

# TUESDAY, FEBRUARY 27

## DISTRIBUTOR SESSIONS

	TIME	TOPIC	PRESENTER	ROOM
DISTRIBUTORS TRAINING	1:00-1:15 PM	Welcoming Remarks & Technology Roadmap	Kevin Keim, Matt Thomas	Salon I-II
	1:15-2:00 PM	Product Updates – Mi.Net IoT, L, M, LoRa	Brett Kaffenberger, Darryl Casper	Salon I-II
	2:00-2:20 PM	Product Update – Static Meter	Darryl Casper	Salon I-II
	2:20-2:40 PM	Product Update – Software	Matthew Cannavale	Salon I-II
	2:40-3:00 PM	Product Update – Network-as-a-Service	Brett Kaffenberger	Salon I-II
	3:00-3:30 PM	Product Update – EchoShore®-DX	Hannah Lindsey	Salon I-II
	3:30-4:00 PM	Afternoon Break		Foyer
	4:00-4:30 PM	Project Management 101	Lowell Rust	Salon I-II
	4:30-5:30 PM	Panel Discussion and Session Close	Matt Thomas	Salon I-II
	6:30-9:30 PM	Casino Night Hospitality Event		Poolside

# WEDNESDAY, FEBRUARY 28

## 7:00-8:00 AM BREAKFAST BUFFET • ATRIUM

	TIME	TOPIC	DESCRIPTION	ROOM
AMI MANAGEMENT TRACK	8:00-8:55 AM	<b>Opening Session</b>	Welcoming remarks and keynote presentation.	Salon I-IV
	9:00-9:45 AM	<b>Mi.Host Overview</b>	Take a detailed look at the ins and outs of billing, work orders, grouping and generating reports.	Salon I-IV
	10:00-10:45 AM	<b>Mi.Net Overview</b>	Get to know more about the Mi.Net AMI network, communications backhaul and network software.	Salon I-IV
	11:00-11:45 AM	<b>Utility Success Story</b>	A utility-led discussion about how DMA software can be integrated with a network and examine the software's benefits to help reduce water loss.	Salon I-IV
	11:45-1:15 PM	<b>LUNCH BREAK</b>		Atrium
	1:15-2:00 PM	<b>Utility Discussion – Session I</b>	Discuss with utility peers how they have leveraged metering networks to drive efficiency, optimized network operations and implemented new network tools.	Salon I-IV
	2:00-2:45 PM	<b>Utility Discussion – Session II</b>	Discuss with utility peers how they have leveraged metering networks to drive efficiency, optimized network operations and implemented new network tools.	Salon I-IV
	2:45-3:15 PM	<b>AFTERNOON BREAK</b>		Foyer
	3:15-4:00 PM	<b>Data Portals &amp; Prepayment for Customers</b>	Dive into data and learn how smart utilities are empowering their customers with real-time information to improve customer service.	Salon I-IV
	4:15-5:00 PM	<b>Smart Utilities, Terminology &amp; Trends</b>	Become your utility's expert on smart applications by learning about how cities are rolling out smart technology programs.	Salon I-IV
5:45-6:00 PM	<b>Buses Depart for Top Golf</b>	Meet at the hotel convention center entrance. Event runs from 6:30 – 9:30 PM. Buses depart for hotel at 9:45 PM.		
AMI FIELD OPS. & SUPPORT	8:00-8:55 AM	<b>Opening Session</b>	Welcoming remarks and keynote presentation.	Salon I-IV
	9:00-9:45 AM	<b>Mi.Net Resources</b>	Learn about the tools that are available for field operators.	Salon VIII
	10:00-10:45 AM	<b>Mi.Net System Maintenance Post Commissioning</b>	Learn about what resources are required to maintain an AMI network once operation has been handed over to the utility.	Salon VIII
	11:00-11:45 AM	<b>Utility Success Story</b>	A utility-lead discussion about how they implemented a Mi.Net AMI network to boost efficiency and improve customer service.	Salon VIII
	11:45-1:15 PM	<b>LUNCH BREAK</b>		Atrium
	1:15-2:00 PM	<b>Utility Discussion – Session I</b>	Discuss with utility peers how they have leveraged metering networks to drive efficiency, optimized network operations and implemented new network tools.	Salon I-IV
	2:00-2:45 PM	<b>Utility Discussion – Session II</b>	Discuss with utility peers how they have leveraged metering networks to drive efficiency, optimized network operations and implemented new network tools.	Salon I-IV
	2:45-3:15 PM	<b>AFTERNOON BREAK</b>		Foyer
	3:15-4:00 PM	<b>Mi.Net Alerts</b>	Take an in-depth look at how to configure and understand alerts and how to take corrective action when an alert occurs.	Salon VIII
	4:15-5:00 PM	<b>Leveraging Mi.Tech to Install/Expand Networks</b>	Through hands-on training, learn how to configure, pair, download worksheet cells and perform manual reads.	Salon VIII
5:45-6:00 PM	<b>Buses Depart for Top Golf</b>	Meet at the hotel convention center entrance. Event runs from 6:30 – 9:30 PM. Buses depart for hotel at 9:45 PM.		
AMR/MIGRATABLE OPS. & SUPPORT	8:00-8:55 AM	<b>Opening Session</b>	Welcoming remarks and keynote presentation.	Salon I-IV
	9:00-9:45 AM	<b>Hot Rod Mobile System Review</b>	Enhance your skills on the ins and outs of the Hot Rod AMR system, data collection and software interface.	Salon VI
	10:00-10:45 AM	<b>EZ Reader Suite</b>	Learn about the data collection tools and software for the entire EZ Suite family, including EZ Mobile and EZ Profiler.	Salon VI
	11:00-11:45 AM	<b>Hot Rod System Optimization</b>	Hear directly from utilities about best practices for working with client data and tips on how to utilize the system effectively.	Salon VI
	11:45-1:15 PM	<b>LUNCH BREAK</b>		Atrium
	1:15-2:00 PM	<b>Utility Discussion – Session I</b>	Discuss with utility peers how they have leveraged metering networks to drive efficiency, optimized network operations and implemented new network tools.	Salon I-IV
	2:00-2:45 PM	<b>Utility Discussion – Session II</b>	Discuss with utility peers how they have leveraged metering networks to drive efficiency, optimized network operations and implemented new network tools.	Salon I-IV
	2:45-3:15 PM	<b>AFTERNOON BREAK</b>		Foyer
	3:15-4:00 PM	<b>Migratable AMR Networks</b>	Discover how to optimize the value of water networks with Migrateable Mi.Net systems that can evolve with a utility's changing needs.	Salon VI
	4:15-5:00 PM	<b>AMR to AMI – Making the Case</b>	Dig into the best practices and business case for upgrading AMR systems.	Salon VI
5:45-6:00 PM	<b>Buses Depart for Top Golf</b>	Meet at the hotel convention center entrance. Event runs from 6:30 – 9:30 PM. Buses depart for hotel at 9:45 PM.		

# WEDNESDAY, FEBRUARY 28

## 7:00-8:00 AM BREAKFAST BUFFET • ATRIUM

	TIME	TOPIC	DESCRIPTION	ROOM
<b>MI.NET®- L OPS. &amp; SUPPORT</b> (LICENSED KP TECHNOLOGIES)	8:00-8:55 AM	<b>Opening Session</b>	Welcoming remarks and keynote presentation.	Salon I-IV
	9:00-9:45 AM	<b>Customer Support &amp; Technology Roadmap</b>	Learn more about solutions offered by MWP, product roadmap, system support, warranties and more.	Salon V
	10:00-10:45 AM	<b>Mi.Host Software Roadmap &amp; Data Collection</b>	In a high level overview, learn about the future network interface as well as data collection, billing, consumer portals and network software.	Salon V
	11:00-11:45 AM	<b>Utility Success Story</b>	A utility-led discussion on how DMA software can be integrated with a network and examine the software's benefits to help reduce water loss.	Salon I-IV
	11:45-1:15 PM	<b>LUNCH BREAK</b>		Atrium
	1:15-2:00 PM	<b>Utility Discussion – Session I</b>	Discuss with utility peers how they have leveraged metering networks to drive efficiency, optimized network operations and implemented new network tools.	Salon I-IV
	2:00-2:45 PM	<b>Utility Discussion – Session II</b>	Discuss with utility peers how they have leveraged metering networks to drive efficiency, optimized network operations and implemented new network tools.	Salon I-IV
	2:45-3:15 PM	<b>AFTERNOON BREAK</b>		Foyer
	3:15-4:00 PM	<b>Field Troubleshooting</b>	Leverage the knowledge of other utilities and learn how to optimize system performance and avoid common issues.	Salon V
	4:15-5:00 PM	<b>Utility Round Table Discussion</b>	Discuss common challenges and best practices for network operation.	Salon V
	5:45-6:00 PM	<b>Buses Depart for Top Golf</b>	Meet at the hotel convention center entrance. Event runs from 6:30 – 9:30 PM. Buses depart for hotel at 9:45 PM.	
<b>ECHOSHORE®-DX &amp; LEAK MANAGEMENT</b>	8:00-8:55 AM	<b>Opening Session</b>	Welcoming remarks and keynote presentation.	Salon I-IV
	9:00-9:45 AM	<b>EchoShore-DX Basics and Piloting</b>	Get to know the EchoShore-DX technology including its evolution, technology roadmap, applications and how to set up an effective pilot.	Salon VII
	10:00-10:45 AM	<b>EchoShore-DX Installation &amp; Interface</b>	Gain an in-depth understanding of the process involved for selecting node locations, installation, activation, initial flow testing, system-wide correlation, GIS integration and troubleshooting.	Salon VII
	11:00-11:45 AM	<b>Utility Success Story</b>	A utility-led discussion on how DMA software can be integrated with a network and examine the software's benefits to help reduce water loss.	Salon I-IV
	11:45-1:15 PM	<b>LUNCH BREAK</b>		Atrium
	1:15-2:00 PM	<b>Utility Discussion – Session I</b>	Discuss with utility peers how they have leveraged metering networks to drive efficiency, optimized network operations and implemented new network tools.	Salon I-IV
	2:00-2:45 PM	<b>Utility Discussion – Session II</b>	Discuss with utility peers how they have leveraged metering networks to drive efficiency, optimized network operations and implemented new network tools.	Salon I-IV
	2:45-3:15 PM	<b>AFTERNOON BREAK</b>		Foyer
	3:15-4:00 PM	<b>Automated Leak Detection for Transmission Mains</b>	Take advantage of an introduction to acoustic leak detection for transmission mains.	Salon VII
	4:15-5:00 PM	<b>Utility Round Tables</b>	Collaborate with utility peers and Mueller experts to learn about strategies and best practices to reduce water loss.	Salon VII
	5:45-6:00 PM	<b>Buses Depart for Top Golf</b>	Meet at the hotel convention center entrance. Event runs from 6:30 – 9:30 PM. Buses depart for hotel at 9:45 PM.	

# THURSDAY, MARCH 1

## 7:00-8:00 AM BREAKFAST BUFFET • ATRIUM

	TIME	TOPIC	DESCRIPTION	ROOM
AMI MANAGEMENT TRACK	8:00-8:55 AM	<b>Opening Presentation</b>	Advances in automated leak detection and San Jose Water Company presentation.	Salon I-IV
	9:00-9:45 AM	<b>Data Analytics</b>	Familiarize yourself with the various tools available to collect, interpret and understand AMI network data.	Salon I-IV
	10:00-10:45 AM	<b>Optimizing AMI Networks</b>	Discover how a team of experts at the Network Operations Center are helping utilities optimize their AMI network.	Salon I-IV
	11:00-11:45 AM	<b>Utility Success Story</b>	Learn about how American Water redefined its leak detection program with EchoShore®-DX.	Salon I-IV
	11:45-1:15 PM	<b>Lunch Break</b>		Atrium
	1:15-2:00 PM	<b>Remote Meter Disconnection/Connection</b>	Discover how remote disconnect meter usage can be a key tool to increase utility efficiency and worker safety.	Salon I-IV
	2:00-2:45 PM	<b>Mi.Net System Maintenance Post Commissioning</b>	Learn about what resources are required to maintain an AMI network once operation has been handed over to the utility.	Salon I-IV
	2:45-3:15 PM	<b>Afternoon Break</b>		Foyer
	3:15-4:00 PM	<b>Emergency Recovery</b>	Dealing with climate change and natural disasters is becoming more common for utilities. Learn about best practices for AMI system recovery.	Salon I-IV
	4:15-5:00 PM	<b>Closing Session</b>	User conference concluding remarks and discussion.	Salon I-IV
AMI FIELD OPS. & SUPPORT	8:00-8:55 AM	<b>Opening Presentation</b>	Advances in automated leak detection and San Jose Water Company presentation.	Salon I-IV
	9:00-9:45 AM	<b>Mi.Host Overview – Part 1</b>	Introductory training on accessing and navigating the Mi.Host user interface, and generating billing reports.	Salon VIII
	10:00-10:45 AM	<b>Mi.Host Overview – Part 2</b>	Build on the fundamentals established in Mi.Host Part 1 by exploring methods for report generation and managing data efficiently.	Salon VIII
	11:00 -11:45 AM	<b>Utility Success Story</b>	Get to know a utility that successfully leveraged a hosted network environment and NOC support to manage their AMI system.	Salon VIII
	11:45 -1:15 PM	<b>Lunch Break</b>		Atrium
	1:15-2:00 PM	<b>Network Management Tool</b>	Learn how to best use the graphical interface to manage AMI networks.	Salon VIII
	2:00-2:45 PM	<b>Open Session</b>	Take the opportunity to participate in any other session tracks during this time.	Salon VIII
	2:45-3:15 PM	<b>Afternoon Break</b>		Foyer
	3:15-4:00 PM	<b>Common Challenges Solved in Real-time</b>	A Q&A session about Mi.Net network operations with advice on best practices from other utilities and AMI experts.	Salon VIII
	4:15-5:00 PM	<b>Closing Session</b>	User conference concluding remarks and discussion.	Salon I-IV
AMR/MIGRATABLE OPS. & SUPPORT	8:00-8:55 AM	<b>Opening Presentation</b>	Advances in automated leak detection and San Jose Water Company presentation.	Salon I-IV
	9:00-9:45 AM	<b>A guide to Water Meters</b>	Get to know water meters and the applications that can maximize meter life and accuracy.	Salon VI
	10:00-10:45 AM	<b>Key Considerations for Deploying SSM</b>	Discover how solid state metering is enhancing revenue streams for utilities, including installation and operation.	Salon VI
	11:00 -11:45 AM	<b>Remote Disconnect Meters</b>	Get a first look at remote disconnect meters, including ideal applications and operation.	Salon VI
	11:45 -1:15 PM	<b>Lunch Break</b>		Atrium
	1:15-2:00 PM	<b>Monitoring Water Quality</b>	Hear about the Hydro Guard system and how it can help maintain minimum disinfectant residuals to protect water quality.	Salon VI
	2:00-2:45 PM	<b>Utility Success Story</b>	Learn about how utilities have successfully applied automated flushing technology throughout their water networks.	Salon VI
	2:45-3:15 PM	<b>Afternoon Break</b>		Foyer
	3:15-4:00 PM	<b>Advances in Pressure Monitoring</b>	Catch up on pressure monitoring approaches for both distribution and transmission mains.	Salon VI
	4:15-5:00 PM	<b>Closing Session</b>	User conference concluding remarks and discussion.	Salon I-IV

# THURSDAY, MARCH 1

## 7:00-8:00 AM BREAKFAST BUFFET • ATRIUM

	TIME	TOPIC	DESCRIPTION	ROOM
M.NET® - L OPS. & SUPPORT (LICENSED XP TECHNOLOGIES)	8:00-8:55 AM	<b>Opening Presentation</b>	Advances in automated leak detection and San Jose Water Company presentation.	Salon I-IV
	9:00-9:45 AM	<b>Working Behind the Scenes</b>	Define and understand the role of the Network Operations Center in helping to optimize network operations.	Salon V
	10:00-10:45 AM	<b>Implementing a Cellular-Based Leak Detection System</b>	Discover how to implement a cellular-based EchoShore-DX leak detection network and how to set up a pilot with success criteria.	Salon V
	11:00-11:45 AM	<b>MCM Software</b>	Learn about the tools and tips to get the most value out of MCM software.	Salon V
	11:45-1:15 PM	<b>Lunch Break</b>		Atrium
	1:15-2:00 PM	<b>Network Updates</b>	Learn about available updates to enhance network efficiency.	Salon V
	2:00-2:45 PM	<b>Advances in Pressure Monitoring</b>	Catch up on pressure monitoring approaches for both distribution and transmission mains.	Salon V
	2:45-3:15 PM	<b>Afternoon Break</b>		Foyer
	3:15-4:00 PM	<b>Open Session</b>	Take the opportunity to participate in any other session tracks during this time.	Salon V
	4:15-5:00 PM	<b>Closing Session</b>	User conference concluding remarks and discussion.	Salon I-IV
ECHO SHORE® - DX & LEAK MANAGEMENT	8:00-8:55 AM	<b>Opening Presentation</b>	Advances in automated leak detection and San Jose Water Company presentation.	Salon I-IV
	9:00-9:45 AM	<b>The Business Case for Leak Detection</b>	Discuss common strategies to develop a business case for leak detection and brainstorm new approaches.	Salon VII
	10:00-10:45 AM	<b>EchoShore-DX Basics and Piloting</b>	Get to know the EchoShore-DX technology including its evolution, technology roadmap, applications and how to set up an effective pilot.	Salon VII
	11:00-11:45 AM	<b>Monitoring Water Quality</b>	Learn about how utilities have successfully applied automated flushing technology throughout their water networks.	Salon VII
	11:45-1:15 PM	<b>Lunch Break</b>		Atrium
	1:15-2:00 PM	<b>Pressure Reducing Valve Application</b>	Learn about how utilities are applying pressure reducing valves to reduce water loss from aging water pipe infrastructure.	Salon VII
	2:00-2:45 PM	<b>When is the Right Time to Replace a Water Main</b>	Discover how to optimize pipe replacement and pipe lining investments by using condition assessment.	Salon VII
	2:45-3:15 PM	<b>Afternoon Break</b>		Foyer
	3:15-4:00 PM	<b>Utility Round Tables</b>	Collaborate with utility peers and Mueller experts to learn about strategies and best practices to manage aging water main infrastructure.	Salon VII
4:15-5:00 PM	<b>Closing Session</b>	User conference concluding remarks and discussion.	Salon I-IV	