



Competitive Retailer Workshop

Agenda

Wednesday, November 12, 2003
Adam's Mark Hotel

Time	Topic	Presenter
12:30 PM	Competitive Retailer Registration Promenade – Austin Ballroom	
1:00 PM	Welcome & Overview	Mike Murphy, Mgr. CR Relations Charles Elk - Facilitator
1:05 PM	The Importance of Relationships	John Self VP Relationship Management
1:25 PM	“Let Me Help You” Campaign	Brenda Jackson Senior Vice President
1:45 PM	Oncor is Striving to Serve Your Needs	Jan McCorstin VP Customer & Market Services
2:05 PM	Competitive Retailer Resources & Support	Mark Parsons, Mgr. Registr. & Svc. Order Marki Gandy, Mgr. Revenue Management Pam Wheat, Mgr. Compliance & Quality
2:25 PM	Customer Care	Betty Stewart, Mgr. Customer Contact Ctr Christal Davis, Mgr. Customer Contact Ctr.
2:45 PM	Outage Restoration Process	Brenda Pulis VP Electric Operations
3:05 PM	Measurement Services	Ron Casey Director Measurement Services
3:25 PM	Closing	Mike Murphy, Mgr. CR Relations
3:35 PM	Adjourn	
3:40 PM	Free Time	
5:00 PM	Buses Depart for Lone Star Park “West Entrance” on Olive Street”	Competitive Retailers and Oncor Executive Management



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Time	Topic	Presenter
8:00 AM	Registration & Continental Breakfast Promenade – Austin Ballroom	
8:30 AM	Welcome	Mike Murphy, Mgr. CR Relations Charles Elk - Facilitator
8:35 AM	Opening	Brenda Jackson Senior Vice President
8:55 AM	Customer Service – In The Field	Allyn Giles Manager, Distribution Services
9:15 AM	CR Relations	Mike Murphy, Mgr. CR Relations
9:30 AM	Customer Service Safeguards	Mark Parsons, Mgr. Regist. & Svc. Order Betty Stewart, Mgr. Customer Contact Ctr
9:50 AM	Break	
10:05 AM	Issue Resolution Tools	Mark Parsons, Mgr. Regist. & Svc. Order Marki Gandy, Mgr. Revenue Management Betty Stewart, Mgr. Customer Contact Ctr
10:25 AM	CR Satisfaction Survey	John Self VP Relationship Management
10:45 AM	Looking Ahead to 2004	Jan McCorstin VP Customer & Market Services
11:25 AM	Coming Events – Competitive Meeting	Ron Casey Director Measurement Services
11:55 PM	Lunch	Rob Trimble Oncor President
1:15 PM	Coming Events – Power Factor	Rob Schlegel, Executive Assistant Jerry Bates, Energy Delivery Services Mgr. Darrell Hobbs, IDR Billing Manager
2:15 PM	Break	
2:25 PM	Coming Events – Tariff	Rudy Garza, Rates & Regulatory Marki Gandy, Mgr. Revenue Management
2:55 PM	Evaluation	Mike Murphy, Mgr. CR Relations
3:00 PM	Closing Remarks	John Self VP Relationship Management
3:15 PM	Adjourn	