

2010 Public Power Workshop
April 18-20, 2010
Quartz Mountain Resort
Lone Wolf, Oklahoma

Hello to all MESO members. It's time again for the Public Power Workshop.

The workshop will be held April 18-20 at the Quartz Mountain Resort near Lone Wolf, Oklahoma.

Who should attend

This workshop is designed for public power representatives of all types, including administrators, billing department heads, customer service professionals, line superintendents, people who deal with the public and lead your public power utility. It is cosponsored by the Grand River Dam Authority, the Oklahoma Municipal Power Authority, and by MESO. The workshop has a low registration cost, making it affordable for municipal staff to attend and gain valuable information.

Costs

A fee of \$275 pays for the workshop and covers two-days' meals and two-nights' lodging for one. If you attend both days of the conference but don't stay overnight in the resort, the cost is only \$150 per person and includes meals (including breakfast). The costs for other situations are noted on the enclosed registration form.

Opening event

The opening session will consist of teamwork, communication skills and thought-processing presented by Ronda Mikles, Mikles' Marketing & Management, Inc. Ms. Mikles is the president of Mikles' Marketing & Management, Inc., a consulting firm that specializes in customer relations seminars, staff development, sales and motivational conferences. She lives west of Elk City, Oklahoma, and has spoken all across the United States including Kodiak, Alaska and Washington D.C. You won't want to miss this!

Breakout sessions

Breakout sessions are broken into three areas: customer service, electric distribution and administration. Some of the topics include automated meter reading, managing data received from automated meters, LED lighting, and communicating with your customers. The program also includes opportunities for a roundtable discussion in the area of utility billing, for some customer service training, and to hear a panel discussion on the recent ice storm.

Closing session

Steve Collier, Vice President of Business Development, Milsoft Utility Solutions, will be speaking to the group during the closing session. Mr. Collier will talk about where utilities are headed in the future. Mr. Collier has been a sought-after speaker by utility

organizations for many years. His background includes engineering consulting, general manager of the Golden Spread Generation and Transmission Cooperative, and consultant to broadband and communications utilities. He has spoken at many American Public Power Association functions including the Customer Connections Conference in Nashville in 2008. He also spoke at OMPA's annual meeting last September.

Vendors

We have a very successful vendor show with a wide range of vendors including Acudata, Inc., Allgeier Martin Consulting Engineers, Apogee Interactive, Apposite Engineering LLC, Bell Lumber & Pole, C.H. Guernsey & Co., Concrete Services Corp., Curtis Stout, Landis & Gyr, MainStreet Exchange, Nesco LLC, Milsoft Utility Solutions, NorthStar Utilities Solutions, Oklahoma Municipal Assurance Group, Solomon Corp., Pelco Products, T & R Electric Supply Co. Inc., and Williams Construction Co.

Sunday activities

Golf Scramble: A two-person golf scramble will start with tee times beginning at noon at the Quartz Mountain Golf Course. Prizes will be awarded for the longest drive and closest to the pin. Cost is \$28 (includes tax) per person and includes green fees and ½ cart.

Hospitality Suite: There will be a hospitality suite open Sunday afternoon. Please join fellow participants, vendors and staff for fellowship and fun.

Other possibilities. There are some other possibilities for Sunday afternoon activities that could be arranged. Some will only be available if arranged as a group event. They are:

- Winery tour in nearby Roosevelt, free but not open unless arranged as a group.
- Cave exploration at Quartz Mountain, free, can be done on your own or as a group.
- Trail hikes at Quartz Mountain, free, can be done on your own or as a group.
- The Quartz Mountain Fun Park & Water Slide should be open according to their website. Water slides are \$3 for 30 minutes or \$8 for the day. Go carts and bumper cars are \$3 for 30 minutes. This can be done on your own or as a group.
- Off-road Vehicle Park (The Eagles Roost) is available and can be done on your own or as a group. There is a \$5 activity fee.
- Shopping in Mangum. This is not available unless arranged as a group.

A sheet is included for you to indicate what you'd like to participate in as a group. Whatever activities show enough interest, we will then plan as a group activity.

Sunday dinner is on your own. However, we will have snacks in the hospitality suite.

Monday morning and afternoon

A general session for all attendees will start the day off. Lunch will be provided with an opportunity to visit with vendors and get tickets for door prizes. After lunch, there will be two hours of breakout sessions. Mid afternoon will offer another opportunity to visit with vendors during an ice cream social. The official "GRDA vs. OMPA" volleyball game will follow.

Monday evening

We have planned a steak dinner cookout for Monday evening, sponsored by Milsoft Utility Solutions. Fellow workshop attendees will be grilling the steaks. This is included as part of the workshop registration fee. Various activities are planned after dinner. As in the last couple of years, live music will be performed by *Damon Jackson*, a duo of Alex Damon and Dean Jackson.

Tuesday morning

Two more hours of breakout sessions will be held, followed by a break and one last chance to visit with vendors to get more tickets for door prizes. A final general session will be held ending at noon.

Tuesday lunch

Lunch will be provided with the last of the door prizes being given away, along with a drawing for the grand prize.

Registration

Enclosed are the following items:

- workshop registration form,
- golf registration form, and
- other activities form

Please submit your registrations by fax to 405-359-1071, attention Palma Lough or by mail to OMPA, P O Box 1960, Edmond OK 73083-1960, by March 19, 2010. Purchase orders should be made payable to MESO and received by March 19 as well. We will make room reservations after receiving the completed registration form; therefore, you will not need to call for room reservations. We will handle that for you since it is part of your registration fee. If you have any questions, you can reach Palma at 405-359-2514.