Education Web Conference Series

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Upcoming Conferences

Moving Emerging Technologies from Pipe Dream to Program

Date: Thursday June 27, 2013
Time: 12:00 pm MDT
Duration: 1 hour

» Click here to register

Moderator: Spencer Sator
Agenda: The landscape of demand-side management is shifting as utilities capture fewer savings from existing DSM programs per dollar expended. In response, some utilities are looking to emerging technologies for new opportunities. But how do you move emerging tech from pipe dream to program?

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Previous Conference Presentations

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Data Centers: Taming the Energy Beast

Date: Tuesday April 9, 2013
Duration: 1 hour
Moderator: Spencer Sator
Agenda: Data centers and closet server rooms waste prodigious amounts of energy. In this roundtable discussion, we discuss new and innovative technologies and comprehensive approaches that utilities, IT staff, and facility managers can take to trim consumption without affecting performance.

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Plug Loads: The Phantom Menace

Date: Thursday December 6, 2012
Duration: 1 hour and 30 minutes
Moderator: Spencer Sator
Agenda: With so many devices now plugged in, the amount of the amount of energy consumed by plug loads and phantom draw is skyrocketing. However, there are many challenges to successfully addressing these problems. We will examine the issues and explore possible solutions.

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Plug Loads: The Phantom Menace (Room 2)

Date: Thursday December 6, 2012
Duration: 0 minutes
Moderator: Spencer Sator
Agenda: With so many devices now plugged in, the amount of the amount of energy consumed by plug loads and phantom draw is skyrocketing. However, there are many challenges to successfully addressing these problems. We will examine the issues and explore possible solutions.

An Essential Guide to Using Your Energy Data Effectively

Date: Wednesday November 28, 2012
Duration: 1 hour
Moderator: Spencer Sator
Agenda: We are awash in building energy data, from the simplest types (utility bill data) to the most complex (data from building automation systems). But how do we use this data to actually improve building efficiency? We will step you through 18 efficiency strategies that provide proven savings.

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It's Time to Give Ground Source Heat Pumps a Second Look

Date: Tuesday September 25, 2012
Duration: 1 hour
Moderator: Spencer Sator
Agenda: Long relegated to a few niche applications, commercial ground source heat pumps (GSHPs) have struggled to gain market traction because they have long payback periods. But technological and programming innovations have made GSHPs significantly easier to install and finance in a variety of climates.

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How Eight California Data Centers Reduced Energy by 20%

Date: Wednesday April 4, 2012
Duration: 1 hour and 15 minutes
Moderator: David Weightman, Energy Commission Specialist, California Energy Commission
Agenda: Join us to find out how eight data centers in the State of California reduced energy usage by 40 percent. Two data center specialists reveal how they modernized data centers with new wireless cooling control technology to slash cooling energy use.

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What Is Customer Experience and Why Should You Care?

Date: Tuesday March 20, 2012
Duration: 1 hour
Moderator: Maureen Russolo

Agenda: Customer experience isn't just the newest buzz word—it's an essential part of any business strategy. Join us to learn the benefits for utilities of creating a cohesive customer experience across all contact channels.

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Office Plug Loads: Energy Use and Savings Opportunities

Date: Thursday January 26, 2012
Duration: 1 hour and 15 minutes
Moderator: David Weightman, Energy Specialist, California Energy Commission
Agenda: Plug loads are the fastest growing energy use in offices, and a larger and larger portion of total building energy use. Join us to learn about the energy use of commercial office plug loads and the savings opportunities resulting from research by Ecova and New Buildings Institute.

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Up on the Rooftop: Updating HVAC Rooftop Unit Performance

Date: Tuesday December 13, 2011
Duration: 1 hour
Moderator: Jenny Field
Agenda: Join us to learn about the latest research and policy initiatives on advanced controls and performance monitoring, including fault detection and diagnostics and advanced technologies for commercial building rooftop units.

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Developing Energy-Efficient Communities

Date: Friday November 11, 2011
Duration: 1 hour and 30 minutes
Moderator: Jenny Field
Agenda: Join us to find out how to drive significant reductions in communitywide energy consumption by using efficient urban design, building technologies, and development practices.

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Emerging Corporate GHG and Sustainability Trends

Date: Thursday April 21, 2011
Duration: 45 minutes
Agenda: Join us to learn the latest on U.S. state, regional, and national GHG policy; corporate trends in carbon tracking, management, and reporting; and how companies are messaging their sustainability efforts.

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How to Make My E Source Work for You

Date: Tuesday May 18, 2010
Duration: 45 minutes

Moderator: Ken Black
Agenda: Find out how to get more from your E Source membership with My E Source. You'll learn about time-saving tools and how to stay up-to-date on the most recent E Source research and analysis.

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Business Customer Credit and Collections in Hard Times

Date: Wednesday January 27, 2010
Duration: 1 hour
Moderator: Richard Goodwin
Agenda: Current economic conditions are increasingly driving business customers to financial delinquency and bankruptcy. How can utilities help their business customers during these tough times? Join us to learn more about these economic trends and hear what Pacificorp has done to reduce write-offs.

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2009 Account Management Assessment

Date: Wednesday December 16, 2009
Duration: 1 hour
Moderator: Mike Hildebrand
Agenda: The wait is over! Join us to learn the key findings from the 2009 E Source Account Management Assessment. Discover business account management best practices and areas for improvement, and hear from the three highest-scoring utilities.

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Smart Grid Data Privacy

Date: Thursday December 10, 2009
Duration: 1 hour and 30 minutes
Moderator: Kenneth Black
Agenda: Dealing with data privacy and network security has become a key issue when implementing smart grid and advanced metering infrastructure. Join us to learn from experts in the field on how you can work with your customers to ensure that their privacy and security are protected.

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Results from the 2009 E Source Gap and Priority Benchmark

Date: Wednesday December 9, 2009
Duration: 1 hour
Moderator: Mike Hildebrand
Agenda: Find out the results from our innovative new survey of large business customers. Join us to learn what these customers need from their utilities and which energy providers are the best at meeting those needs.

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Download presentation (PDF)

Fundamentals of Social Media Strategy

Date: Thursday September 10, 2009
Duration: 1 hour
Agenda: Get an in-depth look at social media and why it can no longer be ignored! You'll learn specific, strategic guidance and see case studies from both inside and outside the utility industry.

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Climate Change—What Account Managers Need to Know

Date: Wednesday September 9, 2009
Duration: 1 hour
Moderator: Tertia Speiser
Agenda: Learn how to inform your key business customers about upcoming policy changes, greenhouse gas inventories, and mandatory emissions reporting. Find the tools to prepare a greenhouse gas inventory and options such as buying renewable energy credits or offsets and joining a voluntary climate program.

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Download Presentation (1.4 MB PDF)

Popular Questions on Serving Business Customers

Date: Wednesday August 19, 2009
Duration: 1 hour
Moderator: Mike Hildebrand
Agenda: Get answers to a variety of pressing questions about serving business customers. We'll cover the hottest topics, including what businesses want on the web, small and midsize business segmentation, data center energy efficiency, business opportunities in the stimulus package, and more.

Play audio and video (streaming video).
Download Presentation (832 KB PDF)

How E Source Tweets with Twitter

Date: Tuesday August 11, 2009
Duration: 45 minutes
Moderator: Kathleen Burns
Agenda: Find out how E Source is using Twitter and what lessons we have learned in getting started. Plus, you'll learn how to decode tweets and see what some utilities are doing in the Twitterverse.

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Do-It-Yourself Corporate Greenhouse Gas Inventory Workshop

Date: Tuesday June 23, 2009
Duration: 1 hour and 30 minutes
Agenda: Invite your corporate customers to get step-by-step guidance on how to complete a greenhouse gas inventory and receive a free copy of our new Climate Footprinter tool. This is a repeat of the Do-It-Yourself Corporate Greenhouse Gas Inventory Workshop training web conference offered in March 2009.

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Gas and Electricity Price Outlook

Date: Wednesday May 27, 2009
Duration: 1 hour
Moderator: Mike Hildebrand
Agenda: Get the outlook on what's happening with energy prices. Find out what's in store for the rest of 2009 and why natural gas prices could begin to increase later this year.

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Two New Tools to Help You and Your Business Customers

Date: Thursday May 7, 2009
Duration: 1 hour
Agenda: Get actionable data you can use to improve business customer satisfaction and account management effectiveness. Find out about two new E Source tools that will help you determine whether you are meeting the needs of your business customers.

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Proposed Federal Mandatory GHG Reporting Rule

Date: Tuesday April 14, 2009
Duration: 1 hour
Moderator: Tertia Speiser
Agenda: Delve into the details of the proposed U.S. Environmental Protection Agency rule for reporting greenhouse gas emissions and find out about industries and sources that are covered, reporting requirements, consequences of noncompliance, and how to prepare!

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Keep Your Customers Close but Your Trade Allies Closer

Date: Wednesday March 25, 2009
Duration: 1 hour
Moderator: Mike Hildebrand
Agenda: Learn best practices for partnering with trade allies to promote energy efficiency to businesses and find out how to make your programs more responsive to their needs using emerging technologies.

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Getting Smart About Smart Grid Stimulus Money

Date: Wednesday March 18, 2009
Duration: 1 hour and 15 minutes
Moderator: Sandy Goodwin
Agenda: The rules for how to get some of the $4.2 billion of stimulus money allocated for smart-grid projects are still being defined, but the clock is ticking. Join us to hear how to accelerate your program so you're ready when the rules come out.

Play audio and video (streaming video)
Download Presentation (820 KB PDF)

Corporate Greenhouse Gas Inventory Workshop

Date: Tuesday March 17, 2009
Duration: 1 hour and 30 minutes
Moderator: Tertia Speiser
Agenda: Utility members of the *E Source Climate Advisory Service* may invite their commercial and industrial customers to this web conference where they'll get step-by-step guidance on how to complete a greenhouse gas inventory and receive a free copy of our new Climate Footprinter tool.

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Download the Presentation (296 KB PDF)

American Recovery and Reinvestment Act of 2009: How Its Provisions Affect Utilities

Date: Thursday March 12, 2009
Duration: 1 hour and 15 minutes
Moderator: Micah Allen
Agenda: The newly signed American Recovery and Reinvestment Act allocates over $41 billion to energy-related provisions, including renewable energy production and energy-efficiency measures for public buildings. Join us to learn how this legislation could affect you and your utility.

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Download Presentation (1339 KB PDF)

Overcoming Obstacles and Barriers to Energy Efficiency in Local Governments

Date: Thursday December 11, 2008
Duration: 1 hour
Moderator: Mike Hildebrand
Agenda: Working together with their utility companies, facility energy managers have been able to come up with creative approaches to some of the most vexing challenges when it comes to cost-effective, long-term improvements for government-owned buildings.

Play audio and video (streaming video)
Download Presentation (2076 KB PDF)
Download Chat Transcript (80 KB PDF)

Cap-and-Trade Policies: How Will They Affect RECs and Sales of Voluntary Carbon Offsets?

Date: Tuesday December 2, 2008
Duration: 1 hour and 30 minutes
Moderator: Tertia Speiser
Agenda: Three regional greenhouse gas (GHG) cap-and-trade programs will cover 23 U.S. states and five Canadian provinces by 2012. In addition, U.S. federal GHG legislation is likely to be enacted in 2009 or 2010. What affect will these programs have on markets for voluntary carbon offsets?

Play audio and video (streaming video)
Download Presentation (2359 KB PDF)

Energy Improvement and Extension Act of 2008: Summary of Key Energy-Efficiency Measures

Date: Thursday November 13, 2008
Duration: 1 hour
Moderator: Doug Karl

Agenda: What does this legislation mean to you? Find out how to leverage the energy-specific provisions for your utility and business operations planning as well as in efficiency program incentives.

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Download the 2008 Appliance Credit Table

Overcoming Obstacles and Barriers to Efficiency in Leased Spaces through Green Leases

Date: Tuesday August 5, 2008
Duration: 1 hour
Moderator: Tertia Speiser
Agenda: The age-old problem with leased spaces is that there are few clear incentives for either building owners or tenants to invest in energy efficiency. Utilities promoting efficiency in the commercial sector are often thwarted by this recurring dilemma, yet they know that great opportunities exist for ...

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Download presentation (1197 KB PDF)

Peer-Solve: Serving National Accounts

Date: Thursday June 19, 2008
Duration: 1 hour
Moderator: Kathleen Burns
Agenda: This web conference is an open discussion where we share best practices, hurdles, and tips with account managers who serve the same customers.

Download presentation (115 KB PDF)

Overcoming Obstacles and Barriers to Energy Efficiency in Big Box Retail Stores

Date: Monday June 16, 2008
Duration: 1 hour
Moderator: Tertia Speiser
Agenda: Jeffrey Rosenholtz, senior manager at Capital Projects, has been designing and managing innovative efficiency projects for Office Depot since 2003. In this discussion, we learn about the successful elements of his program and how he and his team have addressed various challenges along the way.

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Download presentation (673 KB PDF)

Your Customers Are Turning Green - Part One

Date: Thursday April 10, 2008
Duration: 1 hour
Moderator: Kathleen Burns
Agenda: Corporate board members, energy managers and facility managers are talking about Green, Carbon, and Sustainability. This web conference covers the basics of green buildings, LEED, and that other green – energy efficiency.

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Download presentation (436 KB PDF)

Using Professional Role Personas in Account Management

Date: Thursday March 20, 2008
Duration: 1 hour
Moderator: Kathleen Burns
Agenda: Professional role personas may help account managers and other utility staff deliver higher value to their customers through formally referencing the professional responsibilities and challenges of the individuals with whom they interact at each of their business accounts.

Play audio and video (streaming video)
Download presentation (2077 KB PDF)

Overcoming Obstacles and Barriers to Energy Efficiency in K-12 Schools

Date: Thursday March 13, 2008
Duration: 1 hour and 15 minutes
Moderator: Kathleen Burns
Agenda: Schools and school districts represent both significant opportunities and challenges for energy efficiency. Working together with local utilities, school energy managers and district supervisors have been able to come up with creative approaches to some of the most vexing challenges.

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Download presentation (469 KB PDF)

E Source on the Energy Independence and Security Act of 2007

Date: Wednesday January 23, 2008
Duration: 1 hour and 30 minutes
Moderator: Rachel Reiss Buckley
Agenda: The Energy Independence and Security Act of 2007 was signed into law in December 2007. It has implications for building efficiency, equipment standards, utility demand-response and energy-efficiency programs, vehicles, biofuels, and small businesses.

Play audio and video (6734 KB iLinc file)
Download presentation (264 KB PDF)

Overcoming Obstacles and Barriers to Energy Efficiency at Hospitals

Date: Tuesday December 11, 2007
Duration: 1 hour and 30 minutes
Moderator: Arthur Venables
Agenda: How can energy service providers and hospitals work together to create a sustainable, aggressive commitment to energy efficiency? What are the biggest obstacles and barriers to energy efficiency from a hospital's perspective?

Play audio and video (7014 KB iLinc file)
Download presentation (1408 KB PDF)

Overcoming Obstacles and Barriers to Energy Efficiency at Hotels

Date: Tuesday October 30, 2007
Duration: 1 hour and 30 minutes
Moderator: Arthur Venables
Agenda: How can energy service providers and hotels work together to create a sustainable, aggressive commitment to energy efficiency? What are the biggest obstacles and barriers to energy efficiency from a large hotel's perspective?

Play audio and video (6039 KB iLinc file)
Download presentation (1361 KB PDF)

Update on Energy Information Systems for C&I Customers

Date: Thursday October 18, 2007
Duration: 1 hour and 30 minutes
Moderator: Kathleen Burns
Agenda: Energy information systems or services (EISs) have been around for years. What is the current state of the EIS market, and how are utilities getting customers to use these services? Are customers buying EISs, or are they expecting a no-cost EIS from the utility?

Play audio and video (4385 KB iLinc file)
Download presentation (814 KB PDF)

Overcoming Obstacles and Barriers to Energy Efficiency at Supermarkets and Convenience Stores

Date: Tuesday September 18, 2007
Duration: 1 hour and 30 minutes
Moderator: Arthur Venables
Agenda: How can energy service providers and supermarkets work together to create a sustainable, aggressive commitment to energy efficiency? What are the biggest obstacles and barriers to energy efficiency from a supermarket's perspective?

Play audio and video (5450 KB iLinc file)
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Peer-Solving Web Conference: Account Segmentation

Date: Wednesday August 22, 2007
Duration: 1 hour and 30 minutes
Moderator: Kathleen Burns
Agenda: Account management segmentation or assignment involves three questions: Which accounts should be managed; should accounts be assigned geographically or by customer segment; and within managed accounts, should some customers get more attention than others?

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Benchmarking Utility Account Management

Date: Wednesday June 13, 2007
Duration: 1 hour and 30 minutes
Moderator: Kathleen Burns
Agenda: We surveyed utilities about account management teams, such as the number of accounts per person, types of performance metrics, dollar amounts of average bonuses, job requirements, experience levels, and task assignments. This web conference provides survey results and discussion.

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Overcoming Obstacles and Barriers to Energy Efficiency at Universities

Date: Thursday March 29, 2007
Duration: 1 hour and 30 minutes
Moderator: Arthur Venables
Agenda:

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Peer-Solving Web Conference: What's Your Customer Focus? Sales, Retention, or Partnership

Date: Friday March 16, 2007
Duration: 1 hour and 30 minutes
Moderator: Kathleen Burns
Agenda:

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Partnering with the Call Center

Date: Friday February 23, 2007
Duration: 1 hour and 30 minutes
Moderator: Kathleen Burns
Agenda:

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Peer-Solving Web Conference: Helping Your Customers with LEED and Green Building Programs

Date: Thursday December 7, 2006
Duration: 1 hour and 30 minutes
Moderator: Gwen Farnsworth
Agenda:

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Putting Power-Hungry Data Centers on a Diet

Date: Thursday November 30, 2006
Duration: 1 hour and 30 minutes
Agenda:

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Energy Managers Speak Their Minds

Date: Wednesday September 20, 2006
Duration: 1 hour and 30 minutes
Moderator: Matthew Joyce
Agenda:

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Peer-Solving Web Conference: Key Account Manager Training

Date: Wednesday September 13, 2006
Duration: 1 hour and 30 minutes
Moderator: Kathleen Burns
Agenda:

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Roundtable on the Heat Wave of 2006: How Utilities Leveraged Demand Response and Calls for Conservation

Date: Tuesday August 29, 2006
Duration: 1 hour and 30 minutes
Moderator: Michael Shepard
Agenda:

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Cooling Technologies for Commercial Customers

Date: Wednesday August 16, 2006
Duration: 1 hour and 30 minutes
Moderator: Peter Criscione
Agenda:

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Communicating Price Increases to Key Account Customers

Date: Thursday July 20, 2006
Duration: 1 hour and 30 minutes
Moderator: Leland Keller
Agenda:

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Understanding the EPAct 2005 Commercial Building Tax Deduction

Date: Thursday June 22, 2006
Duration: 1 hour and 30 minutes
Moderator: Rachel Reiss Buckley
Agenda:

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Peer-Solving Web Conference: KAM Supervisors Only-Team Management

Date: Wednesday June 14, 2006
Duration: 1 hour and 30 minutes
Moderator: Kathleen Burns
Agenda:

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Selecting Energy Accounting Software: Getting Started

Date: Wednesday May 24, 2006
Duration: 1 hour and 30 minutes
Moderator: Gwen Farnsworth
Agenda:

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Interval Meters

Date: Wednesday May 17, 2006
Duration: 1 hour and 30 minutes
Moderator: Kathleen Burns
Agenda:

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Peer-Solving Discussion: Service Line Extension Policies

Date: Sunday March 5, 2006
Duration: 1 hour and 30 minutes
Moderator: Kathleen Burns
Agenda:

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Indoor Air Quality

Date: Wednesday February 15, 2006
Duration: 1 hour and 30 minutes
Moderator: Kathleen Burns
Agenda:

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December 14, 2005
Peer-Solving: Innovative Ways to Use E Source Resources
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November 30, 2005
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