



## The ADVENTURE Begins...

### Wednesday, September 28

- 8:30 a.m. Earl Switzer Memorial Golf Outing ~ Thousand Hills Golf Course
- 4:00 p.m. Early Registration ~ Foyer of Versailles
- 5:00 p.m. Opening Reception ~ Edinburgh/Vienna/Versailles

### Thursday, September 29

- 7:00 a.m. Registration ~ Foyer of Versailles
- 7:30 a.m. Joint Operating & Executive Committees Breakfast ~ Barcelona
- 7:30 a.m. Member Services Committee Breakfast ~ Madrid
- 7:30 a.m. Delegate Breakfast ~ Edinburgh/Vienna/Versailles

#### General Session ~ Innsbruck

- 9:00 a.m. Welcome
- 9:10 a.m. Sara Parker-Pauley ~ Watershed Approach in Regulation
- 9:55 a.m. John Twitty ~ Lessons in Utility Management
- 10:40 a.m. BREAK
- FOCUS SESSIONS
- 10:50 a.m. Legislative Round Table ~ Munich
- Joplin...Lessons Learned on Disaster ~ Innsbruck
- 11:40 a.m. Michael Hyland ~ Why Utilities Should Seek Excellence
- 12:30 p.m. LUNCH
- 1:30 p.m. Paul Hauser ~ Municipal Management Partnerships
- BREAKOUT SESSIONS
- 2:15 p.m. Tax Refunds thru Utilities for Food Processors ~ Barcelona
- Doug Healy ~ Hermann/Hancock Case ~ Madrid
- 3:00 p.m. BREAK
- 3:10 p.m. Tom Durkin ~ Sunshine Law ~ Barcelona
- Issues to Consider in Rate Design ~ Madrid
- Leann Tippet Mosby ~ Changing Enforcement Plans ~ Munich
- 4:00 p.m. ADJOURN
- 6:00 p.m. Cocktails, Dinner and Entertainment ~ Versailles

### Friday, September 30

- 7:00 a.m. Delegate Breakfast ~ Edinburgh/Vienna
- 8:00 a.m. Board of Directors Meeting ~ Edinburgh/Vienna
- 12:00 p.m. ADJOURN

