



UTA 2023 IT CONFERENCE

October 17-19, 2023 | Pigeon Forge, TN

[MUSIC ROAD RESORT & CONVENTION CENTER](#)

303 Henderson Chapel Rd | Pigeon Forge, TN | 37863

HOSTED BY:

**Morristown Utilities | Sevier County Electric System
Appalachian Electric Cooperative**

In the world we live in, where technology and security are changing faster than the speed of light, it is crucial that we stay current on what is going on around us and learn from others in the utility industry. This is a perfect opportunity to join forces with others in the utility and telecom sectors and explore successes and lessons learned together.

The City Known for Shopping, Family-Friendly Entertainment, and Breathtaking Mountain Views

PIGEON FORGE



TENNESSEE

For generations, visitors have come to explore our little mountain town in the foothills of the Smoky Mountains. As a year-round family-friendly vacation destination, Pigeon Forge is filled with fun activities. From thrilling attractions and award-winning shows to countless options for dining, shopping and lodging, it's easy to see why so many return and consider Pigeon Forge their home away from home.

This year’s three host utilities welcome you to Pigeon Forge, where we’re proud to host the 2023 Utility Technology Conference.

Morristown Utilities (MU) has a rich legacy in providing essential services in its role as the utility arm of the City of Morristown, TN since 1903. We provide electric, water and wastewater services to over 15,000 residents and businesses in Morristown. In 2005 MU enabled Morristown to become one of the first 7 cities in TN to provide state of the art fiber to the home (FTTH) broadband services including internet, video, and phone.

Appalachian Electric Cooperative (AEC) is a not-for-profit cooperative providing electricity to almost 50,000 members in parts of Jefferson, Grainger, Hamblen, Hawkins, and Sevier Counties in eastern Tennessee. Formed in 1940 to provide transformational electric services, AEC continues this tradition today by powering fiberoptic based broadband services with our partner, Trilight.

Sevier County Electric System (SCES) has been servicing the area since 1912. The service area of the System is composed of over 61,257 residential, commercial, and industrial customers in most of Sevier, and parts of Blount and Jefferson Counties including Sevierville, Pigeon Forge, Gatlinburg, Pittman Center, Townsend, and the Great Smoky Mountain National Park.

During excursion time we encourage you to not only hit the many attractions, but bring your hiking gear and take advantage of the beautiful mountains and outdoor adventures our East TN area offers.

ABOUT THE CONFERENCE

The UTA program committee is hard at work selecting several exciting topics and speakers for the 2 ½ day agenda. The most pressing technology, security, and customer service implementations pertinent for utilities today are being investigated. This year, we will bring you a Motivational Speaker with an inspirational Keynote address to kick off our conference. As the agenda takes shape, you will find *Utility Spotlight* presentations from member utilities.

Pre-Conference Event

The UTA program committee will be offering a **Cyber Security Round Table as a pre-conference event**. This event will take place on **Monday 10/16/22 from 1:00 - 4:00 pm** at the **Music Road Convention Center**. No additional registration is needed. Stacy Mill, CISO, Nashville Electric will be our moderator this year with a couple of FBI Special Agents to the Public Sector attending. Bring your thoughts, your actions, your plans, and your concerns to the table and let your peers help you as you share in the discussion. **UTILITIES ONLY PLEASE.**

REGISTRATION

REGISTRATION will OPEN SOON FOR THE 2023 CONFERENCE
Conference Fee: \$200 for utility members - \$200 for vendors - \$250 for vendor booths (limited space). More Vendor info below. Lunch each conference day will be included with your paid conference fee, as well as an Opening Night Networking Event and a Closing Night Dinner with Entertainment.

- *Note: UTA will not be providing breakfast as a free breakfast is included in your hotel stay.*

OUR WEBSITE

USE OUR WEBSITE AS A RESOURCE

Please visit our website at www.utilitytechnology.org where you will find all you need to know about the Association, Past Events, Upcoming Events, and to register for the conference. Once registration is open, you can register as a Utility or a Vendor and add additional conference attendees to your company's registration. You will be able to pay with Credit Card or Check. This website uses Stripe subscription for processing Credit Card payments. Checks can be mailed or brought to the conference. You can print the **Registration Confirmation** page or the email you receive. You should be able to use one of those to request a check from your AP department. If you need an invoice, please request that via email to ebarnett@jaxenergy.com. You should find the online registration and payment facility pretty intuitive, but if you have any problems with your online registration experience, you can direct emails to ebarnett@jaxenergy.com.

HOTEL ACCOMODATIONS

The Music Road Resort located at 303 Henderson Chapel Rd, Pigeon Forge, TN 37863 consists of a Hotel, an Inn, and the Convention Center. The host utilities have secured a mix of Standard and King rooms and a few Suites at the **Music Road Hotel** for 2023/10/16 - 2023/10/19. **To get the group rates, reservations must be made prior to September 15, 2023.** This is a strict cutoff and will not be extended.

- **Standard & King rooms \$211 + taxes.**
- **Suites \$236 + taxes.**
- No online booking option must Call Hotel 1-855-478-4900 tell them you are with "UTA" group.
- A deposit for the first night room, taxes, fees per room reserved will be collected at the time of booking.
- The Resort has a standard 72-hour cancellation policy.
- Parking is free.
- Check In: 4 pm Check Out: 11 am
- Hot breakfast included with your hotel stay.

CONFERENCE CHECK-IN

We will have an early check-in table set up just inside the Main Entrance of the Music Road Convention Center on Monday 10/16/2023, from 4-7 PM.

FINAL EVENING

After our second, full day in sessions, it will be time to unwind before heading into the final, half-day wrap-up session. Your host utilities are planning dinner and a mind-blowing Entertainment Experience on the last evening of your stay in Pigeon Forge. This event will be at the Music Road Convention Center, so you won't have to deal with the traffic. It is included in your paid registration.

You can bring guests but will need to include a guest count during registration. The cost for a guest will be \$75 and will be added to your total amount owed during registration.

AIRPORT INFORMATION

- Knoxville McGhee Tyson Airport (TYS), 2055 Alcoa Hwy Alcoa, TN 37701

HOTEL DIRECTIONS

Please use the link under Hotel Accommodations above for directions to the hotel.

CONTACT INFORMATION

Please feel free to contact Mark Woodham from one of the hosting utilities or Vicky Wilson Turner, UTA President, for additional information or questions about this year's conference.

Vicky Wilson Turner
Morristown Utilities
vwilson@musfiber.net
423-317-6209

Mark Woodham
Sevier County Electric System
mwoodham@SCES.net
865-774-6236

VENDORS

- We value the relationship we have with our vendors, and we appreciate your continued support.
- We will have Vendor Exhibit space available for up to 29 vendors to set up displays to showcase their products and services.
- Fees for vendors are \$250 for the exhibit space for each single company, \$200 for each person attending from your company.
- The exhibition space size will be approximately 10'D x 10'W and will include a clothed 8-foot table, 2 chairs, and electricity.
- Vendors will be allowed to set up during conference check-in, on Monday evening 10/16 beginning at 4 PM and ending at 7 PM or Tuesday morning 10/17 beginning at 7:00 AM.
- *Please register as soon as possible to reserve your exhibition space. You will register for both the Vendor Booth and all Vendor Attendees via the website, once registration is open.*
- **UTA is offering limited Special Event Sponsorship options** to help with the cost of some of the bigger ticket items. More information about this can be found using the **Vendor Sponsorship Information** link on the Current Events page of the website.
- Vicky Turner, UTA President will be the vendor liaison this year. For more details or questions please find Vicky under Contact Information above.
- Vendors should have material shipped to the below address. Make sure your company name is included.
 - Music Road Resort
 - UTA – Attn: (Add your name or your Company name)
 - 303 Henderson Chapel Road
 - Pigeon Forge, TN 37863
 - 1-855-478-4900

- For further instructions contact Jeri Lyn Loveday
- jloveday@musicroadresort.com 865-429-7700
- Vendors will break down their booth space on Wednesday afternoon after the last break.
- Vendors will be responsible for re-boxing and packing any material to be shipped after the conference.
- Vendors must schedule their own pick up with carrier and attach Shipping labels to each package.
- Vendors will work with the hotel event staff to get packages into back area storage for pickup by carrier.

DOOR PRIZES

*****Please plan to bring a door prize per Company***
(Value not to exceed \$25)**

**We look forward to seeing you at this year's UTA Conference in
Pigeon Forge, TN!**