

GET CHARGED

TECH ADVANTAGE® 2012
CONFERENCE & EXPO

March 6–9, 2012

San Diego Convention Center
San Diego, California



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NRECA

A Touchstone Energy® Cooperative 

Get Energized at TechAdvantage® 2012!

Co-op technology professionals are called upon to be today's thinkers and planners and provide solutions to tomorrow's challenges. TechAdvantage 2012 can help you do that and more! No matter your focus—the C-suite, engineering, utility operations, IT, procurement, warehousing, member services or marketing—you'll find a range of sessions and technology that deliver powerful ideas, best practices, information and technology solutions, and takeaways you can act on immediately.

What's New at TechAdvantage 2012?

Returning After Two Years!

2012 RUS Engineering Update Seminar

This can't-miss opportunity for co-op engineering professionals pulls together current issues, industry trends and the latest updates on RUS publications and standards.

Prime Time with CRN "Tech Takes"

Class is in session at TechAdvantage! The more experienced techie won't want to miss these insightful and thought-provoking sessions from the Cooperative Research Network.

Premiere! Expo Technology Theatre!

Experience the new and emerging high-tech utility products demo! Explore new ideas from many different companies highlighting their most recent products, focused on leading practices and innovations shaping the future of the electric cooperative utility industry! Enjoy movie theater snacks and refreshments! Stay to the end of the demo and get a chance to win a \$100 gift card!

New! NRECA Bookstore!

Don't miss the opportunity to peruse the NRECA bookstore, with compelling titles from industry experts on technology, leadership, professional development and more!

Do You App?

Coming soon—TechAdvantage 2012 apps for smart phones!

Freebies for Your Smart Technologies at the Third Annual IT Software Swap Meet

Get quality, free software for your co-op and mobile applications with the latest technology for iPhone, iPad and Android.

A Smart Investment in Time!

TechAdvantage offers you the opportunity to earn credit hours toward your PE, CPSM, CPM and PMP.

TechAdvantage Schedule

(Subject to change)

Tuesday, March 6 (San Diego Convention Center)

PRE-CONFERENCE WORKSHOPS

7:00 AM – 7:00 PM	Registration
7:00 AM – 8:00 AM	Continental Breakfast
8:00 AM – 5:00 PM	Eight workshops (full and half day)
8:00 AM – 5:00 PM	RUS Engineering Seminar

TECHADVANTAGE EXPO

11:30 AM – 2:00 PM	Lunch available for purchase
4:30 PM – 7:00 PM	TechAdvantage Expo Celebration Reception

ENTERTAINMENT NIGHT—THE TEMPTATIONS

7:30 PM – 9:30 PM	(Doors open at 7:00 p.m.)
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Wednesday, March 7 (San Diego Convention Center)

CONFERENCE & EXPO PROGRAM

6:00 AM – 6:00 PM	Registration
7:00 AM – 8:30 AM	TechAdvantage Conference Opening General Session/Breakfast
9:00 AM – 10:30 AM	Annual Meeting Closing General Session
11:00 AM – 5:00 PM	TechAdvantage Expo Open (lunch provided)
1:00 PM – 5:00 PM	Learning Labs/Breakout Sessions
6:00 PM – 8:00 PM	TechAdvantage Conference Reception (Hard Rock Hotel)

Thursday, March 8 (San Diego Convention Center)

CONFERENCE & EXPO PROGRAM

7:00 AM – 5:00 PM	Registration
7:00 AM – 8:00 AM	Continental Breakfast
8:00 AM – 11:00 AM	Learning Labs/Breakout Sessions
10:00 AM – 2:00 PM	TechAdvantage Expo Open (Lunch provided)
2:00 PM – 3:15 PM	Learning Labs/Breakout Sessions
3:30 PM – 4:45 PM	TechAdvantage Conference General Session
5:30 PM – 6:30 PM	TechAdvantage Conference Happy Hour (Marriott Marquis)

Friday, March 9 (Marriott Marquis)

CONFERENCE PROGRAM

7:00 AM – 10:00 AM	Registration
7:00 AM – 8:00 AM	Continental Breakfast
8:30 AM – 10:30 AM	Super Sessions!
10:30 AM	Conference Adjourns

Forward-Charging Ideas!

Where else can you see the smartest technologies for electric co-ops, demonstrated by the people who created them? With nearly 300 leading vendors, the TechAdvantage Expo provides you with a one-stop shop for all your co-op's technical solutions. Discover the latest innovations, gadgets, tools and applications that will increase your co-op's return on investment, including:

- AMI/AMR
- Asset management
- Customer service technologies
- Distributed generation
- Information technology planning & assessment
- Inventory & warehouse management
- Load control
- Mapping, AM/FM/GIS
- Mobile workforce solutions
- Outage management
- ROW & vegetation management
- Safety and security systems & equipment
- SCADA
- Substations & transformers
- System planning & design
- T&D line construction & maintenance



Expo Hours

TUESDAY, MARCH 6

11:30 AM – 2:00 PM Expo Open

4:30 PM – 7:00 PM TechAdvantage Expo Celebration Reception

WEDNESDAY, MARCH 7

11:00 AM – 5:00 PM Expo Open

12:00 PM – 2:00 PM TechAdvantage Expo Luncheon

4:00 PM – 5:00 PM Get Charged & Get Energized Expo Reception

THURSDAY, MARCH 8

10:00 AM – 2:00 PM Expo Open

11:30 AM – 1:30 PM TechAdvantage Expo Luncheon



Get Ready, 'Cause Here They Come! The Temptations

SAN DIEGO CONVENTION CENTER | TUESDAY, MARCH 6, 2012 | 7:30 P.M.

In a private performance, The Temptations bring their unique choreography, distinct harmony and flashy suits to TechAdvantage®. During the group's five-decade career, they released four Billboard number-one singles, earned three Grammy Awards and were inducted into the Rock and Roll Hall of Fame.

Doors open at 7:00 p.m. | Tickets: \$40 (through January 31, 2012), \$50 (after January 31, 2012)

Order tickets upon registration or purchase onsite.

Boost Your Game with TechAdvantage Pre-Cons!

Workshops are scheduled to run from 8 a.m. – 5 p.m. unless otherwise noted. Lunch is on your own.

Tuesday MARCH 6, 2012

WORKSHOP A: 2012 RUS ENGINEERING UPDATE

Registration fee: \$250 (Lunch will be provided for attendees.)

This one-day program is a can't-miss for co-op engineering professionals. Held every two years in conjunction with TechAdvantage, the seminar reviews "hot button" issues, industry trends and provides updates on the latest RUS publications and standards.

WORKSHOP B: DEVELOPING CYBER SECURITY & RISK MITIGATION PLAN (175.1)

Registration fee: \$550 (Limit 45 attendees)

NRECA's Cooperative Research Network (CRN) has created a set of documents to help co-ops strengthen their cyber security strategies. These documents include the "Guide to Developing a Cyber Security and Risk Mitigation Plan" and the "Cyber Security Plan Template." This one-day workshop introduces the guide, template and related documents, and walks participants through the process of developing a plan. The workshop will cover risks posed by people, processes and technology, and will also look at NERC CIP compliance. After taking this class, co-ops will be ready to create their own cyber security plans.

WORKSHOP C: PROCUREMENT AND CONTRACT MANAGEMENT (294.01)

Unit 2, Supply Chain Management Certificate Program

Registration fee: \$495 (Limit 45 attendees)

This session covers core procurement practices and methods, contractual considerations and key regulations affecting your supply management activities. The procurement practices cover issues such as procurement analysis, bid evaluation, lease analysis and supplier considerations. The contractual section highlights the four essentials of a contract, critical terms and conditions, and ways to manage the contractual relationship. You will also gain understanding of regulatory issues such as the Uniform Commercial Code, RUS requirements for procurement and competitive bidding processes.

WORKSHOP D: DG INTERCONNECTION

Registration fee: \$550 (Limit 35 attendees)

This session helps co-op engineers and technical staff address consumer questions and requests for interconnection of solar, wind and other distributed generation. You'll review annotated checklists for various persons involved with the interconnection process and come away with an understanding of:

- IEEE standard 1547
- Crew work rules and co-op procedures for feeders that might have customer generation
- Co-op inspection of customer-owned interconnection equipment
- Engineering impact studies
- Contracts, insurance, metering policy and wheeling policy related to customer generation

WORKSHOP E: DEMYSTIFYING SAFETY IMPROVEMENT PLANNING (1:00 PM – 5:00 PM)

Registration fee: \$375 (Limit 45 attendees)

A new, positive emphasis has been placed on safety performance across the cooperative network. This new focus has many cooperatives preparing a Safety Improvement Plan for the first time. This "how-to" workshop will help participants with plan development by providing a structured planning framework that will help ensure that important improvement elements are considered addressing: assessing where improvements should be made, identifying initiatives to address improvement areas, developing action plans, measuring results and communicating plan direction with expectations.

WORKSHOP F: SHAREPOINT 2010 (1:00 PM – 5:00 PM)

"Practical No-Code Solutions to Co-op Efficiency Using SharePoint 2010"

Registration fee: \$375 (Limit 40 attendees)

This hands-on course will help you drive greater efficiencies in your co-op by using Microsoft SharePoint 2010. During this session, you will explore the many diverse features of SP2010 and how they relate to your system. Next, you'll dive

in and actually build several practical solutions from scratch that illustrate the power and flexibility of the platform. You'll even be able to take home a fully loaded USB keychain with all of the course materials, solutions and templates so you can immediately put your new found knowledge to use. Bring your laptop and a mouse and come ready to have some fun.

WORKSHOP G: STRATEGIC TECHNOLOGY MANAGEMENT: NAVIGATING THROUGH A SEA OF TECHNOLOGY

Registration fee: \$550 (Limit 25 attendees)

Learn how to put a four-step technology planning process in place at your co-op so you can pick the best investments from among a dizzying array of technology choices. Hear from an industry veteran how best-practice companies have dealt with the technology challenges co-ops now face. Structured in three parts, this workshop zeros in on strategies to apply technologies so that they work for you in ways that minimize risk. This workshop addresses:

- Why Is Strategic Technology Management Crucial?
- Technology and the Utility Organization
- Technology Planning and Decision Making
- Strategic Technology Plan Walk-through
- Technology Investment and the Budgeting Process (interactive exercise)
- Aligning Technology with the Business
- Technology Leadership and Relationship Building

WORKSHOP H: MULTISPEAK® INTEGRATOR TRAINING

Registration fees: (Limit 45 attendees)

MultiSpeak Members: No charge

NRECA Co-op Members: \$215

Nonmembers: \$500

Learn the advantages of implementing MultiSpeak and how it works during this in-depth training session for co-op staff, consultants and software integrators. This workshop will cover Version 3.0, which has been implemented at utilities since 2005, and the new Version 4.1 of the MultiSpeak specification. Version 4.1 adds UML class model support,

work management interfaces, updated staking interfaces, transmission power system modeling, detailed exchange of engineering catalog data and support for additional smart grid technologies.

Participants who complete the class and pass an exam will achieve the designation "MultiSpeak Integrator."

WORKSHOP I: BECOMING A MORE EFFECTIVE LEADER: WHAT THEY DIDN'T TEACH YOU IN SCHOOL!

Cost \$495

Looking for a magic bullet to improve your leadership abilities and bottom line results? Polarity Thinking™ principles and tools provide a straightforward method to document your wisdom by accessing a deeper awareness of what it takes to create greater self-awareness, collaborate with others, manage complex issues and improve results.

Session includes a copy of instructor's book, *Power Surge: A Conduit for Enlightened Leadership*, 2009, HRD Press.



Wednesday MARCH 7, 2012

7:00 A.M. – 8:30 A.M.

BREAKFAST AND OPENING GENERAL SESSION

9:00 A.M. – 10:30 A.M.

TECHADVANTAGE/ANNUAL MEETING JOINT SESSION



Endeavour to Build a Better World

Capt. Mark Kelly

Capt. Mark Kelly is a former Gulf War combat pilot and veteran of four shuttle missions, Kelly made history as commander of space shuttle Endeavour's final flight. Although he led some of the most complex missions

the United States has undertaken, Kelly faced the greatest challenge of his life in January 2011, when an assassination attempt was made on his wife, U.S. Congresswoman Gabrielle Giffords.

11:00 A.M. – 5:00 P.M.

TECHADVANTAGE EXPO OPEN

11.30 A.M. – 1:00 P.M.

COMPLIMENTARY LUNCH (IN EXPO HALL)

1:00 P.M. – 2:15 P.M. | **LEARNING LABS 1**

1A: SYSTEM MONITORING TOOLS

Your power supply is going to burn out, a server is going to crash, and network bandwidth is down to a trickle. Although these events are unpredictable, you can be prepared for them. This session looks at commercial and open-source system / network monitoring tools—what works for free and what works even better for the money.

1B: CLOUD COMPUTING: A MODERN ARCHITECTURE FOR THE MODERN SMART GRID

In 2012, “cloud computing” remains a commonly used but often misunderstood term. This session will help educate utility employees about public and private cloud offerings and how they differ from traditional monolithic software platforms. We will also explore some of the vast storage and data processing capabilities of several cloud service

providers. This session will help utilities to better evaluate modern software offerings and select cloud platform providers.

1C: TECHNOLOGY WORK PLANS (TWPS)—BUILDING A ROADMAP: WHY, WHAT AND HOW

Creating a technology roadmap allows the co-op to make improved decisions regarding technology purposes. Based on the present business condition of the co-op, the technology roadmap is created to address business goals, staffing situations and action plans to address operational improvement goals. The roadmap will then deliver a five-year plan that outlines the programs, budget, timeline and costs. TWP examples will be provided.

1D: DISTRIBUTION SECTIONALIZING

The NRECA T&DEC System Planning Subcommittee has completed an update to the rescinded RUS Bulletin on Distribution Sectionalizing, which will be published by RUS in the near future. During this session we will review this updated bulletin and learn how to apply it to your distribution system. This will include the coordination of fuses, reclosers and sectionalizers as well as a discussion of impedance values for phase to ground faults.

1E: INCREASING EFFICIENCY THROUGH GIS DATA AND TECHNOLOGIES

This session is comprised of two presentations:

1. East Central Energy will discuss their successful experience implementing a full GIS Inventory combining customer, mapping, outage and location based data.
2. Municipal and rural electric utility case studies and the best practices deployed in managing assets integrated within a GIS system. Demonstrating the ease and importance of maintaining records as assets are installed, serviced and retired.

1F: CYBER SECURITY, PART 1—CRN MASTER CLASS

An effective cyber security program integrates technical, operational and managerial controls to create layered defenses for information systems. CRN will present: building a risk management program; cyber security policy; personnel and training issues; and operational risks as well as discussing compliance with prevailing regulations. The session includes a discussion of the cyber security guide documents and templates produced as part of the NRECA/CRN Smart Grid Regional Demonstration.

1G: MEASURING ENERGY EFFICIENCY INVESTMENTS

Electric cooperatives implementing an energy efficiency or demand response program can be faced with daunting challenges—how to predict the likely energy usage impacts of the program to judge its cost-effectiveness, and how to account for actual usage impacts once the program has been implemented. This Learning Lab will focus on how measurement and verification (M&V) can be used to cost-effectively measure the impact of energy efficiency investments.

1H: EFFECTS OF TODAY'S LOADS ON DISTRIBUTION SYSTEMS

Much of the loads seen today, including energy efficient appliances, variable speed drives and compact florescent/LCD lights are non-linear loads can create power quality issues for distribution systems. Learn what research is being done in this area by CEATI PQIG, NEETRAC, DSTAR and others. Learn the new developments with IEEE harmonic standards, including IEEE 519 revisions and the new working group looking at developing component level standards.

1I: SUPPLY MANAGEMENT SPEED DATING

One of the best resources in the supply management profession is your professional network. Join your fellow supply management professionals in this unique facilitated “speed” networking session covering leading practices in supply management. Make new connections and reconnect with old ones in this fast-paced, high-energy session.

2:30 P.M. – 3:45 P.M. | LEARNING LABS 2

2A: PROACTIVELY MANAGING YOUR INFORMATION TECHNOLOGY (IT) INFRASTRUCTURE

The success of a rural utility largely depends on the IT infrastructure that supports its everyday operations. With growing demands, staff face the challenge of an aging infrastructure and limited resources. Remote monitoring tools support greater visibility into existing IT Infrastructure and allow organizations to proactively reduce risk, maintain uptime and reduce overall cost associated with the IT environment.

2B: PRACTICAL USES OF CLOUD COMPUTING IN UTILITY OPERATIONS: PROTECTING YOUR CO-OP IN THE CLOUD

This session will be comprised of two presentations:

1. Utilities often have interdependent, integrated IT systems

and the concept of decentralizing these systems can seem untenable. What are today's practical applications of cloud computing for utility operations-focused personnel?

2. We will consider legal challenges faced by cloud computing with respect to detecting and responding to attacks and incidents. What to include in your cloud contract and how to mitigate risks and learn ways to improve your vendor risk management program.

2C: SMART METERING & IT IMPLEMENTATION PLANNING

Many metering automation projects suffer because IT integration is not sufficiently considered at the early stages of the project. We will discuss how the success of a smart metering project relates to coordinating field activities and back-office IT systems. We will explore how utilities can leverage existing business processes to optimize these applications.

2D: DISTRIBUTED GENERATION: BUSINESS MODELS AND ECONOMICS

TBD

2E: MULTISPEAK® MADE EASIER

The MultiSpeak use case library will help users to understand and specify MultiSpeak interfaces. See how co-ops use the library to write an RFP for a MultiSpeak interface that will clearly identify the desired level of interoperability. Use of this approach will lead to clear communication with potential vendors and testable RFP requirements, resulting in interfaces that meet the stated goals.

2F: CYBER SECURITY, PART 2—CRN MASTER CLASS

See description for Session 1F, Part 1.

2G: PREPAID METERING CASE STUDIES—BACK BY POPULAR DEMAND!

New case studies for 2012! The ability to leverage an AMI solution investment to support the prepayment service coupled with the enhanced ability for incumbent CIS or third party solutions to manage the prepayment accounts makes a prepayment program attractive to implement. This can be a complex process. Learn workable solutions to complex problems and actionable information that can improve existing programs or help launch new ones.

2H: HOW FEDERAL RELIABILITY STANDARDS AND REGULATIONS AFFECT YOUR JOB

This session will focus on an update of federal standards and regulations and what this means to co-ops including impact and implementation.

2I: OUTSOURCING: A ROADMAP TO MANAGING OUTSIDE CONTRACTS

Outsourcing is on the rise. The contract you have with your vendor is your risk management tool—provided you have the correct language to protect your co-op. This session reviews contract provisions and pitfalls, and responsibilities of the co-op to the contractor. We will also discuss warranties, insurance, indemnification, waivers of subrogation and liability.

4:00 P.M. – 5:00 P.M. | LEARNING LABS 3

3A: IVR—MORE THAN INBOUND/OUTBOUND CALLS

Hear how Ozark Electric Cooperative from Mt Vernon, MO, is using an IVR system to empower its utility to proactively update, inform, advise, educate and survey customers, while delivering enhanced value and customer service. Ozark Electric is using its IVR to handle many types of outbound calls, such as delinquent reminders, right of way notifications and planned outage notices.

3B: GOOGLE APPS VS. OFFICE 365: A USER EXPERIENCE

The release of Microsoft's Office 365 service brought Google apps into closer competition. Learn about the differences between Google apps and Office 365 enterprise subscriptions to find out which service might offer the features and functions you need for your cooperative. Learn about user experiences regarding service availability and outages, customer support responsiveness and other mitigating circumstances that should be considered before signing up for any cloud based office productivity software services.

3C: CUSTOMER SELF-SERVICE GOES MOBILE

This session will demonstrate how mobile apps for smart phones and devices that are directly tied to the cooperative's CIS can be a powerful member relations tool and can have a positive impact on the co-op's revenue collection efforts. By offering members a mobile solution, the cooperative

provides easy, convenient access to account information, bill and payment history, accurate usage information and secure electronic payment options.

3D: HARMONIZING DISTRIBUTION AUTOMATION WITH ADVANCED SCADA

A cooperative combines distribution automation technology with advanced SCADA applications—including integrated volt/var control (IVVC)—using cost-effective communications and integration techniques.

3E: PROTECTING YOUR SYSTEM FROM COPPER THEFT: ECONOMICAL ALTERNATIVES TO COPPER

The three critical aspects of transmission and distribution systems—reliability, safety and cost reduction—can all be achieved by reduction and elimination of copper theft. During this session, different methods of protection will be presented and discussed, with examples from other utilities in the U.S.

3F: SOLAR TECHNOLOGY PROSPECTS AT CO-OPS

This session will provide an update on solar power technology in terms of costs and reliability, as well as new prospects that may come about as a result of IEEE 1547.8 standards. In addition, co-ops with utility-owned solar deployments will talk about their experiences, both positive and negative, of owning and operating a solar plant.

3G: ELECTRIC VEHICLES: PREPARING PUBLIC UTILITIES FOR LARGE-SCALE ADOPTION

Public utilities lack the appropriate infrastructure to manage electric vehicle (EV) charging cost-effectively and efficiently during periods of peak demand—both in residential and public settings. In addition, many lack a model for measuring and billing EV-related consumption, particularly in public places such as parking garages. With a variety of EV models and makes and a lack of standards, public utilities need a flexible, programmatic way to support EV charging on a large scale.

4:00 P.M. – 5:00 P.M.

GENERAL SESSION—ETHICS: PROMINENCE TO PRISON—WHY SMART PEOPLE DO SUCH DUMB THINGS



In this business ethics and critical thinking skills presentation, Patrick Kuhse explains the consequences of unethical behavior and how “seemingly unimportant decisions” can have such a profound effect on our lives. Find out what led Kuhse from being a prominent stockbroker to an international fugitive

who spent four years in prison. Using his personal story as an example, he’ll discuss common ethical dilemmas and explain how to develop and control our own ethical behaviors. Ethics speaker Kuhse concludes this thought-provoking presentation with a proven ethical decision-making tool that guarantees people will do the right thing.

6:00 P.M. – 8:00 P.M.

TECHADVANTAGE RECEPTION & RE MAGAZINE 75TH ANNIVERSARY CELEBRATION (HARD ROCK HOTEL)

Join your fellow conference attendees and celebrate at the Hard Rock Hotel!

Thursday MARCH 8, 2012

7:00 A.M. - 8:00 A.M.

CONTINENTAL BREAKFAST

8:00 A.M. – 9:15 A.M. | LEARNING LABS 4

4A: USING A STRATEGIC PLAN TO MAXIMIZE YOUR MOBILE COMMUNICATIONS CAPABILITIES

With a myriad of possible mobile applications that require commercial or private communication backhaul networks, choosing the best technologies tailored to the utility can be extremely challenging and confusing. In this presentation you’ll examine a methodology to transform a logical strategic plan into a stepwise process tailored to the individual utility and how the strategic plan can be used as a roadmap for deploying communications technologies that are leveraged across multiple mobile applications.

4B: RESOLVING HIGH BILL INQUIRIES THROUGH IVR AND ITR

Flint Energies has implemented advanced IVR functionality that automates the process of bill analysis so consumers can find out how and why their bills have changed from last month or the same period last year. But, how about ITR (Interactive Text Response) as another channel of communication? After all, most of today’s youth no longer use their phones to place calls. In response, the same analysis method used in the IVR solution has been built out to be text interactive.

4C: FIELD APPLICATIONS FOR TABLETS AND PHONES

The current generation of touch-screen tablets is very compelling and represents a substantial advancement in the power, portability and capability of mobile devices. South Plains is working with Partner Software to develop field applications on Apple iOS. Based on Partner’s map-viewing platform, these applications provide a working and interactive view of all of South Plains’ map and facility data, plus real-time applications such as outage and damage assessment.

4D: TYING IT ALL TOGETHER: ELECTRIC DISTRIBUTION OPERATIONS DASHBOARDS

This session will demonstrate how Union Power has been able to provide employees, staff and directors access to near real-time information in an easy-to-use, browser-based, dashboard-style overview using ESRI’s Flex Viewer and the Electric Operations Dashboard template. The session will feature a demonstration of key dashboard features such as blink counts, aged work orders, outages, nonpay cutoffs and others.

4E: UNDERGROUND OPERATIONS

Underground distribution will continue to grow as a percentage of total co-op distribution lines due to the strong preference for it in many rapidly growing suburban co-ops. There is no central and comprehensive source of information on underground operations that is focused on the needs of electric distribution co-ops. This session will help to fill the gaps and provide much sought-after answers in the area of underground operations.

4F: ACHIEVING SAVINGS THROUGH VOLTAGE OPTIMIZATION

Distribution losses are one of the few things that are under the direct control of distribution co-ops. Advances in telecommunications and control technologies have made VAR control using centrally controlled switched capacitors both more effective and inexpensive. This session will explore the business drivers and opportunities to leverage new and existing technology investments.

4G: END-TO-END REAL WORLD DEMAND RESPONSE CASE STUDIES

A co-op panel will share their experiences with demand response and integrating a variety of AMI and communication technologies in conjunction with their G&T to deliver effective load control at the distribution system level.

4H: UPDATE ON KEY SAFETY ISSUES

NESC offers practical guidance on safeguarding employees and the public when electrical supply and communication lines are designed, installed, operated and maintained. A TechAdvantage staple, this session reviews the latest updates and revisions implemented in August 2011.

4I: SUPPLY CHAIN ETHICS AND LEGAL CONSIDERATIONS

Drawing from the Institute of Supply Management's "Principles and Standards of Ethical Supply Management Conduct," this session examines each of the standards and their potential impact on co-op business operations, including legal considerations with RUS loans.

4J: WAREHOUSE MANAGEMENT LEADING PRACTICES

Warehouse space should be planned for business requirements and the products to be stored/handled. Hear from an experienced co-op warehouse designer who'll show you the key elements to designing a new warehouse, including material flow dynamics, yard layout and lighting

9:30 A.M. – 10:45 A.M. | LEARNING LABS 5

5A: DEMAND RELIEF, OUTAGE NOTIFICATIONS AND IMPROVED CUSTOMER SERVICE VIA TEXTING

This session will explore using wireless technology for a myriad of services to reduce costs, improve customer service and increase profits. You will learn to:

- Regulate peak demand by texting directly to mobile phones
- Integrate texting into outage management systems for notifications from members
- Manage prepaid accounts in real time
- Engage members with interactive text (mass polling/voting)
- Integrate text into existing internal systems (IVR, OMS)

5B: MY FIREWALL LOOKS LIKE SWISS CHEESE... NOW WHAT?

This session will present administration techniques and tools to help you gain control of your firewalls. Firewalls can be difficult to manage. Rules often aren't specific enough due to a lack of understanding of the application traffic or simply trying to keep up with the speed of business. Firewalls get more and more rules added to their policies to the point of becoming "Swiss cheese."

5C: FULL LIFE CYCLE MANAGEMENT OF WORK REQUEST USING AN INTEGRATED GIS

The Enterprise GIS Connectivity Model is used by operations, field services, metering, construction and system engineering and avoids duplication of work between groups, streamlining the full life cycle process of a work request, faster production of a design work drawing and staking sheets with bill of materials. Using GIS as an enterprise application has improved collaboration and productivity. The re-engineered processes have resulted in significant savings in effort hours as well as in the overall process time.

5D: THE PROS AND CONS OF HOSTED AMI SOFTWARE

Internet technology has now matured to a point where many IT processes and functions could be managed by third party service providers, but what are the pros and cons of taking traditional enterprise technology in this direction? This presentation will use real-life results of evaluations during Wake Electric's current AMI deployment, and will help other distribution cooperative participants decide whether to take advantage of this technology.

5E: USING GIS TO IMPROVE VEGETATION MANAGEMENT

Over the past several years, many co-ops have deployed GIS-based vegetation management software systems. This presentation will explore the best practices that have emerged in the industry. We will also provide three mini-case studies

of how these systems are being used to support specific vegetation management challenges.

5F: TACKLING THE BUSINESS CASE FOR ENERGY STORAGE

In this session, attendees will learn how to determine the value of an energy storage system. In addition, co-op staff using energy storage systems will explain what they have learned from their battery installations, where they are finding value and their plans for the future.

5G: CONSERVATION VOLTAGE REDUCTION APPLIED FOR WHOLESALE POWER COST REDUCTION—CASE STUDY

This presentation is a case study describing successful application of CVR for achieving peak demand reduction and wholesale power cost savings by a distribution cooperative. Information to be presented includes:

- Relationship of demand reduction achieved by reducing voltage
- Engineering analysis to set up CVR control
- Operational controls and practices
- Economic analysis
- Lessons learned
- Next steps—potential for further enhancements

5H: BEING A BETTER CUSTOMER FOR IMPROVED SERVICE AND PRICING

5I: TRANSITION TO AND IMPLEMENTATION OF VENDOR-MANAGED INVENTORY

This session will discuss the questions and ideas that need to be determined and agreed upon by the Co-op and Vendor after the decision to go sole source has been made. We will talk about items that need to be checked and triple checked before going live with the VMI and discuss some of the issues we encountered and how it could have been improved upon. We will be looking at this from the Co-op as well as the Vendor angle.

10:00 A.M. - 2:00 P.M.

TECHADVANTAGE EXHIBIT HALL OPEN

11:00 A.M. – NOON | LEARNING LABS 6

6A: DOING MORE WITH WHAT YOU HAVE: PEER-TO-PEER DISCUSSION

6B: MOBILE STRATEGIES: PEER-TO-PEER DISCUSSION

6C: DISTRIBUTION SYSTEM MANAGEMENT: PEER-TO-PEER DISCUSSION

6D: THEFT OF SERVICE: PEER-TO-PEER DISCUSSION

6E: GETTING ADDED VALUE FROM SCADA AND REMOTE SENSOR TECHNOLOGIES

Supervisory control and data acquisition (SCADA) systems and automation technologies have been used in the utility business for many years. More recent advances are opening doors to more advanced applications of SCADA and remote sensors to improve grid performance and reliability, provide real-time situational awareness, improve system planning, and reduce operational costs. The goal of this session is to provide a review of SCADA and remote sensor technologies and discuss the many innovative ways these technologies can be used today.

6F: DEMAND RESPONSE/ENERGY EFFICIENCY: PEER-TO-PEER DISCUSSION

6G: SURPLUS ASSET DISPOSAL AND INVESTMENT RECOVERY

This session will outline and detail various options EMCs have as they consider selling surplus assets. Surplus assets typically include light-duty vehicles (cars/pickups), bucket trucks, digger derricks, cranes, backhoes, pole trailers, and pulling and stringing equipment. This session will show you how to best utilize live auctions, static Internet auctions, dealer remarketing, dealer-only auctions and fleet management companies like ARI, PHH and others in remarketing efforts.

6H: PHYSICAL SECURITY LEADING PRACTICES: SECURING YOUR CO-OP AND MEMBERS

Deciding how to manage copper theft can be a daunting and complicated process. This presentation is geared to help cooperatives understand the factors that make your utility a greater candidate for copper theft and offer solutions to reduce your risk of copper theft today as well as in the future. Utilities will learn best practices, lessons learned from other cooperatives and opportunities to improve overall security practices.

2:00 P.M. – 3:15 P.M. | LEARNING LABS 7

7A: THIRD ANNUAL FREEWARE SWAP MEET: THERE'S AN APP FOR THAT!

Looking for quality, free software for your co-op and mobile applications? Have some freeware and open source code to share? Don't miss the "Third Annual Freeware Swap Meet."

7B: CASE STUDIES IN MOBILE WORKFORCE AUTOMATION

7C: LEVERAGING EXISTING COMMUNICATION SYSTEMS FOR OTHER APPLICATIONS

7D: CRN EMERGING TECHNOLOGIES: PEER-TO-PEER DISCUSSION

Keeping up with rapid advancements in technology is a challenge in today's utility industry. Thankfully, NRECA's Cooperative Research Network examines the latest trends and the emerging technologies that will affect our industry. This session will provide a rapid-fire review of the latest advancements in engineering, IT, renewable energy and energy efficiency.

7E: CREATIVE RATE DESIGN STRATEGIES

7F: SUPPLY MANAGEMENT GENERAL SESSION FEATURING KEVIN EIKENBERRY: ISM-CU ANNUAL MEETING

3:30 P.M. – 5:00 P.M.

TECHADVANTAGE GENERAL SESSION



Power Hungry: The Myths of "Green" Energy, and the Real Fuels of the Future Robert Bryce

Known for his thought-provoking journalism and research, Robert Bryce has been writing about energy for two decades. A senior fellow at the Manhattan Institute, his articles have appeared in numerous publications including The Wall Street Journal, The Nation, The Atlantic Monthly and the Washington Post. In addition, he regularly appears on TV and radio programs on outlets like BBC, CNN, Fox, and NPR.

An insightful and engaging speaker, Robert Bryce skillfully explains the physics and math behind our energy and power systems while exposing the myriad myths about "energy independence" and "green" energy.

Friday MARCH 9, 2012

SUPER SESSIONS

8:30 A.M. – 10:30 A.M.

SS1: CREATING A CULTURE OF COMPLIANCE

Cooperatives across the country struggle with the added burden of meeting compliance requirements that are defined by various regulatory bodies (federal, state, county and local). A key question that each cooperative has to ask itself is, Do we have the foundations in place to ensure that a "Culture of Compliance" exists at our organization? Having such a culture in place not only ensures compliance, but is an important element in strengthening the brand value of your cooperative.

SS2: SOLAR TURBINES PLANT TOUR

(Preregistration Required—Limited to 50 attendees)

Solar Turbines Incorporated, a world-leading manufacturer of gas turbine power generation solutions for applications in the 1 – 50 MW size range, will host a tour of one of its recently expanded and modernized manufacturing complexes. While you tour this 43-acre facility, you will witness Solar's commitment to the safest, most efficient and environmentally responsible practices in the industry, while observing the assembly, packaging, testing and shipment areas of the plant. Located a short 15-minute drive away, a bus will pick you up at the hotel and return you there at the conclusion of the tour. Note: Solar Turbines asks that direct competitors and their suppliers not register for this tour.

SS3: THE SECRETS OF UNDERGROUND DISTRIBUTION

Installing, operating and maintaining an underground system can increase system reliability. However, the very nature of underground systems lends itself to several issues. Troubleshooting an underground system and successfully installing system components takes a special skill set. This session will be a crash course on the world of underground. It will also introduce participants to a series of tools developed

by CRN and NEETRAC to aid co-ops in maintaining their underground systems.

SS4: TECHNOLOGY ACQUISITION

SS5: FROM BUD TO BOSS: MAKING THE TRANSITION TO SUPERVISOR

In this extended session author Kevin Eikenberry will explore key concepts and skills in his bestselling book *From Bud to Boss: Secrets to a Successful Transition to Remarkable Leadership*. You will learn the biggest parts of a leadership transition and how to effectively manage them. He will also answer all questions you have! Whether you are a seasoned leader, are in the middle of this transition or are looking forward to a leadership role, this session will provide practical and insightful advice.

SS6: COMMUNICATING SMART METER ROLLOUT: IT'S NOT JUST COMMUNICATIONS AND MEMBER SERVICES

“TechAdvantage is always THE place to go for cooperatives who want to learn from each other and to see what’s working and what’s not on the cutting edge.”

—Rob Ardis, Chief Operating Officer, Pee Dee Electric Cooperative, Inc., Darlington, SC

“The topics and seminars were dead on for what I needed (IT and Communications Tracks) and the vendors were who I needed to see and talk with.”

—Scott Gentry, Kenergy Corp, Owensboro, KY

Earn While You Learn

TechAdvantage Conference offers attendees the opportunity to earn continuing education credits that can be applied toward recertification of their professional credentials. TechAdvantage offers continuing education credits for engineering, IT and supply management professionals. (Forms for tracking your sessions will be available on-site)

• ENGINEERS

TechAdvantage Pre Conference and Conference participants may earn over 20 professional development hours toward your PE credential. Each 60-minutes earns 1.0 PDH.

• IT PROFESSIONALS

ICCP certificate holders can earn Continuing Education Units (CEU). 1 CEU = 10 PDCs. Credits may apply for Project Management Institute—PMP Certification. 1 CEU = 1 PDU.

• PURCHASING AND SUPPLY CHAIN PROFESSIONALS

Earn over 20 hours of continuing education that may be applied to Institute of Supply Management (ISM) Certified Professional in Supply Management (CPSM), Certified Purchasing Manager (C.P.M.), and/or the Accredited Purchasing Practitioner (A.P.P.) recertification requirements. Each 60-minutes earns 1.0 CEH—Continuing Education Hours (CEHs) can be converted into C.P.M. points. 7 CEHs = One C.P.M. point.

Note: ISM, NSPE, ICCP or PMI do not endorse, certify or sponsor this program or its content.

Contact Angie Hylton at 703-907-5656 or angie.hylton@nreca.coop for general information about TechAdvantage continuing education credits.

AGENDA AT-A-GLANCE Subject to change.

TUESDAY, MARCH 6	TECHADVANTAGE					
	8:00 AM – 5:00 PM	2012 RUS Engineering Update	MutiSpeak Integrator Training	Developing Cyber Security and Risk Mitigation Plan (175.1)	Procurement and Contract Management (294.01)	Strategic Technology Management: Navigating through a Sea of Change
	11:30 AM – 2:00 PM & 4:30 PM – 7:00 PM	TECHADVANTAGE GENERAL SESSION (FEATURING)				
	7:30 PM – 10:00 PM	ENTERTAINMENT				
WEDNESDAY, March 7	7:00 AM – 8:30 AM	TECHADVANTAGE OPEN HOUSE				
	9:00 AM – 10:30 AM	JOINT SESSION WITH NRECA ANNUAL MEETING (175.1)				
	11:00 AM – 5:00 PM	TECHADVANTAGE GENERAL SESSION (FEATURING)				
		DOING MORE WITH WHAT YOU HAVE	CLOUD COMPUTING	EVOLVING TECHNOLOGIES	SMART GRID/ DISTRIBUTION SYSTEM MNGT	UTILITY OPERATIONS
	1:00 PM – 2:15 PM	System Monitoring Tools	Cloud Computing: A Modern Architecture for Modern Smart Grid	Technology Work Plans (TWP) – Building a Roadmap: Why, What and How	Distribution Sectionalizing	Overview of Mobile Staking, Maintenance Assessment
	2:30 PM – 3:45 PM	Proactively Managing your IT Infrastructure	Practical Uses Of Cloud Computing In Utility Operations: Protecting Your Co-Op In The Cloud	Smart Metering & IT Implementation Plan	Distributed Generation: Business Models and Economics	MultiSpeak® M
4:00 PM – 5:00 PM	IVR—More than Inbound/Outbound Calls	Google Apps vs Office 365: A User Experience	Customer Self-Serve Goes Mobile	Harmonizing Distribution Automation with Advanced SCADA	Protecting your Copper Theft: Best Alternatives to	
6:00 PM – 8:00 PM	TECHADVANTAGE RECEPTION, INC					
THURSDAY, MARCH 8		COMMUNICATINOS TECHNOLOGIES	DR & BIZ CONTINUITY	MOBILE STRATEGIES	SMART GRID/ DISTRIBUTION SYSTEM MNGT	UTILITY OPERATIONS
	8:00 AM – 9:15 AM	Using a Strategic Plan to Maximize Your Mobile Communications Capabilities	Resolving High Bill Inquiries through IVR and ITR	Field Applications for Tablets and Phones	Tying it all Together: Electric Distribution Operations Dashboard	Underground C
	9:30 AM – 10:45 AM	Demand Relief, Outage Notifications and Improved Customer Service via Texting	My Firewall Looks Like Swiss Cheese... Now What?	Full Life Cycle management of Work Request using an Integrated GIS_WMIS	The Pros & Cons of Hosted AMI Software	Using GIS to Vegetation Ma
	11:00 AM – 5:00 PM	TECHADVANTAGE GENERAL SESSION (FEATURING)				
	11:00 AM – Noon	Doing More with what you have Peer to Peer		Mobile Strategies Peer to Peer	Distribution System Management Peer to Peer	Theft of Se Peer to P
	2:00 PM – 3:15 PM		3rd Annual Freeware Swap Meet “There’s an App for That!”	Case Studies in Mobile Workforce Automation	Leveraging Existing Communications Systems for other Applications	
3:30 PM – 5:00 PM	TECHADVANTAGE GENERAL SESSION (FEATURING)					
6:00 PM – 7:00 PM	TECHADVA					
FRIDAY, MARCH 9						
	8:00 a.m. – 10:30 a.m.	Creating a Culture of Compliance	Solar Turbines Plant Tour (preregistration required)	The Secrets of Underground Distrib		

ADVANTAGE PRE-CONFERENCE WORKSHOPS

Technology Navigating New Technology	Becoming an Effective Leader	DG Interconnection	1:00 p.m. – 5:00 p.m.		
			SharePoint 2010 Demystifying Safety Improvement Planning		

ADVANTAGE EXHIBIT HALL OPEN

EVENT NIGHT—THE TEMPTATIONS

OPENING GENERAL SESSION & BREAKFAST

FEATURING MARK KELLY—“ENDEAVOUR TO BUILD A BETTER WORLD”

ADVANTAGE EXHIBIT HALL OPEN

OPERATIONS	CRN	DEMAND RESPONSE ENERGY EFFICIENCY	POWER QUALITY AND RELIABILITY	SUPPLY MANAGEMENT	
Mobile Inspection, Maintenance & Test Tools	Cyber Security (CRN Master Class) Part 1	Measuring Energy Efficiency Investments	Effects of Today's Loads on Distribution Systems (IEEE 519)	Supply Management Speed Dating	
Grid Made Easier	Cyber Security (CRN Master Class) Part 2	Pre-Paid Metering Case Studies	How Federal Reliability Standards and Regulations Affect Your Job	Outsourcing: a Roadmap to Managing Outside Contracts	
Smart System from Economical to Copper	Solar Technology Prospects at Co-ops	Electric Vehicles: Preparing Public Utilities for Large-scale Adoption	Ethics General Session “Prominence to Prison: Why Smart People Do Such Dumb Things” —Patrick Kuhse		

INCLUDING RE MAGAZINE 75TH ANNIVERSARY CELEBRATION

OPERATIONS	CRN	DEMAND RESPONSE ENERGY EFFICIENCY	POWER QUALITY AND RELIABILITY	SUPPLY MANAGEMENT	
Operations	Achieving Savings through Voltage Optimization	End-to-End Real World Demand Response Case Studies	Update on Key Safety Issues	Supply Chain Ethics and Legal Considerations	WareHouse Management Leading Practices
Improve Management	Tackling the Business Case for Energy Storage	Conservation Voltage Reduction Applied for Wholesale Power Cost Reduction		Being a Better Customer for Improved Service and Pricing	Transition to and Implementation of Vendor-Managed Inventory

ADVANTAGE EXHIBIT HALL OPEN

Service Peer	Getting Added Value from SCADA and Remote Sensor Technologies	Demand Response/ Energy Efficiency Peer to Peer		Surplus Asset Disposal and Investment Recovery	Physical Securities Leading Practices: Securing Your Co-op and Members
	CRN Emerging Technologies Peer to Peer	Creative Rate Design Strategies		Supply Management General Session— Kevin Eikenberry/ISMCU Annual Meeting	

FEATURING ROBERT BRYCE—“GREEN ENERGY AND THE FUELS OF THE FUTURE”

ADVANTAGE HAPPY HOUR RECEPTION

SUPER SESSIONS

Communication	Technology Acquisition	From Bud to Boss: Making the Transition to Supervisor	Communicating Smart Meter Roll Out: It's Not Just Communications and Member Services
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General Information

HOTEL

You can select from the following hotels to receive the NRECA group hotel rate:

San Diego Marriott Marquis & Marina

333 West Harbor Drive
San Diego, CA 92101
619.234.1500

Group Room Rate: \$265.00 + 16% tax
Check in: 4:00 PM | Checkout: 12:00 NOON

Hard Rock Hotel

207 Fifth Avenue
San Diego, CA 92101
619.702.3000

Group Room Rates: Studio Room: \$239.00 + 16% tax
Suite: \$269.00 + 16% tax
Check in: 4:00 PM | Checkout: 11:00 AM

Reservation Cutoff date: January 31, 2012—*last date to reserve a room at the conference rate.*

Cancellation Policy: All cancellations must be submitted in writing to the Housing Center by January 31, 2012, 9:00 p.m. ET to avoid a cancellation fee. A nonrefundable deposit equal to one (1) night's room and tax will be charged for cancellations made after January 31, 2012, to the credit card used to guarantee the reservation. The hotel will charge the deposit to the credit card submitted with the reservation after January 31, 2012. NRECA's cancellation policy overrides.

2012 TECHADVANTAGE LOCATION

San Diego Convention Center

REGISTRATION POLICIES

TechAdvantage Registration Fees

Event registration includes conference materials, general sessions, learning labs, TechAdvantage Expo and expo functions, energy breaks, conference reception and Technology Showcase. Pre-conference workshops and some events are an additional charge.

QUESTIONS

For more information about TechAdvantage, call 1.866.673.2299.

LATEST NEWS

For the most up-to-date schedule and event details, visit the TechAdvantage website, www.TechAdvantage.org.

VISIT WWW.TECHADVANTAGE.ORG!

- Register Now!
- Book your hotel reservations
- Check out the conference program
- See who's exhibiting
- Learn about CRN master classes
- *Get Ready, 'Cause Here They Come!* The Temptations!
- Sign up for pre-cons
- Get the 411 on the latest schedule updates
- Technology showcase!



SAVE MORE THAN 25% WHEN YOU REGISTER BY JANUARY 31, 2012

REGISTER ① Online: www.techadvantage.org ② Fax: 703.907.5951 ③ Mail: NRECA, P.O. Box 758777, Baltimore, MD 21275-8777

Please print. Use one form for each registrant.

First Name _____ Last Name _____
 Title _____ Company _____
 Address _____
 City _____ State _____ Zip Code _____
 Telephone _____ Fax _____
 Email _____

CONFERENCE REGISTRATION PACKAGES <i>Please select one of the following:</i>	EARLY BIRD RATE through January 31, 2012	REGULAR RATE after January 31, 2012
Individual	<input type="checkbox"/> \$715	<input type="checkbox"/> \$795
*AdvantagePak— BEST VALUE! Register your team and save 14%–28%		
2–5 Registrants	<input type="checkbox"/> \$615	<input type="checkbox"/> \$695
6+ Registrants	<input type="checkbox"/> \$515	<input type="checkbox"/> \$595
ISM/T&D Engineering Committee (Discount cannot be applied to other fees.)	<input type="checkbox"/> \$645	<input type="checkbox"/> \$715
Non-Members	<input type="checkbox"/> \$1,095	<input type="checkbox"/> \$1,195
Student/Interns	<input type="checkbox"/> \$95	<input type="checkbox"/> \$95
*Co-ops registering three or more attendees may register the CEO at no charge.		

PRE-CONFERENCE WORKSHOPS—MARCH 6 (Workshops 8:00 am–5:00 pm unless noted)	SESSION FEES		
A: RUS Engineering Update Seminar	<input type="checkbox"/> \$250		
B: Developing Cyber Security & Risk Mitigation Plan (175.1)	<input type="checkbox"/> \$550		
C: Procurement & Contract Management (294.01)	<input type="checkbox"/> \$495		
D: DG Interconnection	<input type="checkbox"/> \$550		
E: De-mystifying Safety Improvement Planning (1:00–5:00 pm)	<input type="checkbox"/> \$375		
F: SharePoint 2010 (1:00–5:00 pm)	<input type="checkbox"/> \$375		
G: Strategic Technology Management	<input type="checkbox"/> \$550		
H: MultiSpeak® Integrator Training	MultiSpeak Member <input type="checkbox"/> FREE	NRECA Members <input type="checkbox"/> \$215	Non-Members <input type="checkbox"/> \$500

SPECIAL EVENTS	FEES	
Temptations Concert (March 6, 2012 at 7:00 pm)	Tickets through Jan. 31, 2012 <input type="checkbox"/> \$40	Tickets after Jan. 31, 2012 <input type="checkbox"/> \$50
19th ISM-CU Annual Meeting (March 7, 2012 from 4:00–5:00 pm)	<input type="checkbox"/> FREE	
TOTAL CONFERENCE REGISTRATION FEE	\$ _____	

CHOICE OF PAYMENT (Choosing the Bill Me option will result in immediate billing upon receipt of your registration form.)

AMEX Discover MC Visa Bill Me Check payable to NRECA (enclosed)

Credit Card Number _____ Expiration Date _____

Name of Cardholder (as it appears on card) _____

Cardholder's Signature _____

By executing and submitting this Registration form, you acknowledge that you are authorized to agree to its terms on behalf of (1) yourself, (2) your employer or the entity on whose behalf you are registering, and (3) each of the individuals you are registering listed on the Registration form who are not minors (collectively "Registrants"). Registrants agree to allow NRECA to take and publish Registrants' likeness using still photograph or motion video ("Images") for use in the promotion of electric cooperatives, NRECA, and/or its affiliates in NRECA's sole discretion. Registrants grant NRECA a non-exclusive, worldwide, royalty-free, and perpetual (for the duration of the applicable copyright) license to copy, crop, alter, touch up, edit, publish, display and distribute Images in whole or in part on basis, to use the Images without limitation in displays, print or electronic publications, advertisements, and web sites, and without prior notification or any compensation.

CANCELLATION POLICY

Full refund for all registration fees will be made for cancellations received in writing by February 22, 2012. Cancellations received after February 22, 2012 and before March 5, 2012 will be processed minus at \$175 cancellation fee. Individuals failing to cancel before the start of the event on March 6, 2012 and no-shows are responsible for paying the full registration and applicable pre-conference and/or post-conference workshop fees. Substitutions are welcome. For more information, contact Membership and Association Support Services at 703.907.5868 or membership@nreca.coop.

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