

TPPA Marketing & Customer Service Conference

February 13-15, 2019 Westin Riverwalk San Antonio, Texas

WEDNESDAY, FEBRUARY 13, 2019

1:00pm – 5:30pm	Registration (Navarro Ballroom Foyer)
2:00pm – 5:00pm	M&CS Committee Meeting (Navarro B Ballroom) <ul style="list-style-type: none">• National Accounts – Karma Nilsson, CPS Energy• Utility Scams – Jen Myers, Oncor• Business Meeting
5:00pm – 6:00pm	Welcome Reception (Olivares, River Level) – Sponsored by Brownsville PUB

THURSDAY, FEBRUARY 14, 2019

8:00am – 5:30pm	Registration (Navarro Ballroom Foyer)
8:30am – 11:30am	General Session (Navarro A Ballroom)
8:30am – 8:45am	Welcome M&CS Committee Chair , Leticia Zavala Jones, Georgetown Utility Systems and TPPA President Kean Register, Bryan
8:45am – 9:30am	TPPA/Texas Update – Russ Keene, TPPA
9:30am - 9:45am	Break (Navarro Ballroom Foyer) Sponsored by Austin Energy
9:45am – 10:30am	Using the Power of Social Media to Connect with Customers – Sam Gonzales, American Public Power Association
10:30am – 11:30am	Electricity 101: How to Help Employees and Customers Understand the Basics – Steve Collier, Milsoft Utility Solutions
11:30am – 1:00 pm	Lunch on your own
1:00pm - 4:50pm	General Session (Navarro A Ballroom)
1:00pm – 1:50pm	PUC Customer Rights – Chris Burch, Public Utility Commission of Texas
1:55pm – 2:45pm	Understanding the Customer Experience – Michael Vigeant, GreatBlue Research
2:45pm - 3:05pm	Break (Navarro Ballroom Foyer) Sponsored by Garland Power & Light
3:05pm – 3:55pm	Hidden Gems in the Utility Code – Paul Gonzalez, Davidson & Troilo
4:00pm – 4:50pm	Electronic Payment Security & PCI Compliance – Nicole Haskins, Paymentus
5:00pm – 6:00pm	Reception (Navarro B Ballroom) Sponsored by Automated Energy, Inc., Bryan Texas Utilities and other sponsorships available*

FRIDAY, FEBRUARY 15, 2019

7:00am – 11:00am	Registration (Navarro Ballroom Foyer)
7:30am – 8:30am	Breakfast (Navarro B Ballroom) Sponsored by Automated Energy, City of Fredericksburg, College Station Utilities, GEUS and other sponsorships available*
8:30am – 11:30am	General Session (Navarro A Ballroom)
8:30am – 8:35am	Welcome M&CS Vice Chair , Gretchen Reuwer, New Braunfels Utilities
8:35am – 9:20am	Customer Service: Leadership Issues & Culture – Patty Cruz, Hometown Connections
9:20am – 9:40am	Break (Navarro Ballroom Foyer) Sponsored by Georgetown Utility Systems and other sponsorships available*
9:40am – 10:50am	Nonverbal Communication = Good Customer Service – Erick Rheam, Automated Energy
10:50am – 11:00am	Wrap-up & Drawing for Door Prizes Sponsored by M&S Engineering, Seguin and other sponsorships available*

* Sponsorship information is available by contacting Josie Caballero at TPPA at josie@tppa.com or call 512-472-5965, Ext. 10



Texas Public Power Association

Updated 12/12/18