Reconnect, recharge and power up for the future

THE ACADEMY
Business & Financial Conference
September 19 - 22, 2021
Denver, Colorado

NEW IDEAS AND APPROACHES TO
ACCOUNTING, FINANCE, CUSTOMER SERVICE, PRICING, RISK MANAGEMENT, INFORMATION TECHNOLOGY, AND HUMAN RESOURCES
### Monday, September 20

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>9:15 – 10:30 a.m.</td>
<td>Customer Accounting &amp; Services, Accounting &amp; Finance, Human Resources, Information Technology, Pricing &amp; Market Analysis, Risk Management &amp; Insurance</td>
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<tr>
<td>10:45 a.m. – Noon</td>
<td>Using AMI Data for Rate Design, GASB Update, Sprucing Up Your Board Presentations, Big League Organizational Development on a Sandlot Budget, Cyber Program Development Across the Enterprise, Using AMI Data for Rate Design, State of the Property Insurance Market</td>
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<tr>
<td>3:15 – 4:30 p.m.</td>
<td>CSR Environment: Times Are a Changin’, The Role of the Audit Committee, Federal Legislation and Public Power, A Continued Journey in Diversity, Equity &amp; Inclusion, Managing Supply Chain and Critical Cyber Vulnerabilities, Preparing for Major Events, Vendor Risk Management</td>
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### Tuesday, September 21

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<td>10:30 – 11:45 a.m.</td>
<td>Customer Accounting &amp; Services, Accounting &amp; Finance, Human Resources, Information Technology, Pricing &amp; Market Analysis, Risk Management &amp; Insurance</td>
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### Wednesday, September 22

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<td>8:30 – 9:45 a.m.</td>
<td>Customer Accounting &amp; Services, Accounting &amp; Finance, Human Resources, Information Technology, Pricing &amp; Market Analysis, Risk Management &amp; Insurance</td>
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<tr>
<td></td>
<td>Creating Value from your Data Assets, Creating Value from your Data Assets, Turning Positivity into Performance, Customer &amp; Financial Statement Platform Exchange, Community Solar Financing Options, Improving Enterprise Risk Management</td>
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Sunday, September 19

8:30 a.m. – 5 p.m.
Preconference Seminars

8:30 a.m. – Noon
Fostering Utility Resilience and Preparedness
In the face of compounded crises and challenges, many utility leaders are reworking their emergency preparedness, business continuity, and crisis management programs to better reflect today’s risks. Walk through how crises can affect your workplace, workforce, IT systems, and third-party suppliers, how to craft plans that mitigate these effects, evaluate your current preparedness program, and establish best practices. Learn how to create a holistic, agile, and practical preparedness program for your utility.

1:30 – 5 p.m.
Approaching Challenges in Public Utility Accounting
From new Government Accounting Standards Board standards implementation to American Rescue Plan funds, public utility accountants and financial planners face changes that could be difficult to follow. Obtain practical guidance on employing future accounting standards—with a focus on GASB 87 and 96—by walking through real-life examples and completing exercises that hit on key topics of interest, preparing you for the changes ahead.

5 – 6:30 p.m.
Welcome Reception

Monday, September 20

7 – 8 a.m.
Networking Continental Breakfast

8 – 8:45 a.m.
Opening General Session
Chair’s Address
Colin Hansen, Executive Director, Kansas Municipal Utilities; and Chair, American Public Power Association

CEO’s Address:
The Future of Public Power
Joy Ditto, President & CEO, American Public Power Association

8:45 – 9:15 a.m.
Break
Monday, September 20

9:15 – 10:30 a.m.

**Breakout Sessions**

- Customer Accounting and Services Roundtable
- Practical Guidance on Implementing GASB 87
- Prioritizing and Acting on ESG
- HR Exchange
- Information Technology Roundtable
- Looking Inside the Crystal Ball: Predicting Trends
- Risk Management & Insurance Roundtable

10:30 – 10:45 a.m.

**Break with Sponsors**

10:45 a.m. – Noon

**Breakout Sessions**

- Using AMI Data for Rate Design
- GASB Update
- Sprucing Up Your Board Presentations
- Big League Organizational Development on a Sandlot Budget
- Cyber Program Development Across the Enterprise
- State of the Property Insurance Market

Noon – 1:30 p.m.

**Lunch on your own**

Key to Sessions

Customer Accounting & Services
Accounting & Finance
Human Resources
Information Technology
Pricing & Market Analysis
Risk Management & Insurance
Make Your Plans
www.PublicPower.org/BandF
Visit our web site for more information about the 2021 Business & Financial Conference, including:

- How to register
- Group discounts
- Complete program information
- Hotel information

1:30 – 2:45 p.m.
**Breakout Sessions**

- Helping Customers through Abnormal Times
- Empowering Accounting with Data Throughout the Asset Life Cycle
- Strategic Financial Planning
- The Culture Journey: Uniting Teams to Improve Results
- Identity Management and Multi-Factor Authentication Guidelines
- State of the Casualty Insurance Market

2:45 – 3:15 p.m.

- Break with Sponsors

3:15 – 4:30 p.m.
**Breakout Sessions**

- CSR Environment: Times Are a Changin'
- The Role of the Audit Committee
- Federal Legislation and Public Power
- A Continued Journey in Diversity, Equity & Inclusion
- Managing Supply Chain and Critical Cyber Vulnerabilities
- Preparing for Major Events
- Vendor Risk Management

5 p.m.

Happy Hour with Colleagues
Tuesday, September 21

7:30 – 8:30 a.m.
Women in Public Power Networking Breakfast

Networking Continental Breakfast

8:45 – 10 a.m.
General Session
The Future of Work in the Post Pandemic World

Many experts have opined on how the workplace will change after COVID-19, and the estimates range from ‘return to normal’ to ‘everyone working remotely.’ This session will delve into what this means for public power utilities. Based on a review of popular literature, interviews with utility leaders, and surveys of utilities and the general public, learn and understand the current thinking on the issue, and hear recommendations for leaders on how to structure their organizations — and change their thinking — as employees return to work.

Barry Moline, Executive Director, California Municipal Utilities Association, and Michael Bell, Principal, Bell Burnett and Associates

10 – 10:30 a.m.
Break with Sponsors

10:30 – 11:45 a.m.
Breakout Sessions
☐ Customer Engagement Trends
☐ Large Utility Roundtable
☐ Small Utility Roundtable
☐ Changes and Trends in Employment Law
☐ Using IT to Improve Operational Efficiencies & Resiliency
☐ EVs Are Coming — But How Soon?
☐ Defining Risk Tolerance
☐ Joint Action Agency and State and Regional Association Roundtable

11:45 a.m. – 1:30 p.m.
Lunch on your own
Wednesday, September 22

7:30 – 8:30 a.m.
Networking Continental Breakfast

8:30 – 9:45 a.m.
Breakout Sessions
- Creating Value from your Data Assets
- Turning Positivity into Performance
- Customer & Financial Management Platform Exchange
- Community Solar Financing Options
- Improving Enterprise Risk Management

9:45 – 10:15 a.m.
Break

10:15 – 11:30 a.m
Closing General Session
Preventing a Burnout Epidemic

Since March 2020, many of us have been operating in crisis mode: quick pivots, learning new policies and processes on the fly while navigating growing societal unrest. Whether working from home or navigating risks of a shared work space, one thing is clear: we are all battling unavoidable strain. This unchartered time in our careers requires prevention strategies and tactics to manage burnout and boost our resilience. Jennifer Moss—globally recognized as an expert in workplace culture and burnout—will walk through the current realities and provide tangible solutions to increasing psychological fitness for a healthier and happier today and future.

Jennifer Moss, award-winning journalist, public speaker, and author of “The Burnout Epidemic: The Rise of Chronic Stress and How We Can Fix It”

11:30 a.m.
Conference adjourns
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