

# TPPA Marketing & Customer Service Conference February 12-14, 2020 Sheraton Austin (Austin, Texas)

## WEDNESDAY, FEBRUARY 12, 2020

1:00pm – 5:00pm

Registration (Ballroom F Foyer)

2:00pm – 5:00pm

M&CS Committee Meeting (Ballroom E)

- **Reducing Risk Through On-Going Transportation Safety in the Workplace** – Lisa Robinson, National Safety Council
- **Roundtable Discussion on Utility Bill Designs**
- Business Meeting

5:00pm – 6:00pm

Welcome Reception (The sideYard) – Sponsored by **Brownsville PUB**

## THURSDAY, FEBRUARY 13, 2020

8:00am – 5:30pm

Registration (Ballroom F Foyer)

8:30am – 11:30am

General Session (Ballroom E)

8:30am – 8:45am

Welcome M&CS Committee Chair, Leticia Zavala Jones, Georgetown Utility Systems and TPPA President Kent Myers, Fredericksburg

8:45am – 9:30am

TPPA/Texas Update – Russ Keene, TPPA

9:30am - 9:50am

Break & Exhibits (Capitol View Terrace South) Sponsored by **Austin Energy**

9:20am – 10:35am

ERCOT Communications and Public Power – Leslie Sopko, ERCOT

10:35am – 11:30am

Active Shooter Training: **How to Prepare** – Armando Ramirez, ALERRT

11:35am – 1:00pm

Lunch (The sideYard) Sponsored by **Georgetown Utility System, New Braunfels Utilities and Schneider Engineering**

1:00pm - 4:50pm

General Session (Ballroom E)

1:00pm – 1:50pm

Payment Card Industry Standards and Trends – Randy Schroder, NISC and Lisa Fennell, NISC

1:50pm – 2:40pm

Mental Health Issues in the Workplace – Natalie C. Rougeux, Rougeux & Associates

2:40pm - 3:00pm

Break & Exhibits (Capitol View Terrace South) Sponsored by **Garland Power & Light**

3:00pm - 3:50pm

Are you Serving as the Subject Matter Expert for EV & Solar? – James Foutz, Georgetown and Jeff Morriss, NBU

3:50pm – 4:50pm

Panel Discussion on Call Center Best Practices – DeAnna M. Hardwick, CPS Energy; Jennifer Floyd, Austin Energy; and April Bonifazi, BTU

5:00pm – 6:00pm

Reception (Creekside) Sponsored by **Automated Energy and Bryan Texas Utilities**

## FRIDAY, FEBRUARY 14, 2020

7:00am – 11:00am

Registration (Ballroom F Foyer)

7:30am – 8:30am

Breakfast (Ballroom GH) Sponsored by **City of Fredericksburg, College Station and GEUS**

8:30am – 11:00am

General Session (Ballroom E)

8:30am – 8:35am

Welcome M&CS Vice Chair, Gretchen Reuwer, New Braunfels Utilities

8:35am – 9:20am

Panel Discussion on Key Accounts – David Hubbard, NBU; Danielle Murray, Austin Energy; and Meagan Brown, BTU

9:20am – 9:40am

Break & Exhibits (Capitol View Terrace South) Sponsored by **Seguin**

9:40am – 10:50am

Keynote: **Resilience and Managing Change** – Courtney Clark

10:50am – 11:00am

Wrap-up & Drawing for Door Prizes Sponsored by **M&S Engineering and Schneider Engineering**

