

## Utility Leadership Conference

**November 10-12, 2010**

### Holiday Inn and Conference Center- Pigeon Forge

This conference is designed for Utility Commissioners and Managers to assist with their effectiveness as utility leaders. Learn organizational, operational and ethical responsibilities of Commissioners, Board Members, General Managers and Staff. Two informational tracks will be offered for those new to Utility Leadership and for those with experience in the industry. We recommend the following: Basic Leadership Track for one year or less experience as Commissioner and Advanced Leadership for two years or more experience. Those attending the Basic Leadership Track will receive a pin and certificate of completion.

#### **Conference Registration:**

*Before* October 29, 2010 -- \$200 Member, \$400 Non-Member

*After* October 29, 2010 -- \$250 Member, \$500 Non-Member

#### **Wednesday, November 10, 2010**

3:00 pm – 5:30 pm      Registration (*Conference Center Lobby*)

#### **Thursday, November 11, 2010**

7:00 am – 4:30 pm      Registration (*Conference Center Lobby*)

7:00 am – 8:30 am      Continental Breakfast (*Salon C*)

**Pigeon Forge Holiday Inn  
& Conference Center  
3230 Parkway  
Pigeon Forge, TN 37868  
(Just past light #6)**

**Hotel Reservations: (888) 400 9714**  
www.4lodging.com/PGFTN

**Room rate \$73.99 K/D,  
Hotel reservation cut-off: October 10, 2010**

	<b>Basic Leadership (Salon A)</b>	<b>Advanced Leadership (Salon B)</b>
8:30 – 9:30 am	Board Basics	Industry Trends – <i>Jason Griffin, Gresham, Smith and Partners</i>
9:45 – 11:15 am	Budgets	Next Generation Issues: Workforce Development Succession Planning/Recruitment <i>John Van Mol, DVL Advertising and Public Relations</i> Lifestyle /Education <i>Margo Farnsworth, Cumberland River Compact</i>
11:30 am – 1:00 pm	<b>LUNCH (Salon C)</b>	
1:00 – 2:00 pm	Rates and Fees	Government/Utility Accounting – <i>Dr. Robert Smith, MTSU</i>
2:00 – 3:00 pm	Policies	Capital Budgeting and Finance – <i>Dr. Robert Smith, MTSU</i>
3:00 – 4:00 pm	Board Meetings	Investment Strategies <i>Keener Billups, Wiley Bros.-Aintree Capital</i>

#### **Friday, November 12, 2010**

	<b>Basic Leadership (Salon A)</b>	<b>Advanced Leadership (Salon B)</b>
7:30 – 9:00 am	<b>Country Breakfast Buffet (Salon C)</b>	
9:00 – 10:30 am	Board Appointments	Rate Structuring <i>Jackson Thornton &amp; Co., P.C.</i>
10:30 – 11:30 am	Compensation and Ethics	Communicating – How to Preserve Rates <i>Karen Snyder, Snyder Communications</i>
11:30 am – 1:00 pm	<b>Sandwich Bar Open (Salon C)</b>	
1:00 – 2:00 pm	Board Staff Relations	Fees/Rates/Accounting Revenues– <i>John Hall, TAUD</i>
2:00 – 3:30 pm	Planning	Common Threads and Consistency – <i>John Hall, TAUD</i>



