

Texas Member Services Annual Conference

October 31-November 2, 2007
The Westin Park Central



Enroll Today!

[On-Line Registration](#)

via the TEC Website

Registration Form (attached)

Fax to: 512-763-3378 or
512-486-6215

REGISTRATION FEES: On/By October 19

Member Registration - \$275
Business Alliance Member - \$275
Non-Member Registration \$ 375
Spouse/Guest Registration - N/C
Awards Luncheon (*ticket required*)

Evening Function - \$70
(*Reception + Murder Mystery Dinner*)

Wal-Mart Tour – N/C
Sponsor of Meeting - \$100
Golf Registration - \$45

CONFERENCE LOCATION:

The Westin Park Central
12720 Merit Drive
Dallas, TX 75251
(972) 385-3000

Hotel Room Rate: \$129
Room Cut-off Date: 10/10/07

[Online Reservation Click Here](#)

Online Reservations after 10/10/07 will be on a space availability basis and group rate cannot be guaranteed.

Hotel Reservation Form (attached)

Check-In: 3:00 p.m.
Check-Out: 12:00 Noon

Attendees are responsible for making their own hotel room reservations!

Tuesday, October 30

12:00 Noon **TMSA Golf Outing**
(optional)

Wednesday, October 31

8:00 a.m. **TMSA Steering Committee Meeting**

10:00 a.m. **Youth Tour Coordinators Forum**

11:00 a.m. **Registration**

1:00 p.m. **GENERAL SESSION
WELCOME**

Communicating Externally by Communication Internally

- Employee Newsletter
- All Employee Meetings
- CSR Education

Barbara Kuck, Guadalupe Valley EC
Bob Hancock, San Bernard EC

2:00 p.m. **Refreshment Break**

2:15 p.m. **Energy Efficiency and Conservation**
Jerrell Gustafson
Austin Energy

3:15 p.m. **Refreshment Break**

3:30 p.m. **Marketing Plans**
Brad Bierstedt, Magic Valley EC
Cesar Aleman, Magic Valley EC

Thursday, November 1, 2007

TEC Online Events Calendar: <http://www.texas-ec.org/events/default.aspx>

Esther Miranda Dominguez, Training Coordinator
Texas Electric Cooperatives

Fax: (512) 486-6215 - Phone: (512) 486-6211

EXHIBIT POLICIES:

INSIDE EXHIBITS

Each exhibit will have one 6 foot draped table with two chairs.

Exhibits will be limited to tabletop displays.

Exhibitors MUST conform to this space requirement.

The exhibit room will be available for set up at 10:00am on Wednesday, October 31.

All exhibit material must be removed by 9:30pm on Thursday, November 1.

Exhibit tables will be pre-assigned, and you will find the tables marked by company name.

SPECIAL NOTES:

Electrical, telephone and decorating services can be provided at an additional fee. Please indicate your needs on the Exhibitor Information Form.

Each party agrees not to hold Texas Electric Cooperatives liable for any damage, theft or personal injury that could occur during the meeting.

Only employees of exhibiting company will be allowed to participate in exhibits.

Only one company is allowed to exhibit per table.

In the event of failure or inability to provide space, a refund will be paid to the exhibitor.

All representatives must be registered for the conference to exhibit.

8:00 a.m. **Continental Breakfast w/Exhibitors**

9:00 a.m. **GENERAL SESSION**
New Members Kits
Bob Hancock, San Bernard EC

10:00 a.m. **Refreshment Break w/Exhibitors**

10:30 a.m. **GENERAL SESSION** continues
Video Communication

- **Annual Meetings**
- **Civic Group Presentations**
- **Pricing Guidelines**

Bert Long
Cooperative Video Services

11:30 a.m. **Awards Luncheon**

1:30 p.m. **GENERAL SESSION**
Energy Audits
David McGinnis, General Manager
Grayson-Collin EC

Surveying
Shane Laws, CoServ Electric

2:30 p.m. **Refreshment Break w/Exhibitors**

3:00 p.m. **GENERAL SESSION** continues
Co-op Power
Carol Moczgamba, Managing Editor
Texas Electric Cooperatives

Qualifying New Members

- **On Line Membership Applications**
- **Credit Checks**
- **Signatures**

Adjourn

5:30 p.m. **Evening Reception**
Murder Mystery Dinner

Additional Sponsorship Opportunities

All sponsors will be acknowledged in the official meeting program, signage placed at registration, special badge recognition and special recognition during breaks and general sessions.

- Continental Breakfast
- Refreshment Breaks
- Membership Luncheon
- Reception
- Closing Speaker

Sponsorship Form Attached

TMSA BYLAWS/POLICIES

At the 2007 TMSA Annual Conference, participants will be asked to approve changes in procedures for the TMSA Steering Committee.

Attached you will find a copy of the revised "**Steering Committee Policies**" - proposed changes are highlighted in red.

If you have any questions, please contact your committee member or Chairman, Bobbi Byford.

Friday, November 2, 2007

8:30 a.m. **Continental Breakfast
Round Table Discussions**

9:30 a.m. **GENERAL SESSION
Round Table Discussion Recap
TMSA Business Meeting**

*Where the Rubber Meets the Road
Steven Foster*

11:00 a.m. **Adjourn**

TMSA GOLF OUTING

Tuesday, October 30

Tee Time: 1:00 p.m.

Green Fee: \$45
(includes green fee, cart & range balls)

Chase Oak Golf Course

7201 Chase Oak Blvd.
Plano, Texas 75023

Please indicate on the registration form if you plan to play golf.
Your cooperative will be invoiced.



Texas Member Services Annual Conference

October 31-November 2, 2007

REGISTRATION FORM

The Westin Park Central
12720 Merit Drive
Dallas, Texas 75251
(972) 385-3000

Please Print Clearly (*One registration form per attendee. Duplicate as necessary*)

NAME: _____ Badge Name: _____

Member Type: CEO/MANAGER DIRECTOR EMPLOYEE SPOUSE/GUEST BAP SUPPLIER/VENDOR ATTORNEY SPEAKER OTHER: _____

TITLE: _____

COOPERATIVE: _____

ADDRESS: _____

CITY: _____ State: _____ Zip: _____

PHONE: _____ Fax: _____

EMAIL: _____

FUNCTIONS (Please do not send payment, your cooperative will be invoiced)

Fees:

Quantity	On/By Oct 19	After Oct 19
<input type="checkbox"/> TEC Member Registration	\$275 per person	\$375 per person
<input type="checkbox"/> TEC Business Alliance Member Registration	\$275 per person	\$375 per person
<input type="checkbox"/> Non-Member Registration	\$375 per person	
<input type="checkbox"/> Spouse/Guest Registration	N/C	N/C
<input type="checkbox"/> Awards Luncheon (<i>Ticket Required</i>)	N/C	N/C
<input type="checkbox"/> Evening Function (<i>Reception + Murder Mystery Dinner</i>)	\$70 per person	\$120 per person
<input type="checkbox"/> Youth Tour Coordinators Forum	N/C	N/C
<input type="checkbox"/> Wal-Mart Tour	N/C	N/C
<input type="checkbox"/> Sponsor of Meeting (<i>suppliers</i>)	\$100	\$100
<input type="checkbox"/> Golf Registration	\$45 per person	\$55 per person
EXHIBITS (<i>All Exhibitors MUST submit an Exhibitor Information Form</i>)		
<input type="checkbox"/> Business Alliance Member INSIDE EXHIBIT	\$100	\$100
<input type="checkbox"/> Non-Member INSIDE EXHIBIT	\$150	\$150
<input type="checkbox"/> Door Prize (<i>will donate a door prize for the 2007 TMSA Conference</i>)		

FULL REFUNDS will be granted if TEC is notified in WRITING by 5:00 p.m., October 19, 2007.

Please check here if you require special accommodations.

Signature

Cooperative/Company

Texas Member Services Annual Conference
Exhibitor Information Form
November 1, 2007

Name of Firm _____
(as you wish it to appear in the program)

Address _____

City _____ State _____ Zip _____

Telephone: A/C _____ Fax: A/C _____

Cell: A/C _____

Contact Person _____

What General Product Line Will Your Exhibit Promote? _____

To be included in the program you must submit your registration & exhibitor form by October 19, 2007.

Exhibit Tables will be Pre-Assigned
(All representatives must be registered for the meeting to exhibit).

Special Request for Exhibit Space:

Electrical Outlet Telephone Line

Other _____

Texas Member Services Annual Conference

The Westin Park Central
12720 Merit Drive
Dallas, Texas 75251
(972) 385-3000

Hotel Room Reservation Form

October 31-November 2, 2007

Name: _____
 Title: _____
 Cooperative: _____
 Address: _____
 City: _____ ST: _____ Zip: _____
 Telephone: (____) _____ Fax: (____) _____
 E-mail: _____

Room Rate:
Single/Double-\$129

Cut-Off Date:
October 10, 2007

Check In: 3:00 p.m.
Check Out: 12:00 noon

Participant	# of People Per Rm	Room Preference		Smoking		Arrival Date	Departure Date
		Single	Double	No	Yes		
1.							
2.							
3.							

Sharing Room With: _____

Special Notes:

- Reservations made after **October 10, 2007** will be on space available basis at prevailing rate.
- If sharing room, please indicate name of person with whom you will be sharing room.
- One night's deposit must accompany your reservation to guarantee your room. Room cancellations must be made 48 hours (2 days) prior to arrival to receive a refund.

Enclosed is our room deposit check in the amount of \$ _____ for _____ hotel rooms.

Credit Card: Type: _____ Card #: _____ Expiration date: _____

Signed: _____ Date: _____

Fax to: The Westin Park Central
Attention: Olivia Baron, Reservations Specialist
(972) 851-2033

Please check here if
you require special
accommodations

Additional Sponsorship Opportunities

2007 Texas Member Services Annual Conference

- All sponsors will be acknowledged in the official meeting program, signage placed at registration, special badge recognition and special recognition during breaks and general sessions.

Please mark selected sponsorship:

	Sponsorship
1. Wednesday PM Refreshment Break	\$ 500
2. Thursday AM Continental Breakfast	\$1,000
3. Membership Luncheon	\$2,500
4. Thursday PM Refreshment Break	\$ 500
5. Thursday Evening Reception	\$1,800
6. Friday AM Refreshment Break	\$ 500
7. Closing Speaker	\$1,500

Your company will be invoiced. Questions, call Esther Miranda Dominguez at (512) 486-6211.

Company Name: _____
(please list as you want it to appear in program)

Contact: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

E-mail: _____ Web Page: _____

Fax to: Esther Miranda Dominguez (512) 486-6215

TMSA Lifetime Achievement Awards GUIDELINES

- Must have served as an employee of a rural electric cooperative distribution, generation or transmission system, statewide, regional or national rural electric organization for a minimum of 15 years;
- Must have spent at least 50 percent of his/her time in a recognized area of “member services” as a prescribed and ongoing part of employment;
- Must have served as an active TMSA member, having participated in TMSA conferences, functions and/or activities;
- Must have played an active role in member services activities, public/member relations, communications, marketing, power use, energy conservation/utilization and home services, youth/young adult educational programs or seminars, or any program at the cooperative level that is mutually beneficial to the cooperative and the consumer;
- Must demonstrate a positive and considerate attitude to everyone involved in presentation-sharing and deliberation of information and ideas; and
- Must have displayed a level of exemplary performance in the field of member services.

For Cooperative Personnel Only

Texas Member Services Lifetime Achievement Award NOMINATION FORM

Person nominated for the award: _____

Name of Cooperative: _____ TEC Group No: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

Email: _____

Submitted by: _____

Name of Cooperative: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

Eligibility Documentation of Nominee

Years of service as a cooperative employee: _____

Years of service in Member Services or TMSA activities: _____

Describe nominee's participation in TMSA conferences, functions, activities; his/her contributions, responsibilities (past or current), directly or indirectly, for organizing, conducting or promoting Member Services activities, conferences, events or training (local, state and national levels):

TEC Online Events Calendar: <http://www.texas-ec.org/events/default.aspx>

Esther Miranda Dominguez, Training Coordinator
Texas Electric Cooperatives

Fax: (512) 486-6215 - Phone: (512) 486-6211

Texas Member Services Association

Board Policies

Revised _____, 2007

ARTICLE I. - - MEMBERS AND MEMBERSHIP

Section 1. Qualifications and Obligations: All Texas cooperative employees serving in member services activities, public/member relations, power use or energy conservation/utilization, marketing and training, whichever the case may be, shall be eligible for membership in the Association.

ARTICLE II. - - MEETINGS OF MEMBERS

Section 1. Annual Meeting: A meeting of the members shall be held during the TMSA Annual Conference, at such time and place in the state of Texas, as shall be designated by the Board of Directors and Texas Electric Cooperatives, for the purpose of electing directors, approving reports covering the previous fiscal year, and providing education, training, and information to/and for the designated TMSA members as mentioned in Article I, Section 1.

Section 2. Special Meetings: Special meetings of the members may be called by the Chairman, by the TMSA Board of Directors, or by at least 25 of the members; and it shall thereupon be the duty of the secretary to cause notice of such meetings to be given as hereinafter provided. Special meetings may be held at any place within the state of Texas specified in the notice of the special meeting.

Section 3. Notice of Meetings: Written or printed notice stating the place, day and hour of the meeting; and in case of special meeting, the purpose and purposes for which the meeting is called shall be delivered to each member, by email, fax, or regular mail, not less than ten (10) days nor more than (30) days before the date of the meeting.

Section 4. Quorum: The presence of 25 individual members or representatives, representing the total number of the members shall constitute a quorum for the transaction of business at all meetings of the members.

Section 5. Voting: Each member cooperative shall be entitled to one vote and no more upon each matter submitted to a vote at a meeting of the members. All questions shall be decided by a vote of the majority of the members present except as otherwise provided by law. There shall be no voting by proxy or by mail and no individual person shall be the delegate of or cast the vote of more than one member. The voting delegate must be a full-time employee of the cooperative he represents. In addition to all other qualifications, the person who represents and casts the vote must be a bona fide resident of the geographical area comprising the group to which the member is assigned.

Section 6. Order of Business: The order of business at the annual meeting and/or all other meetings of the members, and so far as possible and practical, shall be set by the TMSA Board of Directors.

ARTICLE III. - - DIRECTORS

Section 1. Number and General Powers: The business and affairs of the Association shall be managed by a board of nine (9) directors which shall exercise all the powers of the Association except such as are by law, or by these policies conferred upon to the members.

TEC Online Events Calendar: <http://www.texas-ec.org/events/default.aspx>

Esther Miranda Dominguez, Training Coordinator
Texas Electric Cooperatives

Fax: (512) 486-6215 - Phone: (512) 486-6211

Section 2. Group Designation: The state is divided into seven groups (geographical areas), with the members in each constituting a group. Group meetings should be held at least quarterly, the time and place of such meetings to be determined by the members of that group. Each group will be presided over by a duly elected Chairman. Each Chairman will serve as a director on the TMSA Board. The member-at-large shall be nominated and elected by the TMSA Board of Directors. **There will also be the position of Immediate Past Chairman serving as a non-voting member of the Board.**

Section 3. Qualifications and Tenure: The term of the TMSA Board of Directors shall be two (2) years upon election the board. A director may not serve more than two (2) consecutive terms – a total of four (4) consecutive years. The directors shall be staggered and divided into two separate election years that will result in Groups 1, 3, 5, and 7 coming up for election in even numbered years and Groups 2, 4,6 and At-Large coming up for election in odd numbered years. **The Immediate Past Chairman position will be a one (1) year term.** No person shall be eligible to be elected as a director who is not a TMSA member as mentioned in Article I, Section 1 and who is not a bona fide resident of the geographical area constituting the group which he represents. If any director representing a group shall cease to be an employee of the cooperative member which he/she represents, he/she shall immediately cease to be a director of this Association and such vacancy shall be filled in the manner and for the term in which he/she was duly elected.

Section 4. Removal of Directors by the Association: Any member may bring charges against an officer or director by filing them in writing with the Secretary, together with a petition signed by twenty-five (25) of the members, requesting the removal of the officer or director in question. The removal shall be voted upon at the next regular or special meeting of the member and any vacancy created by such removal may be filled by the members at such meeting. The officer or director against whom such charges have been brought shall be informed in writing of the charges. A minimum of thirty (30) days prior to the meeting and shall have an opportunity at the meeting to be heard in person, by counsel and to present evidences; and the person or person bringing the charges against him shall have the same opportunity.

Any director who is absent from three (3) consecutive meetings of the TMSA Board of Directors, without an excuse satisfactory to said Board, shall be deemed to have surrendered his/her office as a director. A majority vote of the Board shall determine the validity of any said excuse.

Section 5. Removal of Directors by Groups: Any director representing a group may be removed by:

- A majority vote of the members of such groups voting thereon at meeting of the members thereof, each cooperative having one vote, or
- A vote of two-thirds (2/3) of the directors of such cooperative members acting at a meeting of the directors thereof; the notice of which shall specify as one of the purposes of such meeting the consideration of the removal of such director of the Association.

Section 6. Rules and Regulations: The TMSA Board of Directors shall have power to make and adopt such rules and regulations, not inconsistent with law, or these **policies**.

ARTICLE IV. - - MEETING OF DIRECTORS

Section 1. Regular Meetings. A regular meeting of the Board of Directors shall be held without notice other than this **policy**, immediately after, and at the same place as, the annual meeting of the members. Regular meetings of the Board shall also be held at such time and place as the Board may provide by resolution.

Section 2. Special Meetings: Special meetings of the Board may be called by the Chairman or any three (3) directors. The person or persons authorized to call a special meeting of the board may fix the time and the place for holding of any special meeting of the board called by them.

Section 3. Presence of Persons other than Directors: At all regular and special meetings of the board, the duly authorized representative or alternate, or in their absence, anyone from the group shall be entitled to be present and have a voice in the proceedings provided, however, that only the directors of the Association shall be entitled to vote.

Section 4. Quorum: A majority of the Board shall constitute a quorum for the transaction of business at any meeting of the board.

Section 5. Manner of Acting: The act of the majority of the directors present at a meeting at which a quorum is present shall be the act of the Board of Directors.

ARTICLE V. - - OFFICERS

Section 1. Number: The officers of the Association shall be a Chairman, Vice-Chairman, Secretary-Treasurer, and the Board of Directors and Immediate Past Chairman. The offices of Secretary and Treasurer may be held by the same person. The nine (9) member board of directors will hold elections for Chairman, Vice-Chairman, Secretary-Treasurer and Member-at-Large during the annual conference. The newly elected officers and remaining board of directors will be announced at the close of the business meeting at the annual conference.

Section 2. Chairman: The Chairman shall:

- Be the principal executive officer of the Association and shall preside at all meetings of the members and Board of Directors.
- In general, perform all duties incident to the office of Chairman and such other duties as may be prescribed by the Board of Directors from time to time.

Section 3. Vice-Chairman: In the absence of the Chairman, or in the event of his inability or refusal to act, the Vice-Chairman shall perform the duties of the Chairman, and when so acting, shall have all the powers of and be subjected to all the restrictions upon the Chairman and shall perform such other duties as may be assigned by the board of directors.

Section 4. Secretary-Treasurer: Shall:

- Keep the minutes of meetings of the members and of the Board of Directors in one or more books provided for that purpose.
- See that all notices are duly given in accordance by these bylaws or as required by law.
- Keep a record of the receipts and disbursement of the Association.
- Provide a financial report to the membership of the Association Annual Meeting.

ARTICLE VI. - - FISCAL YEAR

The fiscal year of the Association shall begin on the day of the Association's Annual Meeting during each calendar year and end on the day preceding the Association's Annual Meeting of the next calendar year.

ARTICLE VII. - - AMENDMENTS

The policies of the Association may be altered, amended or repealed by the affirmative vote of not less than two-thirds (2/3) of the members of the TMSA Board of Directors, and/or, the TEC Member Services Committee and the TEC Board of Directors at any regular or special meeting. After any alteration amendments of repeal of the policies have been adopted, all members of the Texas Members Services Association shall be notified of such action as soon as possible. In addition the TEC Management Services Committee will also be advised of any activities related to employee training.