NWPPA

3 C'S CONFERENCE

OCT. 13-15, 2026 | ANCHORAGE, ALASKA

TUESDAY, OCT. 13	
7:30–8:30 a.m.	**Breakfast and registration**
8:30–8:45 a.m.	**Welcome** *Speakers: Roy Cevallos, Learning Program Manager, NWPPA; and Jess Gallatin, 2026 3 C's Conference Chair, Copper Valley Electric Association*
8:45–9:15 a.m.	**Serving at the Edge: Lessons From Alaska's Public Power Utilities** *Speaker: Michael Rovito, Deputy Director, Alaska Power Association*
9:15–9:45 a.m.	**Real-Time Stress-Relief Strategies for Service Excellence** *Speaker: Sarah Draper, Founder, Leading Well Strategies*
9:45–10 a.m.	**Break**
10 a.m.–noon	**Riding the Rollercoaster of Change** *Speaker: Jennifer Bouman-Steagall, President and Co-Founder, Red Kite Rising*
Noon–1 p.m.	**Lunch**
1–1:10 p.m.	**Stress-relief activity with Sarah Draper**
1:10–1:55 p.m.	**Assistance Options and Customer Programs at Cowlitz PUD** *Speakers: Brittany Strand, Customer Service Analyst, Cowlitz PUD; and Stacey Ferrell, Manager of Customer Programs, Cowlitz PUD*
1:55–2:10 p.m.	**Break**
2:10–3 p.m.	**Louder Than Your Title: How You Can Positively Impact Your Culture** *Speaker: Jeremy Graves, President, Pivot Group*
3–4 p.m.	**Red Flag Rules for Frontline Employees** *Speaker: Jennifer Bouman-Steagall, President and Co-Founder, Red Kite Rising*
4–4:45 p.m.	**Hot Topics Roundtable** *Moderated by: Jeremy Graves, President, Pivot Group*
5–6:30 p.m.	**Reception**

WEDNESDAY, OCT. 14	
7:30–8:30 a.m.	**Breakfast**
8:30–9 a.m.	**Stress-relief activity with Sarah Draper**
9–9:45 a.m.	**Assistance Options and Customer Programs at Cooperatives** *Panelists: Amber Solverson, Member Experience Supervisor, Inland Power & Light; Kellee Merrill, Lead Member Service Specialist, Northern Lights, Inc.; Stacie Erickson, Call Center Supervisor, Flathead Electric Cooperative; and Shawntaye Keith, Member Service Supervisor, Midstate Electric Cooperative* *Moderator: Jeremy Graves, President, Pivot Group*

9:45–10:30 a.m.	**Build Your Communication Toolbox** *Speaker: Sierra Odom, Learning & Development Professional*
10:30–10:45 a.m.	**Break**
10:45 a.m.–noon	**Build Your Communication Toolbox (cont.)**
Noon–1 p.m.	**Lunch**
1–1:15 p.m.	**Stress-relief activity with Sarah Draper**
1:15–2 p.m.	**Career Paths in the 3 C's** *Panelists: Shana Williams, Customer Service Division Manager, Tacoma Public Utilities; Brittany Strand, Customer Service Analyst, Cowlitz PUD; Stacey Ferrell, Manager of Customer Programs, Cowlitz PUD; and Dee Anne Wunder, Customer Service Supervisor, Tillamook PUD* *Moderator: Jeremy Graves, President, Pivot Group*
2–2:15 p.m.	**Break**
2:15–3:30 p.m.	**Innovation and Continuous Improvement at Tacoma Power** *Speaker: Shana Williams, Customer Service Division Manager, Tacoma Public Utilities*
3:30–3:50 p.m.	**Break**
3:50–4:40 p.m.	**Hot Topics Roundtable** *Moderator: Jeremy Graves, President, Pivot Group*
Evening	**Dine Around Anchorage** (optional) Sign up for a restaurant at the registration desk.

THURSDAY, OCT. 15

7:30–8:30 a.m.	**Breakfast**
8:30–8:45 a.m.	**Stress-relief activity with Sarah Draper**
8:45–9:45 a.m.	**Speaking Executive: Effectively Sharing Your Ideas With Leaders** *Speaker: Jeremy Graves, President, Pivot Group*
9:45–10 a.m.	**Break**
10–11:20 a.m.	**Hot Topics Roundtable** *Moderator: Jeremy Graves, President, Pivot Group*
11:20–11:30 a.m.	**Closing remarks**

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THANK YOU TO THE 3 C'S PLANNING COMMITTEE

Jess Gallatin, Chair, Copper Valley Electric Association
Jeff Gordon, Vice Chair, Pacific County PUD
Kellee Merrill, Immediate Past Chair, Northern Lights, Inc.
Dee Anne Wunder, Tillamook PUD
Stacie Erickson, Flathead Electric Cooperative
Ashley Morey, Salem Electric
Shawntaye Keith, Midstate Electric Cooperative
Amber Solverson, Inland Power & Light

CONFERENCE EVALUATION

After the conference, take a few moments to provide your feedback for an opportunity to win a $25 digital gift card to a business of your choice!

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