



# Customer Connections Conference

November 4-7, 2018  
Orlando, Florida

## Call for Ideas

Help us plan the 2018 Customer Connections Conference. We invite you to share your ideas on what topics and speakers you'd like to see on the conference program.

Please share your ideas with us by filling out this survey:

<https://www.surveymzmo.com/s3/4227288/2018-Customer-Connections-Conference-Call-for-Ideas>

Submissions are due by **Friday, March 23**. Thanks for taking the time to share your ideas.

## About the Conference

The Customer Connections Conference will be held November 4-7, 2018, in Orlando, Florida. The conference is a forum for public power professionals in four critical areas:

- Customer Service
- Energy Services
- Key Accounts
- Public Communications

Conference attendees get the latest information from experts in their fields, learn about the national issues and industry-wide activities and trends that are affecting their communities and utilities, and share experiences and strategies for dealing with key issues and challenges at more than 35 breakout sessions and roundtables.

Bringing together more than 400 public power professionals, the conference is ideal for both industry veterans and those new to the electric utility industry. Attendees typically include specialists, coordinators, analysts, supervisors, managers, directors and vice presidents in their area of specialty, and utility employees with interests and responsibilities in conference topics and with cross-departmental responsibilities.

## Submission Guidelines

Here are a few guidelines to help you understand what we're generally looking for in a proposal:

- Clear topic you would like to see addressed (or you would like to speak about). For example, "New ways utilities can integrate renewable energy into their resource portfolio" is a lot more helpful than just "renewable energy."
- Topics that are of interest to a wide range of public power utilities. Attendees come from all over the country, and represent a wide range of utility sizes, from very large utilities that serve more than 100,000 customers, to very small ones (serving fewer than 5,000 customers)
- Educational content – obviously, we don't want any sales pitches. Ideally, everyone who attends a session will walk away with some new knowledge or ideas that can help them at their utility, regardless if they purchase a product or service.
- Presentations that feature public power case studies or utility-vendor collaborations may be given preference.
- Let us know if you have a specific speaker in mind (including if you are willing to speak on this topic).

## Key Reminders

- Topic submissions are due by March 23.
- Multiple submissions are welcome! Please complete the survey for each topic or session you'd like to propose.
- All topics will be reviewed by the Customer Connections Section and committee officers at the conference planning meeting in April.
- If you propose yourself as a speaker and your suggestion is chosen for the agenda, we anticipate contacting you in May.
- If you would rather provide your input directly, or have supporting documents you would like to submit with your proposal, please email your suggestions or information to: [CustomerConnections@PublicPower.org](mailto:CustomerConnections@PublicPower.org)

## More Information

For more information about the conference, visit:  
[www.PublicPower.org/CustomerConnections](http://www.PublicPower.org/CustomerConnections)

Thank you for your ideas and helping us plan the Customer Connections Conference. We look forward to hearing from you and seeing you in Orlando!