

22ND ANNUAL E SOURCE FORUM

SEPTEMBER 21-25, 2009 | WESTIN TABOR CENTER | DENVER, COLORADO

TUESDAY, SEPTEMBER 22

8:00–8:30 a.m. ♦ **Breakfast Buffet & Registration**

8:30 a.m.–Noon ♦ **Concurrent Sessions**

- ❑ 5th Annual Account Management Summit
- ❑ Fall 2009 Intelligent Grid Roundtable
- ❑ Fall 2009 DSM Executive Council

Noon–1:00 p.m. ♦ **Group Lunch**

1:00–5:00 p.m. ♦ **Concurrent Sessions**

- ❑ 5th Annual Account Management Summit (*continued*)
- ❑ Fall 2009 Intelligent Grid Roundtable (*continued*)
- ❑ Fall 2009 DSM Executive Council (*continued*)
- ❑ Fall 2009 Contact Center Roundtable
- ❑ Fall 2009 Utility Marketing Executive Council

5:30–7:00 p.m. ♦ **Forum Welcome Reception**

WEDNESDAY, SEPTEMBER 23

6:00–7:00 a.m. ♦ **Wednesday Morning Run**

7:30–8:30 a.m. ♦ **Breakfast Buffet & Registration**

8:30–10:00 a.m. ♦ **Opening Plenary**

- ❑ Business as Unusual: Change Is Coming to a Utility Near You

10:00–10:30 a.m. ♦ **Break**

10:30 a.m.–Noon ♦ **Concurrent Sessions**

- ❑ Green IT: Hacking into Computer Technologies for Massive Energy Savings
- ❑ Energy-Use Displays: Where Are We Going from Here?
- ❑ Business Efficiency Program Standouts
- ❑ Using New Media and Marketing to Connect with Your Customers

Noon–1:30 p.m. ♦ **Wednesday Group Lunch**

1:30–3:00 p.m. ♦ **Concurrent Sessions**

- ❑ Design Workshop for Utility Carbon Offset Programs
- ❑ DSM Experts Panel
- ❑ Web Site and IVR Benchmarks: Top Findings and Recommendations
- ❑ Smart Grid Standards, Interoperability, and Security

3:00–3:30 p.m. ♦ **Break**

3:30–5:00 p.m. ♦ **Session**

- ❑ New Arrivals: The Latest Tools from E SOURCE

3:30–6:00 p.m. ♦ **Wednesday Afternoon Activities**

6:30–8:30 p.m. ♦ **Exhibitor-Hosted Reception & Dinner**

9:00 p.m. ♦ **Lucky Strike Bowling**

THURSDAY, SEPTEMBER 24

6:00–7:00 a.m. ♦ **Thursday Morning Run**

7:30–8:30 a.m. ♦ **Breakfast Buffet**

8:30–10:00 a.m. ♦ **Concurrent Sessions**

- ❑ Lighting Controls and Light Sources
- ❑ Creative Utility Program Partnerships Can Deliver a Bigger Bang for Stimulus Bucks
- ❑ Residential Efficiency Program Standouts

10:00–10:30 a.m. ♦ **Break**

10:30 a.m.–Noon ♦ **Concurrent Sessions**

- ❑ Achieving Whole-Building Energy Savings
- ❑ Customer Awareness: Green and Sustainable—Messages and Attitudes
- ❑ Credit and Collections in Hard Times
- ❑ Lessons from the Front Line

12:00–1:30 p.m. ♦ **Thursday Group Lunch**

1:30–3:00 p.m. ♦ **Concurrent Sessions**

- ❑ Technological Innovation—It's Not Supposed to be Pretty
- ❑ Energy Prices: Where They're Going and What You Can Do About It
- ❑ How to Win Customers and Influence Decision-Makers: Marketing and Building Customer Value for Demand Response
- ❑ What Can You Plug into the Smart Grid?

3:00–3:30 p.m. ♦ **Break**

3:30–6:00 p.m. ♦ **Thursday Afternoon Activities**

6:30 p.m. ♦ **Dine Around Denver**

9:00 p.m. ♦ **Wynkoop Brewing Co.**

FRIDAY, SEPTEMBER 25

6:00–7:00 a.m. ♦ **Friday Morning Run**

7:30–8:30 a.m. ♦ **Breakfast Buffet**

8:30–10:00 a.m. ♦ **Concurrent Sessions**

- ❑ Are Smart Grid Benefits for Real?
- ❑ Evaluation: Getting Credit for Energy Savings
- ❑ Understanding New Types of Customers and Their Needs

10:00–10:15 a.m. ♦ **Break**

10:15–11:45 a.m. ♦ **Closing Plenary**

- ❑ Extreme Ice

Noon–1:30 p.m. ♦ **Friday Group Lunch**

Price Rollback!

Reserve a room at last year's rate of \$199 by **August 21, 2009**, and you'll receive free Internet access!



Energy Business Intelligence

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