



September 14 - 15
2020 | **THE ACADEMY**
Business & Financial
Virtual Conference



Monday, September 14

All times Eastern

11 – 11:45 a.m. **Opening General Session**
10 – 10:45 a.m. CT / 9 – 9:45 a.m. MT / 8 – 8:45 a.m. PT
Recommended CEUs .1 / PDHs 1 / CPEs 1.2

Chair's Address

Jolene Thompson, President & CEO, American Municipal Power, Inc., Columbus, Ohio; and Chair, American Public Power Association

Well before APPA was founded, public power utilities set a strong foundation in their communities that allowed for resilience and innovation. Then as now, engaging with our communities and connecting with our customers reminds them of the value of community ownership.

The State of Public Power

Joy Ditto, President & CEO, American Public Power Association

As we reflect on 80 years of being connected as a public power community, we also reflect on how we have endured the recent pandemic and other crises throughout our history. Get the latest update on how APPA is working to protect the interests of public power in Washington, D.C., and helping our members to navigate an increasingly complex industry.

11:45 a.m. – Noon **Break**
10:45 – 11 a.m. CT / 9:45 – 10 a.m. MT / 8:45 – 9 a.m. PT

12 – 1 p.m.

Breakout Sessions

11 a.m. – Noon CT / 10 – 11 a.m. MT / 9 – 10 a.m. PT

Recommended CEUs .1 / PDHs 1 / CPEs 1.2

1. Lessons Learned from COVID-19: Customer Service

CPE Field of Study: Specialized Knowledge

Whether you closed your facilities to the public or kept them open, had customer service staff work remotely or from modified work spaces, or changed up how you connected with customers during the height of the pandemic – share what you took away from the experience and hear the practices your peers recommend in handling customer accounting and services.

2. Cyber Risk Management for Finance Pros

CPE Field of Study: Management Services

Everyone has a part to play in keeping a utility safe from cyber-attacks. Review key problem areas you might encounter in accounting and finance, how you can play a part in preventing attacks, and what systems and procedures you can put in place to reduce the cost and impact of an attack within your organization's finance department.

John Kolar, Fraud Manager, Wells Fargo, Minneapolis, Minnesota

3. Human Resources & Training Roundtable

HRCI: 1 / CPE Field of Study: Personnel/HR

Come prepared to discuss current issues in human resources and bring examples of successful training programs. Meet with peers to review the major challenges you each face within your organization.

4. Cloud-based Utility Applications: More than a Feeling

CPE Field of Study: Information Technology

For years we have watched as utilities slowly started the technology shift to the cloud and apps. Many held back while the early adopters made the move, but the mass migration to “cloud heaven” is in full effect. This session will shed light on how the focus has shifted from edge applications and hosting to full cloud enterprise solutions. Integration between cloud and on-prem legacy systems will also be covered in this session.

Kevin Clancey, Managing Partner, SpryPoint, Charlottetown,
Prince Edward Island, Canada

5. Pricing & Market Analysis Roundtable

CPE Field of Study: Specialized Knowledge

We asked, you answered -- and now we'll discuss in depth. Join a roundtable discussion covering the primary issues you are dealing with at your utility in response to COVID-19 and other matters brought up on a survey of the Pricing and Market Analysis Committee.

6. Risk Management & Insurance Roundtable

CPE Field of Study: Management Services

Meet with your utility peers to share successes and challenges in risk management and insurance. Be prepared to discuss hot button topics and take away new ideas.

7. Survey Says: Public Power Needs Different Approach to Fixed Asset Accounting

PowerPlan, Inc. surveyed hundreds of finance and accounting employees at public power utilities regarding their current fixed asset accounting practices and future priorities. The responses identified three key priorities which can help you evolve your approach to fixed asset accounting. Join us to hear these top trends for public power and learn how you can stay ahead of the curve.

Cherish Loog, Product Manager, PowerPlan, Inc., Atlanta,
Georgia

1 – 1:30 p.m.

Break

Noon – 12:30 p.m. CT / 11 – 11:30 a.m. MT / 10 – 10:30 a.m. PT

1:30 – 2:30 p.m.

Breakout Sessions

12:30 – 1:30 p.m. CT / 11:30 a.m. – 12:30 p.m. MT / 10:30 – 11:30 a.m. PT

Recommended CEUs .1 / PDHs 1 / CPEs 1.2

1. The Financial Impact of COVID-19: Pivoting and Moving Forward

CPE Field of Study: Specialized Knowledge

The COVID-19 pandemic has significantly impacted the country along with the utility industry from both an economic and financial standpoint. Understanding customer needs and demands to meet their expectations is imperative for a utility's operations moving forward. Hear customer insights pre, during, and post COVID-19 through data collected as the pandemic

evolves. Understand the ever-changing financial needs, concerns, priorities and fears of customers, and how utilities can adapt to support these critical needs. This holistic overview will also provide data points for customer service, accounting, and other service departments on how to pivot during these times.

Dan Aschenbach, Consultant, AGVP Advisory, Cranford, New Jersey; and Michael Vigeant, CEO, Great Blue Research, Glastonbury, Connecticut

2. A Roadmap for Operational and Financial Health

CPE Field of Study: Finance

Learn the fundamentals of how to support organizational sustainability through long-term capital, operational, and financial planning. Walk through how to conduct operational reviews that uncover opportunities for improving processes, bolstering internal controls and reducing costs. Then identify how a financial and capital plan can close any budget gaps.

Caitlin Humrickhouse, Consulting Manager, Baker Tilly, Madison, Wisconsin; and Scott Miller, Partner, Baker Tilly, Indianapolis, Indiana

3. Albert, CIS, and CISA: Taking Traffic Analysis from Detail to Worldwide Threat Information

CPE Field of Study: Information Technology

It's sometimes hard to find the expert resources necessary to run a proactive (and affordable) cybersecurity program. Learn about 3 building blocks that can help: the Albert traffic analysis system, the Center for Internet Security, which analyzes Albert data forwarded to their SOC, and CISA Central (formerly the DHS NCCIC), which integrates this and other data to provide a national and international views of the security landscape.

Adrienne Lotto, Senior Director, Energy Security & Resilience Programs, New York Power Authority, White Plains, New York; and Jamie Ward, CIS Services Account Executive, Center for Internet Security, East Greenbush, New York; and Matt Wombacher, Associate Director, CISA Central (formerly NCCIC), Cybersecurity and Infrastructure Security Agency, Washington, D.C.

4. Developing Your Culture as We Move Through This Crisis

CPE Field of Study: Specialized Knowledge

In times of crisis, it's all hands on deck, putting out fires, which means the ongoing work you had planned to grow and nurture your workplace culture could get sidelined. And since we all just went remote, this new way of working is going to require some quick adaptations if we're going to stay on top of things. In this session, culture expert Jamie Notter from Human Workplaces will show you how to develop low-effort culture projects, based on real work he's done with clients, so you can keep your culture moving in the right direction, without distracting your people from the critical work they're doing.

Jamie Notter, Co-Founder and Cultural Designer, Human Workplaces, Washington, D.C.

5. Avoiding Shock: Communicating Rate Changes

CPE Field of Study: Specialized Knowledge

When it comes to their monthly bill, you don't want customers to be caught off guard. If you need to raise your rates or want to offer a new rate design, customers will likely have many questions. Explore strategies for connecting with customers to avoid surprises and explain why any changes are necessary.

John Wolfram, Principal, Catalyst Consulting, Louisville, Kentucky

6. Claims: Maximizing Your Recovery

CPE Field of Study: Management Services

From turbine losses to utility dig in claims, maximizing your recovery and minimizing financial impacts to customers comes down to having the right people and right process for collecting the necessary information. Weigh the benefits and challenges of having an in-house claim department versus hiring a third-party vendor and tips for working with insurers and internal and external customers. Glean some best practices for investigating and documenting claims, and review policy language that extends coverage for claim investigations and forensic accounting.

Jonathan Benoit, Senior Vice President, McGriff, Seibels & Williams, Inc., Birmingham, Alabama; and Heath Silvey, Manager-Risk/Damage Prevention, City Utilities of Springfield, Missouri

- 7. Public Power Post Pandemic Financial Considerations**
In the age of COVID-19 and work from home, public power utilities face challenges ranging from aging accounts receivable, the significant reduction of load, and a rollback of previously approved rate increases. In this environment there are some strategies to employ to help weather these difficulties. Whether it is achieving savings through a refunding transaction to hedging interest rates and the strategic use of cash reserves, all options must be examined through the lens of credit worthiness, financial flexibility, and ratings implications.

Michael Mace, Michael Berwanger, and Chris Lover, Managing Directors, Public Financial Management, Inc., Arlington, Virginia

2:30 – 2:45 p.m.

Break

1:30 – 1:45 p.m. CT / 12:30 – 12:45 p.m. MT / 11:30 a.m. – 11:45 PT

2:45 – 3:45 p.m.

Breakout Sessions

1:45 – 2:45 p.m. CT / 12:45 – 1:45 p.m. MT / 11:45 a.m. – 12:45 p.m. PT
Recommended CEUs .1 / PDHs 1 / CPEs 1.2

- 1. Implementing Customer Engagement Technologies**
CPE Field of Study: Specialized Knowledge
From creating custom customer portals to hosting live online chats and more - new technologies can positively impact the relationship between your customers and all areas of the utility. Hear how other utilities identify, fund and implement customer engagement technologies that also engage customer service, operations and executive teams.

Cindy Shipley, Manager – Customer Service, and Dan Weiss, Manager – IT Applications, City Utilities of Springfield, Missouri

- 2. Accounting for Non-Financial Staff**
CPE Field of Study: Accounting
Accounting standards continue to evolve, with the intent of bringing increased clarity to an organization's financial reporting. However, outside of the finance department, changing processes and information can be confusing. Get a deeper understanding of financial statements and the reporting process.

Chris Lindner, Partner, BKD - CPAs and Advisors, Lincoln, Nebraska; and Heather Overby, Vice President - Finance &

Accounting and CFO, Kentucky Municipal Energy Agency,
Paducah, Kentucky

3. **What if We Can't Come In? Catastrophe Planning for HR**
HRCl: 1 / CPE Field of Study: Personnel/HR
COVID-19, in all of its fury, took many organizations by surprise. Now, it's time to learn from our experiences to be more prepared for the future. Get best practices and hear from an expert on how to enhance and improve your catastrophe plan.

Dethra Giles, Chief Bridge Architect, ExecuPrep, Atlanta,
Georgia

4. **Preparing the Way for Electric Vehicles**
CPE Field of Study: Specialized Knowledge
The vehicle fleet is being increasingly electrified – and not just for light-duty vehicles. Hear how utilities are approaching different rate strategies related to electric transportation, from setting rates for transit fleets to incentives that encourage people to charge EVs off-peak and establishing fair pricing for third party public charging infrastructure.

David Herrick, Planning Analyst, Orlando Utilities Commission, Florida; Patricia Taylor, Senior Manager, Regulatory Policy and Business Programs, American Public Power Association, Arlington, Virginia; and Pete Westlake, New Products and Solutions Manager, Orlando Utilities Commission, Florida

5. **The State of the Market: Broker Roundtable**
CPE Field of Study: Management Services
Disruption is all around: from pandemics, catastrophic weather events and wildfires, to increasing regulation, advancements in technology, cybersecurity threats, and new competition. Disruption isn't just changing the utility business model, it's also changing insurance pricing and availability. Learn how to translate these trends and changes into better terms and contracts for your utility.

Rob Logan, Senior Vice President, McGriff, Seibels & Williams, Inc., Addison, Texas; John Munno, Director of Risk Engineering, Tyler Wooldridge, Director, Gallagher Consulting, Bentonville, Arkansas; and Lori Wheeler, Managing Director, Senior Placement Specialist, QSG – FINPRO, Marsh Wortham, Houston, Texas

6. Construction During COVID: Guidance for Energy Companies

CPE Field of Study: Specialized Knowledge

While the pandemic has brought many activities to a halt, many construction projects are still underway. If your utility has current construction contracts or is considering a new construction project, join us for a discussion on the risks and opportunities in the current climate. With a focus on utilities, the speakers will cover the current state of construction, address key challenges relevant to capital projects, and provide strategies and services that can help mitigate common project areas of risk with COVID-19 considerations. Proactive measures to reduce uncertainty, mitigate potential losses and legal claims, and control capital project budgets, schedule, and costs will also be discussed.

Stephen Bacchetti, Director, and Olga Darlington, Partner,
Moss
Adams, Everett, Washington

3:45 – 4:15 p.m.

Break

2:45 – 3:15 p.m. CT / 1:45 – 2:15 p.m. MT / 12:45 – 1:15 p.m. PT

4:15 – 5:15 p.m.

Breakout Sessions

3:15 – 4:15 p.m. CT / 2:15 – 3:15 p.m. MT / 1:15 – 2:15 p.m. PT

Recommended CEUs .1 / PDHs 1 / CPEs 1.2

1. Protecting Your Workplace from an Active Shooter

CPE Field of Study: Specialized Knowledge

Public places have been rampaged by violent and deadly events in recent years, and your workplace is not immune. Your survival can depend on the way you respond and what guidelines your utility has in place. Hear from the experts on the steps you can take to protect your employees on the front line.

Terry Choate, Co-founder and CEO, Blue-U Defense, Hancock, New Hampshire; Gail Cohen, Support Services Manager, Braintree Electric Light Dept., Massachusetts; and Joseph Hileman, Executive Vice President, Blue-U Defense, Hancock, New Hampshire

2. Public Power's Ratings Outlook

CPE Field of Study: Specialized Knowledge

Representatives from the rating agencies share their outlook for public power and the electric utility industry and discuss

the factors that could influence the utility industry's ratings in the future.

David Bodek, Senior Director, S&P Global Ratings, New York City, New York; and Dennis Pidherny, Managing Director, Public Finance, Fitch Ratings, New York City, New York

3. Teleworking Policies and Technology

CPE Field of Study: Specialized Knowledge

Teleworking has become a norm for many workers in 2020. Yet, the tools available and how HR grants employees access to them varies widely. Discuss what changes to the ways we work today will mean for utility employees in the future.

Julius Aubain, CIO, and Sabrina King-Leonce, Director of HR, Virgin Islands Water & Power Authority, St. Thomas; and Tammie Krumm, Director of Human Resources, Missouri River Energy Services, Sioux Falls, South Dakota

4. Understanding Low-Income Customer Usage

CPE Field of Study: Specialized Knowledge

One of the most important questions about rates is how any changes will impact low-income customers. While utilities cannot establish specific rates for low-income customers, they can better understand how much electricity these customers consume compared to others in the same rate class. Learn how public power utilities have used analysis about electric consumption patterns in discussing rates.

Garry Johnson, Energy Analyst, Austin Energy, Texas

5. Go Green or Go Home: Paying for Renewables and Transferring Risk

CPE Field of Study: Specialized Knowledge

As communities ramp up interest in renewable generation, utilities are exploring how to pay for potentially significant new infrastructure projects. Learn how to manage finance options for renewable initiatives, battery storage considerations, and risk mitigation mechanisms.

Josh Fleischer, Vice President, Loss Control, AEGIS Insurance Services, Inc., East Rutherford, New Jersey; and Anthony Natale, Emergency Preparedness, Consolidated Edison, New York

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2020

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5:15 – 6:15 p.m.

Social Event: Mezcal & Tequila Cocktail Masterclass

4:15 – 5:15 p.m. CT / 3:15 – 4:15 p.m. MT / 2:15 – 3:15 p.m. PT

Fly to Mexico...in your mind! This is about more than just cocktails—it's about taking a sensory journey to the heart of Mexico's culinary culture. You'll be guided through the creation of two to three distinctive mezcal/tequila cocktails whilst learning about flavor profiles and the cultural significance of the ingredients you'll be using. Feel free to ask any questions and queries you have along the way. This is a unique opportunity to have charismatic, knowledgeable, and international award-winning mixologists in the privacy of your own home or office.

Tuesday, September 15

- 10 – 11 a.m.** **Women in Public Power: Coffee & Conversation**
9 – 10 a.m. CT / 8 – 9 a.m. MT / 7 – 8 a.m. PT
Our ever-popular networking event for women working in public power takes on a new format this year. Join your peers for coffee and conversation to celebrate successes and share challenges.
- 10 – 11 a.m.** **Online Networking**
9 – 10 a.m. CT / 8 – 9 a.m. MT / 7 – 8 a.m. PT
Power up with coffee, connections and conversation. Visit with your peers and chat with sponsors.
- 11 a.m. – Noon** **Datashock: Artificial Intelligence, Connectedness, and Ready for the Big Data Future**
Recommended CEUs .1 / PDHs 1 / CPEs 1.2
As we hurtle toward a society and economy powered by artificial intelligence and big data, are we in for shock? Are AI, smart algorithms, big data, and the Internet of Things really taking over? See how increasingly trackable human behavior — from financial transactions to social interactions — could change the way we live, work, and do business. Explore whether AI can help the energy industry make better decisions and improve efficiencies. Learn how to recognize disruptive AI, assess its potential, and prepare for a data- and algorithm-driven future.
- Jennifer Golbeck is an associate professor at the University of Maryland. Her work focuses on how to enhance the way that people interact with their information online. Her research explores the implications of our choices and actions with the internet tools we use daily.
- Noon – 12:15 p.m.** **Break**
11 – 11:15 a.m. CT / 10 – 10:15 a.m. MT / 9 – 9:15 a.m. PT
- 12:15 p.m. – 1:15 p.m.** **Breakout Sessions**
11:15 a.m. – 12:15 p.m. CT / 10:15 – 11:15 a.m. MT / 9:15 – 10:15 a.m. PT
Recommended CEUs .1 / PDHs 1 / CPEs 1.2
- 1. Data-Driven Disruption**
CPE Field of Study: Specialized Knowledge
You deployed advanced metering infrastructure, and now you have a mountain of data. Discuss strategies for how to put the data to use and how public power entities can take advantage

of the tools associated with AMI systems to move their services and operations forward.

Corey Brown, Meter Services Manager, Fayetteville Public Works Commission, North Carolina; and Brad Gall, Data Analyst, The Energy Authority, Jacksonville, Florida

2. Large Utility Roundtable

CPE Field of Study: Accounting

Meet with peers from large utilities to network and discuss the accounting and finance topics that are important to your organization. Come ready to participate and bring your success and challenges to the table.

3. Small Utility Roundtable

CPE Field of Study: Accounting

Meet with peers from small utilities to network and discuss the accounting and finance topics that are important to your organization. Come ready to participate and bring your success and challenges to the table.

4. Lessons Learned from COVID-19: IT

CPE Field of Study: Information Technology

Join this panel discussion about the key lessons learned over the last six months – and how to build new ideas and practices into your future plans.

Peter Kiley, IT Manager, North Attleboro Electric Department, Massachusetts; Becky Lehman, Technology Director, Holland Board of Public Works, Michigan; and Evan O'Mahoney, Vice President of Technology Services, CPS Energy, San Antonio, Texas

5. Rate Design for Energy Storage

CPE Field of Study: Specialized Knowledge

Energy storage could be a game-changing technology for the utility business model. Both utility-scale and residential storage can help utilities reduce transmission expenses and could mitigate wholesale purchase power requirements, but might also complicate load and revenue forecasting. Explore how to balance setting rates to maximize storage potential with making sure that your utility's costs are adequately recovered.

Mark Brown, Utilities Rate Analyst, Fayetteville Public Works Commission, North Carolina

6. Fiduciary Coverage: Don't Let It Get Personal

HRCI: 1 / CPE Field of Study: Management Services

Utility executives and leaders making decisions on behalf of your organization's health, dental, and retirement plans can face personal liability arising out of how these plans are managed. Learn about current market trends, typical fiduciary coverages, and what organizations should do to ensure adequate coverage to reduce personal risk to your executive team and decision makers.

Mike Amberger, Senior Consultant, Portfolio Evaluations Inc., Warren, New Jersey; Jeff James, Partner, Frazier & Deeter, Atlanta, Georgia; and Alan Peterson, Senior Vice President, CAC Specialty, Atlanta, Georgia

1:15 – 1:45 p.m.

Break

12:15 – 12:45 p.m. CT / 11:15 – 11:45 a.m. MT / 10:15 – 10:45 a.m. PT

1:45 – 2:45 p.m.

Breakout Sessions

12:45 – 1:45 p.m. CT / 11:45 a.m. – 12:45 p.m. MT / 10:45 – 11:45 a.m. PT
Recommended CEUs .1 / PDHs 1 / CPEs 1.2

1. AMI: Are Your Customers Telling Your Story?

CPE Field of Study: Specialized Knowledge

Many different sources are telling customers what to expect from AMI – is your utility one of them? Learn how to effectively talk about your utility's transition to AMI and control the narrative so that your customers aren't left with fear, uncertainty, or the wrong message.

Gina Smith, Manager - Advanced Utilities Department, Colorado Springs Utilities, Colorado; and Charise Swanson, Vice President of Consulting & Training, Hometown Connections, Inc., Lakewood, Colorado

2. GASB Update

CPE Field of Study: Accounting (Governmental)

Learn about the latest standards, what's coming down the pipeline, and how the changes might affect your utility.

Deborah Beams, Supervising Project Manager, Governmental Accounting Standards Board, Norwalk, Connecticut

3. Hackathons and Other Tools for Innovation

HRCI: 1/ CPE Field of Study: Specialized Knowledge

It is often hard to step back and find new ways to approach problems. Join our speaker to learn some hackathon-based approaches you can use to generate new ideas across the organization.

Robert Trinnear, Managing Director, The Energy Authority, Jacksonville, Florida

4. Lessons Learned from Time-of-Use Rate Deployment

CPE Field of Study: Specialized Knowledge

With a year or more of having implemented default time-of-use residential rates, learn what public power utilities have to say about deployment thus far. Peruse their data and experiences about whether or not customers shifted usage, how customer's bills changed, how effective the rates have been for cost recovery, and how they communicated with customers about the new rates.

Alcides Hernandez, Pricing Supervisor, Planning, Pricing & Enterprise Performance, SMUD, Sacramento, California; and Randy Reuscher, Utilities Rate Analyst, Fort Collins Utilities, Colorado

5. New Trends in Contractual Risk

CPE Field of Study: Management Services

Wildfires and COVID-19 have changed the game in contractual risk transfer and challenged planning to protect against losses caused by critical resource vendors. Hear from industry experts on emerging methods to transfer risk associated with business interruption and a contingent supply chain. Review contracts for potential risks, determine necessary insurance and indemnification requirements of vendors, and learn how to track vendor performance.

Cynthia Fee, Senior Casualty Power Specialist, AON Risk Services, Sacramento, California; and Jimmy Kinser, Director – Management Services, City Utilities of Springfield, Missouri

2:45 – 3 p.m.

Break

1:45 – 2 p.m. CT / 12:45 – 1 p.m. MT / 11:45 a.m. – Noon PT

3 – 4 p.m.

Breakout Sessions

2 – 3 p.m. CT / 1 – 2 p.m. MT / Noon – 1 p.m. PT

Recommended CEUs .1 / PDHs 1 / CPEs 1.2

1. Customer Satisfaction Pays

CPE Field of Study: Specialized Knowledge

Industry research data makes clear that customer satisfaction affects your utility's bottom line. Review how utility customer satisfaction compares to other industries and learn strategies for boosting revenues through innovations in customer engagement. Explore the benefits of customer satisfaction on operating margin, revenue growth, and other results.

Jim Malcom, Chief Operating Officer, Apogee Interactive, Atlanta, Georgia; and Ellen Richardson, Former Vice President, Participant Services, Electric Cities of Georgia, Atlanta

2. Issuing Bonds in an Evolving Market

CPE Field of Study: Accounting (Governmental)

If your utility is issuing bonds over the next year, then you'll want to join in to learn about the latest bond types and options, competitive versus negotiated sales couponing, and how current market conditions and volatility might affect the process.

Greg Dawley, Managing Director, Christine Pihl, Managing Director, and Robert Wong, Vice President, RBC Capital Markets, Seattle, Washington

3. Ask the Attorney

HRCI: 1 / CPE Field of Study: Personnel/HR

A perennial favorite among public power HR pros. Have your list of challenges and questions at the ready and learn how the experts – two employment attorneys – have handled similar challenges or recommend proceeding based on similar situations. Discuss how various industry challenges relate to your workforce and stay ahead of emerging issues faced by other utilities.

Mike Oliver Eckard, Office Managing Shareholder / Employment Attorney, Ogletree Deakins, Atlanta, Georgia; and Damon Elmore, Senior Executive Director - People Strategy and General Counsel, Muncie Power Products, Inc., Muncie, Indiana

4. Cybersecurity: Is Your Utility Ready for the Inevitable?

CPE Field of Study: Information Technology

Go beyond the firewalls of cybersecurity and address important risk management topics including: tailoring your insurance coverage to protect your utility, key roles for risk managers, and addressing cyber risk in contracts. Learn what you can do and what tools can help your organization prepare for an inevitable cyber-attack.

Sarah Baldys, Senior Vice President, FINPRO Energy & Power, Marsh JLT Specialty; and Sam Rozenberg, Engineering Services Security Director, American Public Power Association, Arlington, Virginia

5. Alternative Rates for Solar PV

CPE Field of Study: Specialized Knowledge

As more customers install rooftop solar panels, more might have different expectations about the value of the generation these systems supply to the grid. Explore the different rate design options that have been tried and contemplated with the goal of ensuring cost recovery and setting a fair rate for solar PV.

Tim Maier, General Manager, McPherson Board of Public Utilities, Kansas; Jeannette Olko, Electric Utility Division Manager, City of Moreno Valley, California; Lawrence Strawn, Corporate Analytics and Planning Manager, Orlando Utilities Commission, Florida; and Adam Young, Director, Finance and Rates, Burns & McDonnell, Kansas City, Missouri

6. Marginal Costs Drive Rate Designs: Understanding the Benefits

Utilities are developing rate strategies based on marginal costs and sending price signals that lower utility costs. Dynamic pricing options are used to enable customer attraction, retention, and distributed generation strategies. This session describes how marginal costs combined with traditional cost of service studies ensure price signals benefit customers, the utility and the strategies that enhance customer acceptance.

Mark Beauchamp, President, and Chris Lund, Manager, Utility Financial Solutions, Holland, Michigan

4 – 4:30 p.m.

Break

3 – 3:30 p.m. CT / 2 – 2:30 p.m. MT / 1 – 1:30 p.m. PT

4:30 – 5:30 p.m.

Closing Breakout Sessions

3:30 – 4:30 p.m. CT / 2:30 – 3:30 p.m. MT / 1:30 – 3:30 p.m. PT

Recommended CEUs .1 / PDHs 1 / CPEs 1.2

1. The Show Must Go On: Customer Accounting & Services' Role in a Crisis

CPE Field of Study: Specialized Knowledge

Pandemic response plans have an emergency management response and plan that is distinct from other types of events. From the customer service and accounting standpoint, an added challenge is how to mitigate fear or discomfort that customers have in interacting with the utility. Learn how utilities continue to provide exceptional customer service during and after a pandemic.

Kasey Ryden, Utility Customer Service Coordinator, and Toni Threatt, Financial Services Coordinator, Edmond Electric, Oklahoma

2. Elevating Your Budgeting Process

CPE Field of Study: Finance

Take your utility's budgeting to the next level. First learn how to determine at what level the utility should budget and then review which non-financial metrics that should be included in the budget.'

Julie Desimone, Partner, and Colleen Rozillis, Director, Advisory Services, Moss Adams, Everett, Washington

3. Lessons Learned from COVID-19: Employees, Risks, and Accounting

HRCI: 1 / CPE Field of Study: Specialized Knowledge

Continuity of Operation Plans for natural disasters or isolated events looked great on paper. Then, COVID-19 came along. Was your organization prepared for the pandemic? Join your peers to discuss what worked, what didn't, and what you will do differently to prepare for the next event. Explore lessons learned from a risk management, human resources, and accounting and finance perspective, such as working remotely, keeping people sequestered, pay policies, workers compensation, and more.

Vinay Dayal, Director, Corporate Insurance, New York Power Authority, White Plains, New York; Danese Simpkins, Human Resources, MEAG Power, Atlanta, Georgia; and Dennis Snook, Manager, Emergency Preparation & Business Continuity, Omaha Public Power District, Nebraska

4. Invaluable Mobile Apps for the Remote Utility Workforce
CPE Field of Study: Information Technology

The paradigm shift has occurred in the utility industry. You actually can have a significant number of remote employees and still operate a utility company effectively. However, you must equip your employees with the right tools and information so that they can provide the level of service your customers expect. In this session we will discuss and demonstrate a plethora of mobile apps that can equip your remote employees to perform at the same level as they do in the office.

Fred Christie, CIO, Easton Utilities Commission, Maryland

5. Pricing and Market Analysis Closing Roundtable
CPE Field of Study: Specialized Knowledge

As the conference nears its end, come join the Pricing and Market Analysis Committee to discuss what you have learned over the past two days, as well as any other pressing issues that have not yet been covered.