

# **Agenda**

**April 3-7, 2023, RUBA Organizational Management for Rural Utilities  
Conference Room 102 of Robert B Atwood Building,  
550 W. 7th Ave. Anchorage, AK 99501**

## **April 3 – Monday**

- **1:00 p.m. to 5:00 p.m.**
  - Introductions & Course Expectations
  - OVERVIEW OF RUBA UTILITY MANAGEMENT TRAINING
    - Instructor: Trisha Sullivan
  - LESSON 1: INTRODUCTION AND OVERVIEW
    - Instructor: Trisha Sullivan

## **April 4 – Tuesday**

- **8:00 a.m. to noon**
  - LESSON 2: LEVEL OF SERVICE
    - Instructor: Eli Jacobson
- **1-hour lunch break**
- **1:00 p.m. to 5:00 p.m.**
  - LESSON 3: ORGANIZATIONAL STRUCTURE
    - Instructor: Lydia Mielke

## **April 5 – Wednesday**

- **8:00 a.m. to noon**
  - LESSON 4: ROLES, AUTHORITY, RESPONSIBILITIES, AND ACCOUNTABILITY
    - Instructor: Trisha Sullivan
- **1-hour lunch break**
- **1:00 p.m. to 5:00 p.m.**
  - LESSON 5: THE UTILITY ORDINANCE
    - Instructor: Lydia Mielke

## **April 6 – Thursday**

- **8:00 a.m. to noon**
  - LESSON 6: CUSTOMER AGREEMENTS
    - Instructor: Eli Jacobson
- **1-hour lunch break**
- **1:00pm to 5:00pm**
  - LESSON 7: COMMUNICATION AND ADMINISTRATION
    - Instructor: Trisha Sullivan

## **April 7 – Friday morning**

- **8:00 a.m. to noon**
  - LESSON 8: LESSON REVIEW
    - Instructor: Trisha Sullivan
  - TAKE final test
  - Wrap-up
  - Adjourn