This year, Miami is a Must!

The Utility Management Conference™ offers a diverse set of workshops, sessions, and panels that convey innovative tools, explore successful techniques, and share emerging solutions all centered around the key attributes of effective utility management and the Utility Leader Forum. This year, water and wastewater managers and professionals will gather in Miami, Florida to be part of the latest approaches, practices, and techniques in all aspects of utility management.

Opening General Session

All attendees are encouraged to attend.

Tuesday, January 31, 8:30 am

The Utility Management Conference planning committee sees leadership in our changing times as a key focus for all employees and employers. The 2012 Conference will kick off with an inspirational message from leadership author and speaker, Ed Ruggero. Mr. Ruggero graduated from West Point and served as an Army officer before moving into a career as an author, public speaker, and trainer. His message on developing the kind of leaders that people want to follow and meeting challenges will be woven with history and real life experiences.

Register by December 19 and Save Up To $140

To register, please visit www.wef.org/UtilityManagement.

Educational Credits

Upon successful completion of this symposium, earn up to 0.6 Continuing Educational Units (CEUs), and 15 Professional Development Hours (PDHs). CEUs are earned by particpating in the workshop. PDHs are earned by attending the technical sessions. Please note: symposium participants are responsible for exploring their state requirements to have their educational credits approved for credit.

0.6 CEUs

15 PDHs

Visit www.wef.org/UtilityManagement for more information.

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The Utility Management Conference™ 2012

January 30 – February 2, 2012
Hyatt Regency Miami
Miami, Florida

www.wef.org/UtilityManagement

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AWWA I WEF

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Water Environment Federation® the water quality people™

American Water Works Association

This conference is jointly sponsored by the American Water Works Association (AWWA) and the Water Environment Federation (WEF) and held in cooperation with the Florida Water Environment Association (FWEA).

www.wef.org/UtilityManagement

Pre-Conference Workshops

Monday, January 30

Full-Day Workshop	Super-Saver Rate		Full Rate	
	Member	Non-Member	Member	Non-Member
	$150	$170	$165	$195

Workshop A: The Leadership Challenge Workshop

Full-Day: (8:30 am - 5:00 pm)

This workshop is a unique, intensive leadership program for all levels of management, with its greatest potential at middle and senior levels. The workshop uses a well-designed cognitive/affective methodology that includes experiential exercises. It will teach common sense leadership practices that outstanding leaders use to inspire employees' spirit of commitment.

Half-Day workshop	Super-Saver Rate		Full Rate	
	Member	Non-Member	Member	Non-Member
	$80	$100	$95	$120

Workshop B: Using the Five Keys of Effective Utility Management (EUM) to Unlock Management Success

Half-Day: (8:30 am - 12:00 pm)

This workshop will be set up as a panel to discuss real-world examples of how leading utilities attained success by using the Five Keys to Management Success. Each of the keys will be discussed and illuminated using case studies that demonstrate practical ways that each principle has been implemented by utilities that have set their sights on being the best in class.

Workshop C: Good Enough Isn't Good Enough Anymore: 8 Powerful Ways to Find Utility Success in the New Normal

Half-Day: (1:30 pm - 5:00 pm)

This will be an interactive workshop which will draw lessons from the "Good Enough – Isn't" Workbook developed by the management of Daphne Utilities. This workshop will guide their thinking about what a public utility company can or can't do.

Workshop D: Creating a Sustainable Organization: How to Develop, Implement and Evaluate a Knowledge Management Program for Your Organization

Half-Day: (1:30 pm - 5:00 pm)

This workshop will focus on knowledge management that can support a utility business by ensuring that information is available for the people who need it, when they need it. Knowledge management looks at the most efficient ways to capture, store, manage, and make available more information. An effective knowledge management program focuses on how people normally use information during the course of the day.

Schedule of Events

Tuesday, January 31	
7:00 am – 5:00 pm	Registration
8:30 am – 10:00 am	**Opening Session**
Morning Technical Sessions	
10:30 am – 12:00 pm	**Session 1:** Effectiveness and Efficiency of Utilities in the New Normal
	Session 2: Rates and Financing – Part 1
	Session 3: Organizational Approaches – Key to Success
12:00 pm – 1:30 pm	**Luncheon**
Afternoon Technical Sessions	
1:30 pm – 3:00 pm	**Session 4:** Security, Protection, Emergency Preparedness, and Disaster Recovery
	Session 5: Rates and Financing – Part 2
	Session 6: Strategic Planning – A Key to Success – Part 1
3:30 pm – 5:00 pm	**Session 7:** Measurement – A Key to Success
	Session 8: Operations and Maintenance
	Session 9: Strategic Planning – A Key to Success – Part 2
5:00 pm – 6:30 pm	**Networking Reception**
Wednesday, February 1	
7:00 am – 5:00 pm	Registration
Morning Technical Sessions	
8:30 am – 10:00 am	**Session 10:** Utility Leader Forum – Board Management
	Session 11: Operational Optimization – Data/IT Focus
	Session 12: Customer Satisfaction
10:30 am – 12:00 pm	**Session 13:** Utility Leader Forum – Managing the Senior Management
	Session 14: Perspectives from Water and Wastewater Chief Information Officers
	Session 15: Stakeholder Understanding
Afternoon Technical Sessions	
1:30 pm – 3:00 pm	**Session 16:** Utility Leader Forum – Managing the Message
	Session 17: General Finance
	Session 18: Performance Management
3:30 pm – 5:00 pm	**Session 19:** Incorporating Climate Change in Utility Management Practice
	Session 20: Leadership – A Key to Success
	Session 21: Operational Resiliency
Thursday, February 2	
7:00 am – 12:00 pm	Registration
Morning Technical Sessions	
8:30 am – 10:00 am	**Session 22:** Infrastructure Sustainability
	Session 23: Employee Leadership and Development
	Session 24: Asset Management – Part 1
10:30 am – 12:00 pm	**Session 25:** Community Sustainability
	Session 26: Employee Leadership and Development
	Session 27: Asset Management – Part 2

Register by December 19 and Save Up To $140

Conference Registration Fees	Super Saver Rate (by 12/19/11)		Full Rate (after 12/19/11)	
	Member	Nonmember	Member	Nonmember
Full Conference & Exhibition	$575	$795	$705	$935
One Day Conference	$340	$425	$400	$475
Student *(valid student ID required)*	FREE	$100	FREE	$100
Optional Events				
Workshop	$150	$170	$165	$195
Half Day Workshops	$80	$100	$95	$120

To register, please visit www.wef.org/UtilityManagement.

Registration Questions? E-mail: Registration@wef.org
Call: 1-877-WEF-4REG (1-877-933-4734)

Cancellation Policy
All cancellation requests must be submitted in writing with a detailed explanation by January 18, 2012. A 25% administrative fee will be deducted from all refunds. Registrants who fail to notify WEF of cancellations by January 18, 2012 will be liable for the full registration fee.

Hotel Accommodations

Hyatt Regency Miami
400 South East Second Avenue, Miami, Florida, 33131
Reservation Phone: 1-888-421-1442

Book your room at the Hyatt Regency Miami by **January 7** and receive the discounted conference rate of $219 per night!

Eliminate your commute to the Utililty Management Conference™ by staying at the event venue. The conference rate is available on a first-come, first-served basis. When booking, please ask for the Utililty Management Conference™.

Sponsorship Opportunities

Sponsorship opportunities at The Utility Management Conference™ are designed to provide exposure to an elite attendee base. Opportunities range from registration giveaways such as eco-friendly lanyards and water bottles to ad placement in the Conference Program to supporting breaks and a luncheon. Each opportunity offers multiple branding exposures, pre-show and on-site at price points designed for any marketing plan.

Interested in Sponsoring? Contact:
Sarah Evans, Exhibition Sales Coordinator
Phone: 703-684-2466 | E-mail: SEvans@wef.org

Please visit the Sponsorship Opportunities page at www.wef.org/UtilityMangementSponOpps for a full list of sponsorship opportunities.