

TPPA Marketing & Customer Service Conference
March 31-April 2, 2008 Marriott Courtyard/Residence Inn
at the Convention Center Austin, Texas

Monday, March 31, 2008

Noon – 6:00 pm
 2:00 pm – 5:00 pm
 5:00pm – 6:00pm

Registration
M&CS Committee Meeting
Welcome Reception

Tuesday, April 1, 2008

8:00am – 6:30 pm
 8:30am – 11:30am
 8:30am – 8:45am

 8:45am – 9:30am
 9:30am - 9:45am
 9:45am – 10:30am
 10:30am – 11:30am

 11:30am - 1:00pm

Registration
General Session
Welcome – Jim Briggs, President, TPPA Board of Directors and Assistant City Manager, Utilities, Georgetown
TPPA/Texas Update – Mark Zion, TPPA
Break
Energy Megatrends – Mark Gabriel, R.W. Beck
What Are They Thinking?: Key Insights Regarding Energy Efficiency -
 Suzanne Shelton, Shelton Group
Lunch – On your own

1:00pm - 2:45pm

Concurrent Sessions

<i>Time</i>	Track A	Track B
1:00pm – 1:50pm	IVR Update and Public Power Options – Steve Collier, Milsoft Utility Solutions	U.S. Post Office Regulations and Public Power Implications – Barbara Pokorny, USPS – Austin and Veronica White, USPS – San Antonio
1:55pm - 2:45pm	The Intelligent Utility – Gene Wolf, Lone Wolf Engineering	Access to Customer Information – What's Permitted and What's Not – Zandra Pulis, CPS Energy

2:45pm - 3:05pm

Break

3:05pm - 4:50pm

Concurrent Sessions

<i>Time</i>	Track A	Track B
3:05pm - 3:55pm	Energy Efficiency & Energy Audits – David Koliba, Garland Power & Light and Paul Conlan, Enercom	Customer Payment Options – Mike Connor, BTU and Sylvia Arnold, CPS Energy
4:00pm - 4:50pm	Current Trends in Electric Pricing – Bryan Scott, Utilipoint	Case Study: Strategic Planning Techniques – Susan Walker, Brownsville PUB and Lynn Adams, R.W. Beck

5:00pm – 6:30pm

Reception

Wednesday, April 2, 2008

7:30 am – 11:30 am
 7:30am – 8:30am
 8:30am –11:30am
 8:30am – 9:30am

 9:30am – 10:15am

 10:15am – 10:30am
 10:30am – 11:30am

 11:30am – 11:45am

Registration
Breakfast with discussion topics
General Session
Global Warming and the Austin Climate Protection Plan – Austin Mayor Will Wynn
State of Texas – Why Energy Conservation? – Dub Taylor, State Energy Conservation Office
Break
Public Power Energy Efficiency Case Studies – Jerrell Gustafson, Austin Energy and Bruce Evans, CPS Energy
Wrap-up & Drawing for Door Prizes

Revised – 10/15/07