

# ABOUT THE CONFERENCE

As utility district managers and commissioners are charged with the responsibility of overseeing a system's financial and operational well-being, taud's leadership conference is designed to assist with those challenges. Sessions are heavily focused how to be an effective leader. Topics emphasize organizational, operational, and ethical responsibilities as a leader of a utility.

## HOTEL INFO

### Fairfield Inn & Suites Downtown

611 Airport Road  
Gatlinburg, TN 37738  
865.436.4935

**Room Rate:** \$179

**Reservation Deadline:** September 25

**Group Code:** TAUD NOVEMBER 2024

**Book Online:** [marriott.com/events/start.mi?id=1723554237136&key=GRP](https://marriott.com/events/start.mi?id=1723554237136&key=GRP)

### Courtyard Gatlinburg Downtown

315 Airport Road  
Gatlinburg, TN 37738  
865.436.2008

**Room Rate:** \$209-259

**Reservation Deadline:** September 25

**Group Code:** TAUD NOVEMBER 2024

**Book Online:** [marriott.com/events/start.mi?id=1723553861932&key=GRP](https://marriott.com/events/start.mi?id=1723553861932&key=GRP)



Tennessee Association  
of Utility Districts  
*Vital for Tennessee's future*

P.O. Box 2529  
Murfreesboro, TN 37133

# 2024 UTILITY LEADERSHIP CONFERENCE

Tennessee Association  
of Utility Districts

*Vital for Tennessee's future*



# 2024 UTILITY LEADERSHIP CONFERENCE

OCTOBER 30-NOVEMBER 1

Gatlinburg Convention Center | 234 Historic Nature Trail | Gatlinburg, TN 37738

Utility/Company: \_\_\_\_\_

Registrant 1: \_\_\_\_\_

Registrant 2: \_\_\_\_\_

Registrant 3: \_\_\_\_\_

Registrant 4: \_\_\_\_\_

Business Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Business E-mail: \_\_\_\_\_

Business Phone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_



## REGISTRATION FEES

	before Oct. 18:	after Oct. 18:
TAUD Member	\$400	\$450
Non-Member	\$700	\$800
One Day Only	\$225	\$325

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): \_\_\_\_\_

## QUESTIONS? CONTACT US!

615.900.1014 • BETHHARDIMAN@TAUD.ORG

Submit completed form to:

TAUD  
PO Box 2529  
Murfreesboro, TN 37133  
Fax: 615.898.8283

## CONFERENCE SESSIONS

Twelve (12) hours of TAP, Commissioner, & UMO Training available.  
Session schedule subject to change.

### WEDNESDAY OCTOBER 30

- 11:00AM CONFERENCE REGISTRATION
- 1:00PM TAUD Affinity Partners, Working for You  
*[Steve Copeland, Cumberland Insurance Agency; & Mark Slater, Servline]*
- 2:00PM Coffee & Dessert Bar Break  
*Sponsored by Cumberland Insurance Agency & Servline*
- 2:30PM Lead & Copper Update  
*[David Money, TAUD]*
- 3:30PM ARP Requirements: Post-Project Scorecard  
*[Ethan Carter, TAUD]*

### THURSDAY OCTOBER 31

- 7:00AM BREAKFAST
- 8:30AM Commissioner Terms & Vacancies  
*[Don Scholes, TAUD]*
- 9:30AM Tools to Continually Improve Your Utility  
*[Jim Marshall & Sarah Chandler, Jackson Thorton]*
- 10:30AM Commissioner Roles  
*[Nick Newman, TAUD]*
- 11:30AM LUNCH
- 12:30PM The Key to Staying Out of the Hackers Crosshairs  
*[Mike Sumner, Consolodated Utility District]*
- 1:30PM Building an Annual Report That Tells a Utility's Story  
*[Brett McArdle, Consolodated Utility District]*
- 2:30PM Developing Customer Service Surveys that Impact External Communications  
*[Brett McArdle, Consolodated Utility District]*

### FRIDAY NOVEMBER 1

- 7:00AM BREAKFAST
- 8:30AM Public Meetings  
*[Don Scholes, TAUD]*
- 9:30AM ARP Projects, Milestones, & Program Updates  
*[Vena Jones, TDEC]*
- 10:30AM SRF Loans and Grants for Lead Service Line, Stormwater, Emerging Contaminants, & Other Projects  
*[Vena Jones, TDEC]*

