

# 2023 TPPA MARKETING & CUSTOMER SERVICE CONFERENCE SCHEDULE

MON MARCH 6

TIME	SESSION	SPEAKER(S)	LOCATION
12:00PM – 5:00PM	Registration		San Gabriel Foyer
1:00PM – 4:00PM	M&CS Committee Meeting	Chair: Matt Rose, Lubbock Power & Light Vice Chair: Meagan Brown, Bryan Texas Utilities	San Gabriel Ballroom FGHJK
4:00PM – 5:00PM	Welcome Reception		Live Oak Patio

TUES MARCH 7

TIME	SESSION	SPEAKER(S)	LOCATION
8:00AM – 5:30PM	Registration		San Gabriel Foyer
9:00AM – 9:15AM	Welcome and Opening Session	Mike Wittler, Kerrville Public Utility Board	San Gabriel Ballroom FGHJK
9:15AM – 9:45AM	TPPA/Texas Update	Shelly Botkin, TPPA	San Gabriel Ballroom FGHJK
9:45AM - 10:15AM	Refreshment Break		San Gabriel Foyer
10:15AM – 10:45AM	The PUC and Public Engagement	Mike Hoke, Public Utility Commission of Texas	San Gabriel Ballroom FGHJK
10:45AM – 11:30AM	Crisis Communications - Options vs. Answers	Jeff Hahn, Hahn Public	San Gabriel Ballroom FGHJK
11:30AM – 1:00PM	Lunch on Your Own		
1:00PM – 1:50PM	The Changing Nature of Communicating about Infrastructure	Keri Stephens, University of Texas	San Gabriel Ballroom FGHJK
2:00PM – 2:50PM	EOP and Beyond	Ned Brown, Schneider Engineering, LLC and Meagan Brown, Bryan Texas Utilities	San Gabriel Ballroom FGHJK
2:50PM – 3:15PM	Refreshment Break		San Gabriel Ballroom FGHJK
3:15PM- 4:00PM	Comptroller's Office Update	Lisa Craven, Deputy Comptroller and Chief of Staff, Comptroller Glenn Hegar	San Gabriel Ballroom FGHJK
4:10PM - 5:00PM	Engaging with your Community During Public Power Week	Allison M. Bueché, Kerrville Public Utility Board and Matt Rose, Lubbock Power and Light	San Gabriel Ballroom FGHJK
5:00PM – 6:00PM	Reception		Live Oak Patio

WED MARCH 8

TIME	SESSION	SPEAKER(S)	LOCATION
7:00AM – 11:00AM	Registration		San Gabriel Foyer
7:30AM – 8:30AM	Breakfast		San Gabriel Foyer
8:30AM – 8:35AM	Welcome from M&CS Chair and Vice Chair	Chair: Matt Rose, Lubbock Power & Light Vice Chair: Meagan Brown, Bryan Texas Utilities	
8:35AM – 9:20AM	Low Income Assistance	Michael De Young, TDCHA and Jesus Hernandez, CPS Energy	San Gabriel Ballroom FGHJK
9:30AM – 10:15AM	Response and Restoration Efforts after Mara	Mike Westbrook, City of Georgetown	San Gabriel Ballroom FGHJK
10:15AM – 10:30AM	Refreshment break		San Gabriel Foyer
10:30AM – 11:15AM	Federal Update	Michael Nolan, MJN Consulting	San Gabriel Ballroom FGHJK
11:15AM – 11:30AM	Door prizes and final notes		San Gabriel Ballroom FGHJK