



Minnesota Municipal Utilities Association

*December 8-10, 2020*

**Technical & Operations**



**Conference**

The annual T & O Conference will be held in person, with some changes to the format to ensure proper social distancing.

Especially with the uncertainty we've experienced due to the COVID-19 pandemic, perhaps now, more than ever, we need to maintain our relationships and continue to learn from one another to stay on top of our game!



## 2020 T & O Conference Program Details

**DUE TO COVID-19, THIS YEAR'S PROGRAM WILL FOLLOW ONE TRACK FOR ALL ATTENDEES.**

**THE TOPICS AND CONTENT CAN BENEFIT ALL ATTENDEES!**

### **Tuesday, December 8**

#### **6 Strategies to Overcome Leadership Obstacles in a Virtual World**

*Lisa Haen, Culture Inside Out, LLC*

None of us were prepared for the impact of 2020.

Leadership demands shifted overnight. Tough decisions were made. And we learned that adapting to rapid-fire change is essential for future success.

With the landscape of business changed forever, leaders need new adaptive tools to overcome these challenges and be successful in a virtual climate.

Learn these 6 strategies that bridge the virtual gap and create a stronger connection with your workforce.

***You will leave empowered to lead your team into 2021 with confidence.***

### **Wednesday, December 9**

#### **Lessons Learned by COVID-19: The Good, The Bad, and The Ugly**

*Kit Welchlin, Welchlin Communication Strategies*

The pandemic has touched everyone personally, professionally, emotionally, and socially. It certainly has affected the way we go about our daily lives. It probably has caused us to recalibrate our work and life balance, too. However, it may also have inspired us to think differently about our work and how we interact with our coworkers and our fellow citizens. It has compelled us to recognize and develop new methods.

Attendees will:

- Recognize and discuss ways to adapt to sudden change
- Learn how to recover and build resilience
- Recognize the value of perspective-taking, empathy, and contingency plans
- Learn strategies for staying engaged, connected, and productive during disruption.

#### **COVID-19 Lessons Learned - Roundtable Discussion**

*Moderated by Mike Willetts, MMUA*

The pandemic has brought about many new challenges for public power leadership. In particular, the way teams and crews work together and communicate with one another and with customers—to keep everyone safe and to ensure services operate smoothly. This roundtable will focus on lessons learned and offers strategies you can implement as you battle this on-going crisis.

#### **FirstNet - Federal Communications Network**

*Brian Rolph, AT&T National Business*

FirstNet is an independent government authority established by Congress to build and deploy a nationwide broadband network dedicated to First Responders. Because it is not subject to network congestion during time of emergency, calls receive priority and preemptive service on a secure network. Learn how this 24/7/365 solution for voice, text and data can benefit your utility.

#### **Tick and Lyme Disease Prevention**

*Brian Anderson (aka The Tick Terminator)*

Approximately 30,000 cases of Lyme disease are reported annually by health professionals to the Centers for Disease Control & Prevention (CDC). Several states—including Minnesota and Wisconsin—fall into the CDC's "High Incidence" category.

Whether you're working or enjoying the outdoors, it's important to understand the facts about ticks and how to avoid or even prevent bites, to help minimize your risk of Lyme disease.

#### **Technical Specification Manual (TSM) Update**

*Bob Jagusch, MMUA*

Learn about the TSM, what the municipal version will look like, and the steps required to adopt your TSM.

## 2020 T & O Conference Details

### Vendor Product Showcase

Learn about our Associate member's products and services.

### Reception & Trade Show

**NEW LOCATION:** River's Edge Convention Center, Glenn Carlson Hall

Whether you're looking to connect with a current supplier or sourcing new equipment or services, this is the perfect venue to make it happen!

### Thursday, December 10

#### The True Cost of Distractions—A Traumatic Event Detailed From an Incident Survivor

Lee Shelby

Lee will share his personal story because he hopes that by raising awareness and educating employees, we can mitigate distractions and reduce injuries. Safety on the job and fewer injuries means employees and families DO NOT suffer.

It's important that workers develop a questioning attitude about safety in order to recognize the consequences of shortcuts, complacency and distractions. We all must have a "Brother's Keeper" mentality and approach to the job so that everyone gets home safely.

### Issues Round-Up

MMUA Staff will cover a variety of "hot topic" issues. This is your opportunity to hear about the work MMUA is involved in on behalf of you and all of our members.

Hear an update from our Government Relations team, learn about upcoming educational opportunities planned for 2021, and more!



### REGISTRATION INFORMATION

Registration fee is \$465 per person if registered by November 13. Registration fee covers tuition, materials, refreshment breaks, lunch on Wednesday, and admission to the Reception & Trade Show.

*Please note:*

- Registration fee increases \$50 on Nov. 14
- Deadline to register is November 24
- Cancellations are subject to a \$30 charge per person if received by 4:30 p.m. on November 24. No refunds issued after November 24.

Must be an MMUA member to register for this event.

### HOTEL INFORMATION

#### Best Western Plus Kelly Inn

Address: 100 4th Avenue South, St. Cloud

Phone: (320) 253-0606

MMUA has secured a reduced room rate of \$99 per night + tax. Please call the hotel directly and ask for the MMUA room block or reserve online <https://tinyurl.com/2020-TandOreservations>

The hotel block closes on November 15, 2020, however, the hotel may continue to accept reservations after the cut-off date on a space available basis, at prevailing rates.

***Please make your hotel reservation as soon as possible as availability is limited and cannot be guaranteed.***

## 2020 T & O Conference Schedule of Events

### Tuesday, December 8

- 12:00 Noon Registration Opens
- 1:00 - 1:15 **Welcome & Opening Remarks**  
Mike Willetts, MMUA
- 1:15 - 4:00 **6 Strategies to Overcome Leadership Obstacles in the Virtual World**  
Lisa Haen, Culture Inside Out, LLC

### Wednesday, December 9

- 8:30 - 9:45 **Lessons Learned by COVID-19: The Good, The Bad, and The Ugly**  
Kit Welchlin, Welchlin Communication Strategies
- 10:00 - 11:15 **COVID-19 Lessons Learned - Roundtable Discussion**  
Moderated by Mike Willetts, MMUA
- 11:30 - Noon **Apprentice Lineworker Recognitions**  
Don Harbuck, Northwest Lineman College  
Mike Willetts and James Monroe, MMUA
- Noon - 1:00 Luncheon
- 1:00 - 1:45 **FirstNet - Federal Communications Network**  
Brian Rolph, AT&T National Business
- 2:00 - 3:00 **Tick and Lyme Disease Prevention**  
Brian Anderson (aka The Tick Terminator)
- 3:00 - 3:45 **Technical Specification Manual Update**  
Bob Jagusch, MMUA
- 4:00 - 4:45 **Vendor Product Showcase**
- 5:00 - 7:00 **Reception & Trade Show**

### Thursday, December 10

- 8:30 - 9:30 **The True Cost of Distractions—A Traumatic Event Detailed From an Incident Survivor**  
Lee Shelby
- 10:00 - Noon **Issues Round-Up**  
MMUA Staff

*Conference adjourns at noon.  
Schedule subject to change.*

**Date: December 8-10, 2020**

**Location:** Best Western Plus Kelly Inn  
 100 4th Avenue South  
 St. Cloud, MN 56301  
 Phone: (320) 253-0606

### Attendee Information

Name: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 (2) Name: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 (3) Name: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 (4) Name: \_\_\_\_\_  
 Email: \_\_\_\_\_

### Utility Information

Utility/Co. \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Primary Contact: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Phone: \_\_\_\_\_

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

**QUESTIONS:** Please contact Theresa Neddermeyer at 763-551-1230 or email [tneddermeyer@mmua.org](mailto:tneddermeyer@mmua.org)

### Registration Fee (on/by Nov. 13)

Member - \$465 per person

Must be MMUA member to attend.

*Note: Registration fee increases \$50 per person on November 14. Deadline to register November 24.*

Registration Fee \$ \_\_\_\_\_

X Number of Attendees \_\_\_\_\_

Total Due \$ \_\_\_\_\_

### Payment Options

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

**\*If you would like to pay by credit card please contact our office at 763-551-1230.**

**Or if you prefer we call you, please indicate the phone number we should contact you at:**

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**REFUND:** MMUA will issue a refund (less \$30 processing fee per person) provided MMUA is notified of the cancellation by 4:30 p.m. on November 24, 2020. *No refunds after Nov. 24.*



Register online: <https://www.mmua.org/event/TandO-2020>  
 Register by mail: Minnesota Municipal Utilities Association  
**(NEW ADDRESS)** 3131 Fernbrook Lane North, Suite 200  
 Plymouth, MN 55447-5337  
 Register by email: [tneddermeyer@mmua.org](mailto:tneddermeyer@mmua.org)  
 Register by fax: 763-551-0459

