



Minnesota Municipal Utilities Association

Technical & Operations Conference

NEW LOCATION !

**Best Western Plus Kelly Inn
100 4th Avenue South, St. Cloud, MN**



December 6 - 8, 2016

The Technical & Operations (T&O) Conference is designed to offer useful information to superintendents, managers, supervisors and crew leaders about the upcoming challenges utilities are going to face with system reliability, technology, employee retention, and preserving the craft of the electrical industry. It is also designed to create quality leaders within the municipal utility industry.

16th Annual Technical & Operations Conference

GENERAL SESSIONS

Tuesday, December 6

Quality Management

Debra Englund, HRExpertiseBP

The skills that got you where you are may not be enough in the future. Leadership skills and the 'leadership team' are the foundation of an organization's success.

- What is a quality leader?
- What are the fundamentals of quality leadership?
- What tools do you need?
- It's all about behavior and expectations: How do you effectively promote strong performance?
- Communicate and Set Expectations
- Measure the right things the right way
- Maintain accountability and standards
- Reward excellence
- Improve, through exercises, by understanding the different social and communication styles of others.

Wednesday, December 7

Creating an Empowerment Culture

Kit Welchlin, Welchlin Communication Strategies

An empowerment culture will lead to a more effective work force and efficient organization. No matter what your position or title, you can support the creation of a work environment that is empowering.

- Demonstrate appreciation for unique personal and professional value.
- Invite coworkers in on planning, ask for input, and consider their suggestions.
- Mission statements, value statements, and codes of conduct—are they just slogans or important guidelines?
- Communication is a two-way street—if we have questions about expectations, we should be free to ask, without ridicule or humiliation.
- Share all available information so co-workers can make thoughtful decisions and have successful outcomes.
- Recognize hard work, attention to quality, and team spirit.

Reserve room at our new location now!

To make your room reservation, call the hotel directly at 320.253.0606. Ask for the MMUA room block. Rooms are \$91 per night + tax. Reserve online at <http://tinyurl.com/MMUA-2016-TandOreservations>.

Reservations must be made **no later** than November 21, 2016. After the cut-off date, reservations will be accepted as rooms are available, at prevailing rates.

Highline Heroes—A Family's Perspective

Tracy Moore

Nobody can talk about safety like the wife of a fallen lineworker. Tracy's husband died in 2002. The years since have been filled with grief but also a passion to keep his memory alive, and to bring awareness, honor and recognition to lineworkers, through her Highline Hero Foundation.

Noon - Lunch & Program

- Apprentice recognitions
- 2016 APPA Top Rodeo Placement Presentation
Don Harbuck, Northwest Lineman College & Mike Willetts, MMUA

Manager Track

Advancing Safety Culture/Critical Thinking

Jim Walters, Power of Learning

Human factors play a large role in improving the safety culture, and each person's thinking is the key for improvement. Critical thinking is the foundation for changing activity and behavior. Learn how to apply what you learn with a focus on changing behavior.

Reliability Best Practices

Bob Jagusch, MMUA

This is a multi-faceted topic. Attend for a discussion of industry best practices and share lessons learned from utility experiences.

Cold Weather Rule

Tracy M.B. Smetana, Consumer Affairs Office, MPUC

What do municipal utilities need to know about the Cold Weather Rule? Learn about the Consumer Affairs Office and some surprising ideas on answering customer questions. Time for audience Q&A will be provided.

Cyber Security

Speaker - TBD

The power grid is a complex, interconnected network which is susceptible to damage by natural events. Yet there may be an even more ominous threat: "cyber" attacks. Learn more about this very real threat, what the industry is doing and how you can help prevent disruption. Operational security is everyone's responsibility.

Reception & Trade Show

Be sure to join us for our annual reception and product show. With 60 companies expected to exhibit, this is a great place to see what's new and to make new connections.



16th Annual Technical & Operations Conference

Crew Leader/Foreman Track

Meaningful Job Briefings

Joe Schmidt, MMUA CSP

This session will offer an insightful look at the importance of conducting an appropriate and meaningful job briefing. What are the requirements depending on the subject? What format should be used? Successful job briefings, and failures, will be examined.

Electric Maintenance

Dave Wood, Ziegler Power Systems

This presentation will look at service recommendations per American National Standards Institute/International Electric Testing Association standards. What benefits are there to thermal imaging? There will be time for discussion, so start thinking about your questions now.

Arc Rated Clothing & PPE Improvements

Rick Hawthorne, Carhartt

A look at arc-rated clothing and personal protective equipment (PPE) improvements. We will also delve into

the recent recall of several Carhartt garments and what was considered in regards to that development.

Fall Protection & Improvements

Jason Giefer, 3M DBI/Sala

There are new regulations related to fall protection while climbing wooden poles and for employees who work at heights. OSHA requires employees to be trained on fall protection safety regulations. Take a look at new and improved equipment available.

Thursday, December 6

Recent Accidents and Lessons Learned

Mike Willetts & Marc Machacek, MMUA

MMUA Mutual Aid Framework & Development

Mike Willetts, MMUA

MMUA Update

MMUA Staff

Conference Program

Tuesday, December 6

Noon-1:00 Registration

1:00-1:15 Welcome and Opening Remarks

1:15-4:30 **Quality Management**
Debra Englund, HRExpertiseBP

Wednesday, December 7

8:30-10:45 **Creating an Empowerment Culture**
Kit Welchlin

11:00-Noon **Highline Heroes—A Family's Perspective**
Tracy Moore

Noon **Lunch & Program**

Manager Track

1:00-1:45 **Advancing the Safety Culture**
Jim Walters, Power of Learning

2:00-2:45 **Reliability Best Practices**
Bob Jagusch, MMUA

3:00-3:45 **Cold Weather Rule**
Tracy M.B. Smetana, MN PUC

4:00-4:45 **Cyber Security**
Speaker - TBD

Crew Leader/Foreman Track

1:00-1:45 **Meaningful Job Briefings**
Joe Schmidt, MMUA CSP

2:00-2:45 **Electric Maintenance**
Dave Wood, Ziegler Power Systems

3:00-3:45 **Arc Rated Clothing & PPE Improvements**
Rick Hawthorne, Carhartt

4:00-4:45 **Fall Protection & Improvements**
Jason Giefer, 3M DBI/Sala

5:00-7:00 **Reception and Trade Show**

Thursday, December 8

8:30-9:30 **Accidents, Lessons Learned**
Mike Willetts & Marc Machacek, MMUA

10-10:30 **Mutual Aid Framework & Development**
Mike Willetts, MMUA

10:30-Noon **MMUA Update**

2016 T&O Registration Form

4418

Registration

This conference is open to members of MMUA only. The registration fee covers tuition, materials, refreshment breaks, lunch on Wednesday and admission to the reception and trade show on Wednesday.

Attendee Information

Name _____

Title _____

Email _____

(2) Name _____

Title _____

Email _____

(3) Name _____

Title _____

Email _____

(4) Name _____

Title _____

Email _____

Company Information

Utility/Company _____

Address: _____

Primary Contact _____

Email _____

Phone _____

Registration Fee

**On/before Nov. 21, 2016:
\$440 per person**

TOTAL DUE \$ _____

Registration fee increases \$50 on
Nov. 22.

Payment Options

- Check Payable to MMUA
- Bill Utility/Company
 - Purchase order _____
- Credit Card
 - Visa MasterCard Discover

Name as it Appears on Card

Cardholder's Signature

Credit Card Number

Expiration Date _____
Card Code on Back

REFUNDS: MMUA will issue a refund on an advanced registration, less \$25.00 per person processing fee, provided MMUA is notified by 4:30 pm on/before Nov. 21, 2016. No refunds after Nov. 21.

PHOTOGRAPHS: By registering for this event I/we, the attendee(s) named above, authorize Minnesota Municipal Utilities Association (MMUA) to photograph me at this event and use such photographs in MMUA marketing materials (both electronic and print). I understand that I will not be paid for giving this consent.

**Register
Today!**

On line: www.mmua.org/event/2016-TandOconf
By mail: MMUA
3025 Harbor Lane N., #400
Plymouth, MN 55447-5142
By email: rkelly@mmua.org
By fax: 763-551-0459

**Registration
Fees
Increase
Nov. 22**