



Florida Municipal Electric Association — Utility Training Institute
Electric Utility Business Operations Workshop

August 26, 2009 • Ocala, Florida • 10:00 am - 4:00 pm

Workshop overview

This class is designed to give participants a broad understanding of the business and operations of the electric utility. The class begins with a brief overview of electricity and utility development, followed by a key-events timeline into the modern day electric utility. The class also covers an overview of generation and transmission, business and regulation, utility operations, utility technology and the future of the electric industry. Participants will establish a framework of fundamentals that gives them a greater context for what they do in their job today and how their job fits into the electric utility overall.

Key Topics

- History of the electric power industry
- Different types of electric utilities
- Legislative and policymakers
- Electric utility operations
- Customer Relationship Management
- Information technology
- Future of the electric utility

Who should attend?

Customer Service Representatives, System Dispatchers, Customer Service Supervisors, Administrative Assistants, Meter Technicians, Billing Analysts, Meter Readers, Field Services Personnel, Energy Auditors, Cashier Specialists, Utility Specialists, Revenue Protection Analysts. All electric utility personnel at an would benefit from this workshop.

Registration fee (Includes lunches)

Please register no later than August 20, 2009

\$100 per person for FMEA utility and associate members

\$175 per person for non-members

Instructor

Cheryl Anderson, Director of Training and Member Services, Florida Municipal Electric Association

Cancellation policy

Cancellations must be made in writing and should be sent to Brenda Thompson at bthompson@publicpower.com. Cancellations after August 20, 2009, will be charged 25 percent of the registration fee. No shows will be charged 50 percent of the registration fee.

Questions

Contact **Cheryl Anderson**, Director of Training and Member Services at **(850) 251-5465** or caderson@publicpower.com

Workshop location

Ocala Hilton
3600 Southeast 36th Avenue
Ocala, FL 34474
(352) 854-1400

Hotel location

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3600 Southeast 36th Avenue
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(Ask for the Govt. rate, \$91)



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Workshop registration form

Please complete the following registration form and either fax or e-mail it to FMEA. Duplicate and complete this form for each person attending.

Please check the correct category:

Municipal Utility Associate Member Electric Cooperative Investor-owned Utility Non-member

Full name _____ Nickname for badge _____

Title _____

Utility/Company _____

Address _____ City _____ State _____ Zip _____

Phone (____) _____ Fax (____) _____ Cell (____) _____

E-mail (Required for Confirmation) _____

Payment information: \$100 for FMEA members
 \$175 for non-members

Check enclosed for \$_____ Please make checks payable to **FMEA**.

Charge my: Visa Mastercard AMEX Bill me (**FMEA utilities only**) in the amount of _____

Cardholder name _____

Card number _____ Exp. date _____ CCV Code _____

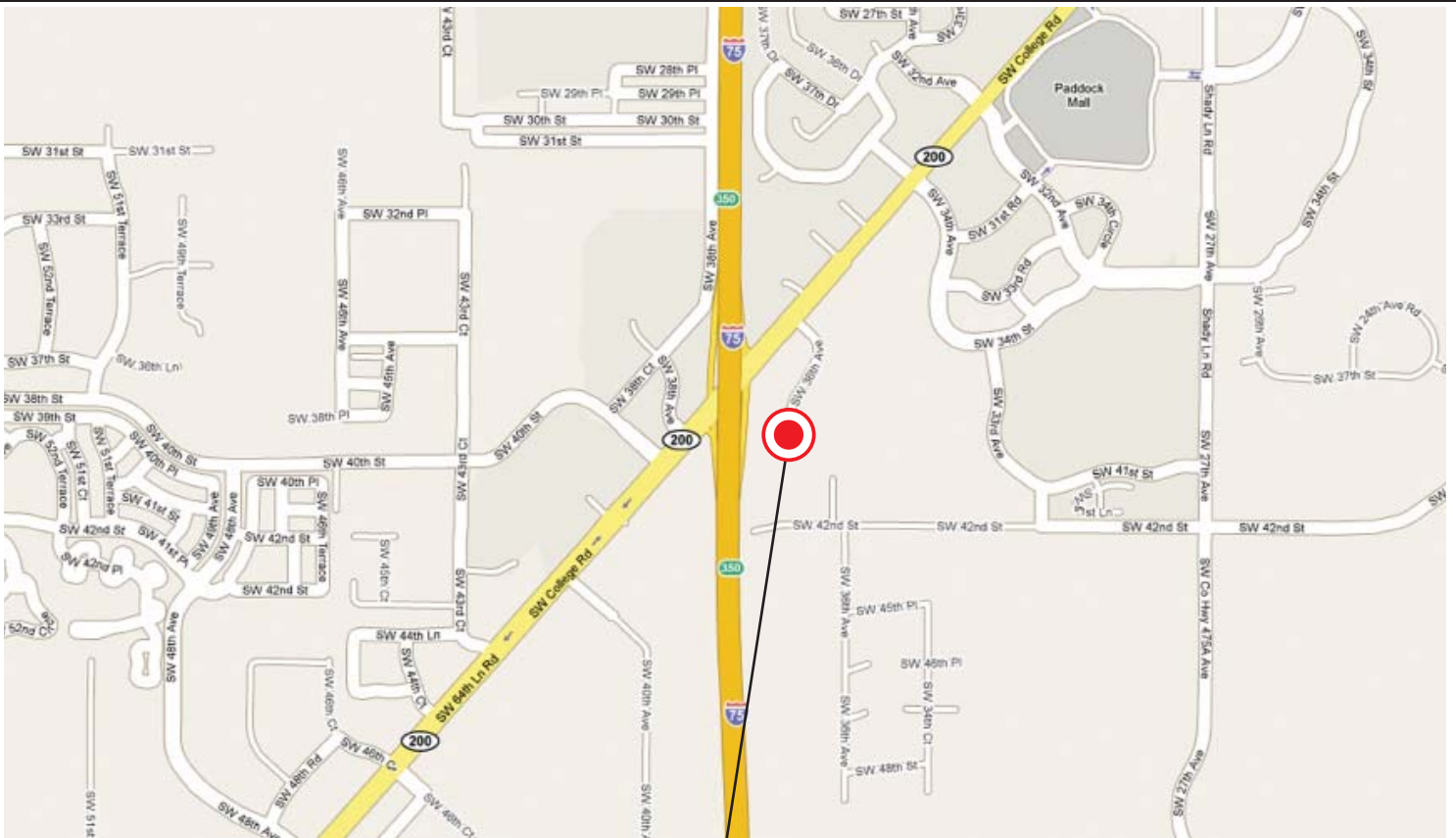
Cardholder _____ signature _____

FAX COMPLETED FORM TO FMEA AT: (850) 224-2831 or (850) 222-0358

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FMEA, P.O. Box 10114, Tallahassee, FL 32302-2114
Tel: (850) 224-3314 Fax: (850) 224-2831 E-mail: fmea@publicpower.com
www.publicpower.com

For over 65 years, the Florida Municipal Electric Association has supported and strengthened Florida's community-owned municipal utilities, their 6,000 employees, and the 3 million Floridians they serve. FMEA's Utility Training Institute offers statewide training and certification programs for Florida's municipal electric utilities, electric cooperatives and investor-owned utilities.



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3600 SW 36th Ave.
Ocala FL, 34474

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For Assistance Contact:

Cheryl Anderson (850) 251-5465
FMEA Director of Training & Member Services
Ocala Hilton (352) 854-1400
FMEA Office (850) 224-3314



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From the North via I-75 S

- Take exit 350 for State Hwy. 200 toward Hernando/Dunnellon 0.4 mi
- Turn left at South West College Rd. 338 ft
- Slight left at South West College Rd/SR-200 0.2 mi
- Turn right at South West 36th Ave 0.2 mi

From the North (Jacksonville)

- Head southeast on Commonwealth Ave toward Pickettville Rd. 0.5 mi
- Take the ramp to St. Augustine 0.4 mi
- Merge onto I-295 South 0.9 mi
- Take exit 21B to merge onto I-10 West toward Lake City/Tallahassee 13.0 mi
- Take exit 343 toward Starke 0.4 mi
- Merge onto SR-200/US-301 81.4 mi
- Turn right at South West 10th St/SR-200 Continue to follow SR-200 3.3 mi
- Turn left at South West 36th Ave. 0.3 mi

From the South (Miami)

- Head west toward South West 137th Ave/Tallahassee Rd. 2.6 mi
- Slight right at Card Sound Rd. 5.5 mi
- Slight right at SR-5/US-1 1.0 mi
- Merge onto Floridas Turnpike N/SR-821 North via the ramp to Orlando *Partial toll road* 17.3 mi
- Take the exit toward Orlando *Toll road* 0.4 mi
- Merge onto SR-821 North *Toll road* 30.1 mi
- Merge onto Floridas Turnpike North *Toll road* 261 mi
- Merge onto I-75 North 20.8 mi
- Take exit 350 for State Hwy. 200 toward Silver Springs/Ocala 0.4 mi
- Slight right at South West 64th Ln. Rd/South West College Rd/SR-200 0.1 mi
- Turn right at South West 36th Ave. 0.2 mi

From the South (Naples)

- Head east on 5th Ave South toward 9th St. South 0.3 mi
- Turn left at Goodlette Rd. S/Goodlette-Frank Rd. 0.5 mi
- Continue straight onto Goodlette Rd. N/Goodlette-Frank Rd. 0.1 mi
- Continue straight to stay on Goodlette Rd N/Goodlette-Frank Rd. 1.4 mi
- Turn right at Golden Gate Pkwy. 3.6 mi
- Merge onto I-75 North via the ramp to Tampa 244 mi
- Take exit 350 for State Hwy. 200 toward Silver Springs/Ocala 0.4 mi
- Slight right at South West 64th Ln. Rd/SW College Rd/SR-200 0.1 mi
- Turn right at South West 36th Ave. 0.2 mi