



MUNICIPAL ELECTRIC SYSTEMS OF OKLAHOMA

The 2018 MESO Public Power Conference

An annual gathering of municipal professionals to learn how to better serve their customers.

Attendee Registration Packet



**Presenting Partners:
MESO • GRDA • OMPA**

**Register today at
www.meso.org**

**April 22 — 24, 2018
Renaissance Tulsa
Hotel and
Convention Center
Tulsa, Oklahoma**

About the 2018 MESO Public Power Conference

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CONFERENCE HIGHLIGHTS:

- **Pre-Conference Golf Event** – 11:30 a.m., Sunday, April 22
- **MESO Annual Meeting** – 12 p.m., Monday, April 23
- **Game Night** – 7 p.m., Monday, April 23
- **OMPA Member Meeting & GRDA Customer Meeting** – 8:30 a.m., Tuesday, April 24
- **MESO Annual Awards Lunch** – 12 p.m., Tuesday, April 24
- **25+ Education Sessions** – Monday & Tuesday, April 23 & 24 (see schedule on pg. 3)

FEATURED SPEAKERS:

Steve Collier, Milsoft – “Smart Grid and the Internet of Things”

Steve will discuss the impact information and communications technologies may have on electric utilities and their customers. He also will review information on structural changes going on in the electric utility business.

Billy Riggs, “The Dr. Phil of Magic”

As a highly skilled orator Billy moves audiences to action with his message of hope and inspiration. Add in his talent as a master magician, illusionist, and spellbinding entertainer, and he delivers a presentation that audiences will remember long after the event ends.

CONFERENCE TOPICS AND SESSIONS:

The 2018 MESO Public Power Conference has 25 unique sessions in five learning tracks – SOMETHING FOR EVERYONE! **HUMAN RESOURCES IS NEW FOR 2018.**

- Superintendent
- Lineworker
- Power Generation
- Customer Service
- Human Resources

[Click here](#) to register now. Registration deadline is March 23, 2018

Scheduled Conference Sessions - *

Lineworker Track

- Customer Relations in the Field
- ITC - Volunteer Around the World
- Safety: Learning From Other's Missteps
- Social Media Do's & Don'ts in the Field
- Substation Operation & Switching

Superintendent Track

- APPA Safety Manual, 16th Edition
- Mutual Aid Protocol
- Proper Incident Management
- Social Media Protocols
- Substation Transformer Testing

Customer Service Track

- Be Aware/Stay Safe/Be Prepared
- Extraordinary Customer Service
- Electric 101 for Customer Service Representatives
- Gatekeeper Program
- Municipal Utilities – Issues & Answers

Generation Track

- Cyber Security . . . Is Your Utility Prepared?
- Energy Storage Programs
- Funding Your Electric Utility
- Emerging Technologies and Their Impact on the Grid
- What's New at SPP

Human Resources Track - **

- Complaints & Investigations: Citizens or Employees
- Performance Management: It's Not Just an Annual Evaluation
- Hiring Right
- Coaching vs. Correcting
- Understanding HIPPA

**-subject to change*

*** - new for 2018*

[Click here](#) to register online or visit www.meso.org

Who will attend

More than 200 participants are expected at the annual 2018 MESO Public Power Conference representing municipally owned electric systems in Oklahoma, Kansas, and Arkansas.

This unique annual event draws city managers/administrators, public works directors, supervisors, lineworkers, and customer service professionals.

Why you should attend

MESO's annual Public Power Conference offers great networking and educational opportunities for everyone involved with Public Power.

It is the premier gathering of leaders of municipal electric systems across the State of Oklahoma and neighboring states. So, regardless of your role in public power there will be something for you.

Sponsors

Sponsors – those who invest in Public Power in Oklahoma – play an important role. Their generous support make many of MESO's activities possible. At the annual MESO Public Power Conference, attendees will have ample time to visit with sponsors to see the newest items on the market or to just say hello to an old friend.

Also, if you have companies you do business with that might benefit from participating in the annual Public Power Conference, please ask them to contact us or send their contact information to us so we can contact them about exhibiting at the conference.

Hotel Information

The Renaissance Tulsa Hotel & Conference Center is located at 6808 South 107th East Avenue, Tulsa, Oklahoma. Lodging is included in the full registration. **You will NOT need to contact the hotel to make your reservations unless your plans include arriving before April 22nd or departing after April 24th.**

THE 2018 MESO PUBLIC POWER CONFERENCE
PARTICIPANT REGISTRATION FORM

Sunday, April 22 – Tuesday, April 24, 2018
 Renaissance Hotel and Conference Center • 6808 South 107th East Avenue • Tulsa, Oklahoma
 (Each participant **must** complete a registration - duplicate as necessary)

[Click here](#) to register online or visit www.meso.org

Or please submit registration form by March 23rd to MESO at 308 NE 27th Street,
 Oklahoma City, OK 73105-2717 Attn: 2018 MESO Public Power Conference
 or by fax at (405) 524-5095 or email to deborah@meso.org.

Name	Cell Phone
Title	Email
Mailing Address	City/State/Zip
City/Organization	Contact Person:
Phone	Fax

Full Conference (includes all meals and sessions)

With two-night's lodging **\$415** _____

With one-night's lodging:
 Sunday _____ or Monday _____ **\$315** _____

Occupancy: Single _____ or Double _____

If double, I will be sharing a room with _____

With NO lodging **\$230** _____

One day only

Monday (includes all meals & all sessions) **\$130** _____

Tuesday (includes all meals & all sessions) **\$100** _____

Plus, one night's lodging:
 Sunday _____ or Monday _____ **\$110** _____

Will you be joining us for dinner:

Sunday Yes _____ No _____
Monday Yes _____ No _____

Additional meals for attendee **guests** (check all that are needed, but do not include if person is registered to attend):

Sunday Dinner _____ \$25 per ticket _____
Monday Lunch _____ \$30 per ticket _____
Monday Dinner _____ \$35 per ticket _____
Tuesday Lunch _____ \$30 per ticket _____
Guest meal total: _____
Total of all costs _____

Name of guest: _____

Of this, the amount to be paid by the city Purchase order/check # _____

And the amount to be paid by attendee Check # _____

SUBSTITUTION/CANCELLATION POLICY

MESO is committed to supporting our members, and understand adjustments sometimes need to be made after an event registration has been completed. Registrants unable to attend the **2018 MESO Public Power Conference** may send a substitute and any difference in registration fees will apply. If it is necessary to substitute or cancel a registration, it must be submitted in writing to deborah@meso.org or by fax to (405) 524-5095 no later than **April 13, 2018**. No-shows who do not cancel on or before **April 13, 2018** will be responsible for the full registration fee.

PHOTOGRAPHS & RECORDINGS

By registering and/or attending the MESO Public Power Conference sessions, meetings, events and other activities, participants authorize Municipal Electric Systems of Oklahoma and the Oklahoma Municipal Utility Services Authority to use and distribute (both now and in the future) any image or voice in photographs, videotapes, DVDs, electronic reproductions and audiotapes of such event and activities.

[Click here](#) to register now. Registration deadline is March 23, 2018

Pre-Conference Two-Person Golf Scramble

The annual Pre-Conference Two-Person Golf Scramble returns for 2018.

The event will start with tee times beginning at **11:30 a.m., Sunday, April 22** at **Page Belcher Golf Course (6666 S. Union Avenue, Tulsa, OK)**.

The cost is \$50 per person for green fees and ½ cart. Please register online at www.meso.org by **April 1, 2018. Partners will be drawn unless otherwise noted on the registration.**

Prizes will be awarded during the Sunday Evening Dinner at the Renaissance Hotel and Conference Center.

**[Click here](#) to register for the golf scramble
or visit www.meso.org**

Questions about the 2018 Public Power Conference

As you consider attending the 2018 MESO Public Power Conference, we know you might have questions. If you do, please contact Deborah Gonzales at (405) 528-7564 ext. 1 or deborah@meso.org.

The registration deadline is March 23, 2018

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