

ABOUT *The* CONFERENCE

The Administrative Professionals conference is an opportunity for utility office personnel to learn about valuable skills that benefit today's workplace. Utility administrators work extensively with others during their day-to-day duties, including coworkers, customers, and commissioners. This conference aims to address topics ranging from Open Records, Cyber Security & Updates from the Comptroller's Office.

This conference also hosts the TAUD Administrative Professionals (TAP) program. This is a certification program for exceptional administrative personnel who have completed thirty (30) hours in the following categories: Office Management, Financial Administration, Personal Development, Legal & Personnel Issues, and On-Site Systems Operations.

For more information or to register, visit taud.org.

HOTEL INFO

TAUD ROOM BLOCK

We encourage you to make reservations early, as the host hotel will fill up quickly! Mention TAUD when booking to receive the discounted rate.

AIRPORT EMBASSY SUITES

10 Century Blvd.
Nashville, TN 37214
615.871.0033

ROOM RATE: \$159⁰⁰ s/d

GROUP CODE: TUD

RESERVATION DEADLINE: November 17, 2023



2023 ADMINISTRATIVE *Professionals* CONFERENCE

NOV. 29- DEC. 1



Administrative Professionals Conference

NOV. 29- DEC. 1

Airport Embassy Suites | 10 Century Blvd. | Nashville, TN 37214

Utility/Company: _____

Registrant 1: _____

Registrant 2: _____

Registrant 3: _____

Registrant 4: _____

Business Address: _____

City: _____ State: _____ Zip: _____

Business E-mail: _____

Business Phone: (____) _____ - _____

REGISTRATION FEES

	BEFORE NOV 24:	AFTER NOV 24:
TAUD Member	\$230	\$255
Non-Member	\$415	\$440
One Day Only	\$125	\$225

Please make checks payable to TAUD.
If preferred, you may use a Master Card, Visa, American Express, or Discover card.
Only provide credit card information on forms that are to be **direct mailed or faxed**.
We **cannot** accept credit card information via e-mail, including attachments.

Card Number: _____ Expires: _____ Amount: _____

Card Holder Name: _____ Signature: _____

Billing Address: _____

City: _____ State: _____ Zip: _____

E-mail (for receipt): _____

TAUD Refund Policy: All cancellations must be received in writing. A full refund will be issued (less a \$50 processing fee) if cancellation is received at least 15 working days prior to the conference. Cancellations received between 5 & 14 business days prior to the conference are eligible to receive a half refund. No refunds will be issued if cancellation notice is received less than 5 business days prior to the conference. Substitutes are always welcome.

Submit completed form to:

TAUD

P.O. Box 2529
Murfreesboro, TN 37133

Fax: (615) 898-8283

Early
Registration
Deadline:
Nov. 24

Tennessee Association
of Utility Districts



Session Schedule

Eight (8) hours of TAP, Municipal Utility Official & Commissioner Training credit available.
Session schedule/speakers subject to change.

Wednesday, November 29

3-5:00PM Registration

Thursday, November 30

8:30AM Opening Comments

8:45AM The Importance of
Community Involvement
[Leon Shields, LCUB]

9:45AM Communicating with
Customers
[Leon Shields, LCUB]

10:45AM Building a Stronger Utility
[Leon Shields, LCUB]

12:00PM **LUNCH**

1:00PM Strategies to Defend Against
Cyber Criminals
[Lisa Atkinson & Chloe Harrison, Zelvin
Security]

2:15PM Purchasing for Utility Districts
& Municipalities
[Brian Hazelet, TAUD]

Friday, December 1

8:30AM The New TN Board of Utility
Regulation (TBOUR)
[Ross Colona; TN Comptroller's Office]

9:30AM Q&A with TAUD's General
Counsel
[Don Scholes, TAUD]

11:30AM Sessions Wrap-Up

TO REGISTER

You may register online or send the enclosed
form by mail or fax:

 www.taud.org  615.898.8283

 PO Box 2529, Murfreesboro TN 37133

QUESTIONS?

 615.900.1014

 bethhardiman@taud.org