

# TPPA Marketing & Customer Service Conference

## February 7-9, 2022 Westin Riverwalk (San Antonio, Texas)

### MONDAY, FEBRUARY 7, 2022

1:00pm – 5:00pm

2:00pm – 5:00pm

5:00pm – 6:00pm

### TUESDAY, FEBRUARY 8, 2022

8:00am – 5:30pm

8:30am – 11:30am

8:30am – 8:45am

8:45am – 9:30am

9:30am - 9:45am

9:45am – 10:45 am

10:45am – 11:30am

11:35am – 1:00pm

1:00pm - 4:50pm

1:00pm – 1:50pm

1:50pm – 2:40pm

2:40pm - 3:00pm

3:00pm - 3:50pm

3:50pm – 4:50pm

5:00pm – 6:00pm

### WEDNESDAY, FEBRUARY 9, 2022

7:00am – 11:00am

7:30am – 8:30am

8:30am – 11:00am

8:30am – 8:35am

8:35am – 9:20am

9:20am – 9:40am

9:40am – 11:00am

11:00am – 11:15am



TEXAS PUBLIC  
POWER ASSOCIATION

Registration (Ballroom Foyer)

M&CS Committee Meeting (Navarro A, Ballroom Level)

- Bill Inserts Discussion (critical load and load shed)
- Creative Ways to Communicate Outages
- Working with Customers on Generator Issues
- Roundtable Discussion

Welcome Reception (Olivares, River Level) Sponsored by GEUS, and Milpost

Registration (Ballroom Foyer)

General Session (Navarro B, Ballroom Level)

Welcome M&CS Committee Chair, Gretchen Reuwer, New Braunfels Utilities and TPPA President Alicia Hooks, GEUS

TPPA/Texas Update – Shelly Botkin, TPPA

Break & Exhibits (Ballroom Foyer) Sponsored by City of Seguin

Lessons Learned from the Winter Storm Panel – Speaker TBD

Crisis Communications Public Power Panel – Meagan Brown, Bryan Texas Utilities, Melissa Krause, New Braunfels Utilities and Kami Williams, GEUS

Lunch on your own

General Session (Navarro B, Ballroom Level)

Solar Customers: Communicating the Reality – Jeff Morriss, New Braunfels Utilities

Engaging Kids (and their Families) in Public Power – Jim Purcell, Milepost and Samantha Hart, Consulting

Break & Exhibits (Ballroom Foyer) Sponsored by Garland Power & Light

Energy Efficiency: Revamping & Re-Engaging Customers – Andrew Cummings, New Braunfels Utilities, Jimmy Dickey, GEUS and Ken Dupre, Bryan Texas Utilities

Federal Update – Michael Nolan, MJN Consulting

Reception (Navarro A, Ballroom Level) Sponsored by Bryan Texas Utilities and Automated Energy

Registration (Ballroom F Foyer)

Breakfast (Navarro A, Ballroom Level) Sponsored by Brownsville PUB

General Session (Navarro B, Ballroom Level)

Welcome M&CS Committee Vice Chair, Matt Rose, Lubbock Power & Light

Equity in Public Utility Operations - Keree Brannen, Austin Energy

Break & Exhibits (Ballroom Foyer) Sponsored by Brownsville PUB

Changing Workforce Issues: Work from Home, HR Issues & Mental Health Issues - Kerry Overton, Austin, Adriana Sanchez, New Braunfels Utilities and Mental Health Speaker TBD

Wrap-up & Drawing for Door Prizes Sponsored by City of Fredericksburg, M&S Engineering, and Schneider Engineering