



# Building Community Connections

Thursday, November 9

9 a.m. – 3 p.m. Central Time • In-person meeting - WPPI Energy Conference Center

## WHO SHOULD ATTEND



Utility staff interested in enhancing their local utility brand and improving customer service

## Join Us!

Through member sharing, inspirational content, and enlightening presentations by subject-matter experts, you'll discover exciting ways to connect with your customers and community.

- » **Engage, Collaborate, Innovate:** Participate in discussions, offer your valuable input, and brainstorm with fellow public power professionals.
- » **Master Communication:** Explore and adopt improved communication strategies to reach your customers effectively.
- » **Elevate Your Local Engagement:** Through firsthand experiences shared by fellow members, learn about recent customer engagement achievements.



## Featured Speaker

### Elevating Customer Engagement through Servant Leadership



Tom Thibodeau  
Distinguished Professor  
Viterbo University  
La Crosse, Wis.

Servant leadership is a powerful approach to building strong connections with customers. It's a practical and timeless guide for delivering exceptional customer experiences to engage and inspire others to serve every day through our words, our presence, and our commitment to the common good. Enjoyed by WPPI members at this year's annual meeting, Tom will join the public power family once again to share his take on the positive power of servant leadership.

### Food, Fun & Prizes

A continental breakfast and delicious lunch will be served.

All attendees will be eligible for a chance to win prizes!



## Service Activity

### Nominate Your Community

We're excited to announce that, once again, we'll be allocating time during the Building Community Connections event to make a positive impact. This year, we're turning to you for ideas and nominations!

If you know of a non-profit organization in your community that needs assistance and have a vision for how our group can address their needs, please nominate them through the RSVP form on the WPPI website. One of the most rewarding aspects of public power is our ability to support and engage with the community, and customers in member communities truly value active involvement in these initiatives, too!

### RSVP:

Register to attend and submit discussion topics:

<https://wppienergy.org/BCC>

### Questions? Contact:

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