

# 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 Tax Information, Customer Service, & 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](http://taud.org).



## 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  
[NashvilleAirport.EmbassySuites.com](http://NashvilleAirport.EmbassySuites.com)

ROOM RATE: \$149.00 S/D  
GROUP CODE: TAU  
RESERVATION DEADLINE: NOV. 14



P.O. Box 2529  
Murfreesboro, TN 37133

# ADMINISTRATIVE PROFESSIONALS CONFERENCE



DECEMBER 4-5  
NASHVILLE, TN

# 2025



# ADMINISTRATIVE PROFESSIONALS CONFERENCE

## DECEMBER 4TH-5TH

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 21:** **AFTER NOV 21:**

|              |       |       |
|--------------|-------|-------|
| TAUD Member  | \$230 | \$255 |
| Non-Member   | \$415 | \$440 |
| One Day Only | \$125 | \$225 |

**EARLY REGISTRATION  
DEADLINE NOV. 21**

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.



### WEDNESDAY, DECEMBER 3RD

3:5:00PM REGISTRATION

### THURSDAY, DECEMBER 4TH

8:30AM OPENING COMMENTS

8:45AM IRS Designations: Distinguishing Between W-2 or 1099's  
[Melanie San & Tim Ham, TAUD]

10:00AM Tricks for Customer Service [Brett McCardle, Consolidated Utility District]

11:00AM Turning Customers into Owners [Brett McCardle, Consolidated Utility District]

12:00PM LUNCH

1:15PM Survival Guide to Internal Controls & Compliance  
[Justin Garcia & Matt Piland, Comptroller's Office]

### FRIDAY, DECEMBER 5TH

8:45AM Record Retention [TN Comptroller's Office]

10:15AM Q&A with TAUD's General Counsel [Don Scholes, TAUD]

11:30AM SESSIONS WRAP UP



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

[www.taud.org](http://www.taud.org) • PO Box 2529  
Murfreesboro TN 37133