDAY, FEBRUARY 25, 2005

10:00	Keynote: Status and Progress of Deregulation and Liberalization in the European Utilities Industry <i>European Union Representative</i>		
10:45	Questions/Break		
	Energy Capital Management	Selling of Energy and Services	Enterprise Management
11:00	I1 Process-Driven Modeling of Procurement Strategies Using Energy Data Management <i>Lahdo Tanriver</i> <i>SAP Deutschland AG & Co. KG</i>	J1 Turning Leads into Profitability <i>Bastian Fischer/ Guido Härling</i> <i>SAP AG, Germany</i>	K1 Integrated Reporting and Process Optimization <i>Axel Memminger</i> <i>SAP AG, Germany</i> <i>Udo Rettner</i> <i>is:energy, Germany</i>
11:45	Questions/Break		
12:00	I2 Managing Complex Gas Contracts Using Energy Data Management <i>Hugue Beaudoin</i> <i>GazMetro, Canada</i>	J2 Integrated Customer Relationship Management – From Lead Management to Billing <i>Jens Horn</i> <i>MITGAS GmbH, Germany</i> <i>Jürgen Klaus,</i> <i>GISA GmbH, Germany</i>	K2 Managing Corporate Risk Through Advanced Investment Modeling <i>Matt Roper</i> <i>ETSA Utilities, Australia</i>
12:45	Questions/Break		
13:00	I3 Competitive Advantage with Integrated Energy Data Management – From Automated Meter Reading to Settlement <i>Representative from</i> <i>Avacon AG, Germany</i>	J3 Sales Optimization in Gas Business Using Key Account Manager Portal <i>Michael Adamczyk</i> <i>GASAG, Germany</i>	K3 Modern Group Accounting and Group Reporting <i>Birgit Marbler</i> <i>ESTAG, Austria</i>
13:45	Questions/Break		
14:00	Closing Ceremony		
14:15 – 15:00	End of Conference and Quick Lunch in the Exhibition Area		

EVENING EVENT



The Thursday evening dinner and social event will be held at the Remise, a former tram depot that has been transformed into a unique multifunctional venue. In this architecturally attractive and fascinating “hot spot” located in Vienna’s second district, you will enjoy an evening of stunning culinary delights and stirring musical and artistic performances. We invite you to party into the night, socialize with your friends and colleagues and thoroughly enjoy this memorable event. A shuttle service will take you from the Hofburg or from all official conference hotels to the Remise and back.