



*The* **2015**  
**BUSINESS OF**  
**RUNNING A UTILITY**  
**CONFERENCE**

*Utility Information & Registration*

**AUGUST 12-14**

*Gatlinburg Convention Center | Gatlinburg, Tennessee*

**EARLY REGISTRATION ENDS JULY 24<sup>TH</sup>**

Held in the mountains of Gatlinburg, this is TAUD's largest indoor conference. Offering Continuing Education sessions for both the administrative and operational sides of a utility, session topics are designed to ensure that attendees are kept as up-to-date as possible regarding the latest regulations, technologies, and services available to our industry. One of the major highlights at this conference is the Exhibit Hall where attendees will have the opportunity to meet one-on-one with vendors and distributors and to network with other utility personnel.

The Business Conference also offers three events for attendees to participate in to benefit the Tennessee Political Action Committee (TUPAC). These include the annual TUPAC Golf and Trap Shoot Tournaments, as well as the TUPAC Silent Auction. Every year our industry is faced with a number of challenges, making it more difficult for our utilities to operate and exist. By participating in these fundraising events, you're not only assisting in TAUD's legislative efforts, but benefiting our industry as a whole.

## CONFERENCE SCHEDULE

Six (6) Hours of Operator CE Credit &  
Eight (8) Hours of TAP & Commissioner Credits Available!  
*See insert for detailed Session information.*

### WEDNESDAY, AUGUST 12

8:00AM	TUPAC Golf Tournament
9:00AM	TUPAC Trap Shoot
10:00AM - 4:00PM	Vendor Setup
1:00PM - 6:00PM	Registration
4:30PM - 7:00PM	Opening Reception & TUPAC Silent Auction

### THURSDAY, AUGUST 13

7:30AM - 9:30AM	Continental Breakfast
9:30AM - 11:00AM	Super Session, Awards, Best Tasting Water Contest
11:00PM - 1:00PM	Lunch
1:00PM	Silent Auction Ends
1:00PM - 4:00PM	Sessions

### FRIDAY, AUGUST 14

7:00AM - 8:30AM	Breakfast
8:30AM - 11:30AM	Sessions

## GENERAL INFORMATION

### Registration Includes:

Hot Breakfasts  
Buffet Lunch

Exhibit Hall Access to 100+ Industry Vendors  
6 Hours of Operator CE Credit *(good toward one license)*  
8 Hours of TAP or Commissioner Training Credit  
*(Must attend Supersession Thursday morning to receive CE credits)*

### Registration Check-in:

*Check in to receive your nametag, detailed Conference Guide & Event Schedule, Continuing Education information, and more!*

Wednesday, August 12 <sup>th</sup>	1:00 - 6:00pm
Thursday, August 13 <sup>th</sup>	7:30 - 9:30am

*Please drop off your TUPAC Silent Auction donation items at Registration or at the TUPAC table in the Exhibit Hall on Wednesday, August 12 (1pm-6pm).*



## QUESTIONS?

(615)896-9022 | [taud@taud.org](mailto:taud@taud.org)

## HOTEL INFORMATION

*We encourage you to make reservations early as all accommodations are first come, first served.*

### TAUD Room Blocks Available:

Park Vista	(865) 436-9211	\$116 <sup>00</sup>
<i>Reservation Deadline: July 31<sup>st</sup></i>		
Glenstone Lodge	(865) 436-9361	\$79 <sup>00</sup>
<i>Reservation Deadline: July 20<sup>th</sup></i>		
Hilton Garden Inn	(865) 436-0048	\$139 <sup>00</sup>
<i>Reservation Deadline: July 17<sup>th</sup></i>		Suites from \$169 <sup>00</sup>
Hampton Inn	(865) 436-4878	\$99 <sup>00</sup>
<i>Reservation Deadline: August 4<sup>th</sup></i>		
Clarion Hotel	(865) 436-5656	\$122 <sup>00</sup>
<i>Reservation Deadline: July 24<sup>th</sup></i>		
Historic Gatlinburg Inn	(865) 436-5133	\$90 <sup>00</sup>
<i>Reservation Deadline: July 11<sup>th</sup></i>		
Greystone Lodge	(800) 451-9202	\$109 <sup>00</sup>
at the Aquarium		
<i>Reservation Deadline: No cut-off date</i>		

# SESSIONS SCHEDULE

See reverse side for additional information

**THURSDAY // 08.13.2015**

	MILLS AUDITORIUM	BALLROOM D	CLASSROOMS 1-3
	ADMINISTRATIVE SESSIONS	WATER TREATMENT & DISTRIBUTION SESSIONS	WASTEWATER & COLLECTION SESSIONS
7:30	<i>CONTINENTAL BREAKFAST // EXHIBIT HALL OPENS</i>		
9:30	<b>TAUD OPENING SUPERSESSION &amp; AWARDS &amp; BEST TASTING WATER CONTEST</b> <i>*IN MILLS AUDITORIUM [MUST ATTEND FOR CE CREDIT &amp; DOOR PRIZE QUALIFICATION]</i>		
11:00	<i>LUNCH IN EXHIBIT HALL</i>		
1:00	<b>Legislative Update</b> Don Scholes   <i>Branstetter, Stranch &amp; Jennings</i> & Bob Freudenthal   <i>Executive Director, TAUD</i>	<b>TN Department of Environment &amp; Conservation Update</b> Tisha Calabrese   <i>TDEC, Division of Water Resources</i> <i>*Applies to all technical licenses; session held in Ballroom D</i>	
2:00	<b>Customer Service From the Top, Down</b> David Palmer   <i>QS/1 Governmental Solutions</i>	<b>Application of Advanced Water Treatment Process for the Hendersonville Utility District WTP</b> Stephen Jones   <i>Water Management Services</i>	<b>Springfield: Halfway Through the AOC</b> Ken Stewart   <i>Gresham, Smith &amp; Partners</i>
3:00	<b>Session TBA</b>	<b>Sustainable Holistic Approach to Water Quality Management</b> William Gresham   <i>Utility Services Group</i>	<b>Decentralized Wastewater Systems &amp; the Niche They Fill</b> Bill Dunnill, David Jones & Joseph Fisher <i>Consolidated Utility District</i>

**FRIDAY // 08.14.2015 [all events held on Upper Level]**

7:00	<i>BREAKFAST // MILLS AUDITORIUM LOBBY</i>		
8:30	<b>Water Quality Complaints After the Meter</b> Randy Harrell & Mark Lee <i>Consolidated Utility District</i>	<b>CIS Solutions for the Modern Water &amp; Wastewater Utility</b> Kena Hyers   <i>First Utility District of Knox County</i> & Troy Schake   <i>SEDC</i> <i>*Applies to all technical licenses; session held in Ballroom D</i>	
9:30	<b>Customer Pressure Problems</b> Mark Lee   <i>Consolidated Utility District</i>	<b>Disaster Recovery - How Much Are You Willing to Tolerate?</b> David Palmer   <i>QS/1 Governmental Solutions</i> <i>*Applies to all technical licenses; session held in Ballroom D</i>	
10:30	<b>Water Loss: After the Audit, What's Next?</b> Chris Leuber <i>Water &amp; Wastewater Authority of Wilson County</i>	<b>TN Operator Certification Exam Process Update</b> Brandon Hulette   <i>Director, Fleming Training Center</i> <i>*Applies to all technical licenses; session held in Ballroom D</i>	



Every year during the Business of Running a Utility Conference, TAUD hosts the TUPAC Golf Tournament, Trap Shoot and Silent Auction events. Proceeds from these annual events benefit the Tennessee Utility Political Action Committee, or TUPAC. Whether you're playing golf, participating in the trap shoot or bidding on silent auction items, you are directly assisting TAUD in our legislative efforts.

All utility commissioners, managers, employees and associate members of TAUD are eligible to donate, however, any funds donated to TUPAC **must** be from personal accounts. TUPAC is required to report donations from individuals that exceed \$100 within a reporting period. If your donation exceeds \$100, please be sure to obtain and complete a disclosure form and return it to TAUD staff.

TAUD encourages you to get involved & support TUPAC by participating in one of our fundraising events or by donating to the Silent Auction. For more information on TUPAC, visit our website at [www.taud.org](http://www.taud.org) and click on the *Legislative* tab. You may also contact Larry Lewis at (731) 234-0360 or by e-mail at [larrylewis@taud.org](mailto:larrylewis@taud.org).

## TUPAC Golf Tournament

*Wednesday, August 12*

*Registration/Breakfast: 6:30 am*

*Shotgun Start: 8:00 am*

## TUPAC Trap Shoot Tournament

*Wednesday, August 12*

*Registration: 8:30 am*

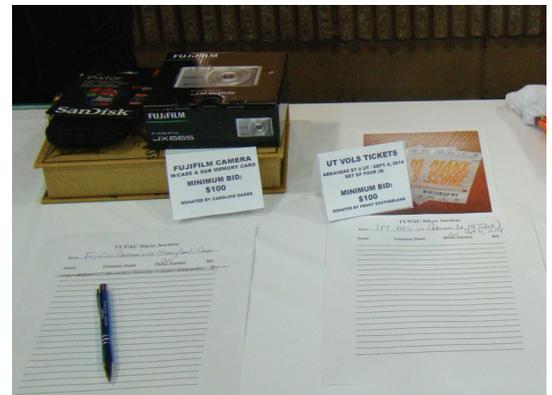
*Shotgun Start: 9:00 am*

## TUPAC Silent Auction

*Donation Drop-Off: Wednesday 1:00-6:00pm*

*Wednesday, August 12 4:30-7:00pm*

*Thursday, August 13 7:30-1:00pm*



# REGISTRATION FORM

*please print*

Please make copies of this form for more registrants as needed

The Business of Running a Utility Conference | August 12 - 14, 2015

Gatlinburg Convention Center- Gatlinburg

You may also register on-line at [www.taud.org](http://www.taud.org)

Utility: \_\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Registrant 1: \_\_\_\_\_ Registrant 2: \_\_\_\_\_

Address: \_\_\_\_\_ Guest 1: \_\_\_\_\_

City: \_\_\_\_\_ St: \_\_\_\_\_ Zip: \_\_\_\_\_ Guest 2: \_\_\_\_\_

**By July 24, 2015**

**TAUD Members - Full Conference.....\$325**  
*Includes all technical sessions, meals & entrance into the Exhibit Hall.*

**TAUD Non-Members - Full Conference.....\$620**  
*Includes all technical sessions, meals & entrance into the Exhibit Hall.*

**Spouse/Guest Meal Registration (Member/Non-Member)**

Thursday morning breakfast-in the Exhibit Hall \_\_\_\_\_ x \$20 = \$ \_\_\_\_\_  
Thursday Lunch-in the Exhibit Hall \_\_\_\_\_ x \$20 = \$ \_\_\_\_\_  
Friday Morning Breakfast Buffet \_\_\_\_\_ x \$20 = \$ \_\_\_\_\_

**Amount Due: \$ \_\_\_\_\_**

**After July 24, 2015**

**TAUD Members - Full Conference.....\$375**  
*Includes all technical sessions, meals & entrance into the Exhibit Hall.*

**TAUD Non-Members - Full Conference.....\$725**  
*Includes all technical sessions, meals & entrance into the Exhibit Hall.*

**Spouse/Guest Meal Registration (Member/Non-Member)**

Thursday morning breakfast-in the Exhibit Hall \_\_\_\_\_ x \$20 = \$ \_\_\_\_\_  
Thursday Lunch-in the Exhibit Hall \_\_\_\_\_ x \$20 = \$ \_\_\_\_\_  
Friday Morning Breakfast Buffet \_\_\_\_\_ x \$20 = \$ \_\_\_\_\_

**Amount Due: \$ \_\_\_\_\_**

**One Day Only - Thursday.....\$170**  
*Includes technical sessions, meals & entrance into the Exhibit Hall on Thursday.*

**After July 24, 2015.....\$275**

**Spouse/Guest Meal Registration (Member/Non-Member)**

Thursday morning breakfast-in the Exhibit Hall \_\_\_\_\_ x \$20 = \$ \_\_\_\_\_  
Thursday Lunch-in the Exhibit Hall \_\_\_\_\_ x \$20 = \$ \_\_\_\_\_

**Amount Due: \$ \_\_\_\_\_**

If preferred, you may use your Master Card, American Express, Discover or Visa.  
**Only provide your credit card information on forms that are to be direct mailed or faxed.**  
**We cannot accept credit card information via email, including attachments.**

Credit Card Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_ Amount: \_\_\_\_\_

Card Holder Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Billing Address: \_\_\_\_\_ Zip: \_\_\_\_\_

Email for receipt: \_\_\_\_\_

**Please send payment information or check (made payable to TAUD) to:**

**TAUD | P.O. Box 8041 | Murfreesboro, TN 37133  
Fax: (615) 898-8283**



Tennessee Association  
of Utility Districts



Vital for Tennessee's future

**P.O. Box 2529**  
**Murfreesboro, TN 37133**  
**[www.taud.org](http://www.taud.org)**

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**AUGUST 12-14**

*Gatlinburg Convention Center | 234 Historic Nature Trail | Gatlinburg, Tennessee*