



**Annual Customer Engagement Summit**  
**October 24-25, 2018**  
 Burbank Water & Power  
 164 W. Magnolia Blvd • Burbank, CA 91503

		Location
<b>Tue, October 23</b>		
Time TBD	NCPA/SCPPA Joint Benefits Meeting	Basement Auditorium
<b>Wed, October, 24</b>		
8:30 – 9:00 am	Registration & Continental Breakfast	Basement Auditorium
9:00 – 9:30 am	Welcome & Opening Remarks	
9:30 – 10:30 am	CMUA Legislative & Regulatory Update	
10:30 – 10:45 am	Break	
10:45 – 11:45 am	Group Activity	
12:00 – 1:00 pm	Lunch	
1:00 – 2:15 pm	Presentation	
2:15 – 3:15 pm	Presentation	
3:15 – 3:30 pm	Break	
3:30 – 4:30 pm	Presentation	
4:30 – 4:45 pm	Daily Wrap Up	
5:30 – 6:30 pm	No Host Reception	TBD
6:30 – 8:30 pm	Hosted Dinner	TBD
<b>Thu, October 25</b>		
8:30 – 9:00 am	Continental Breakfast	Basement Auditorium
9:00 – 10:15 am	Presentation	
10:15 – 10:30 am	Break	
10:30 – 11:45 am	Presentation	
11:45 am – 12:00 pm	Wrap Up & Selection of 2019 Chair/Vice Chair	
12:00 pm	To Go Lunch Box Buffet	
12:30 pm	Optional EcoTour of BWP Campus	



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