

Accounting & Customer Service Seminar



Tuesday, September 22, 2020 ● 8:30 to 11:30 a.m. – via Zoom

This year's annual get-together for municipal electric utility staff is coming to *your* office – or home, or car! We hope you can join in the **virtual seminar** to discuss issues affecting utilities, as well as leading practices to improve your operations. We appreciate the input of MEUW's Accounting and Customer Service Committee to offer timely topics and issues of importance for accounting, customer service and utility billing personnel.

SEMINAR AGENDA

| | |
|------------|---|
| 8:30 a.m. | WELCOME / Zoom Logistics |
| 8:40 a.m. | Updates from Public Service Commission <i>Laura Fay, Consumer Analyst – Bureau of Consumer Affairs</i> |
| 9:15 a.m. | Meter-to-Cash Processes <i>Dan Salm, Key Accounts and Meter Services Manager, Manitowoc Public Utilities</i> |
| 9:55 a.m. | STRETCH BREAK |
| 10:00 a.m. | Understanding Disaster Recovery Funding and FEMA's Public Assistance Program <i>Eric Learn, State Public Assistance Officer, Wisconsin Emergency Management</i> |
| 10:30 a.m. | Roundtable Discussion: Lessons from the Public Health Emergency <i>Facilitated by MEUW Executive Director Tim Heinrich</i> |
| 11:00 a.m. | Tired of Corona? Join the Club! Tools and Tips to Navigate Today <i>It is no secret that we are in the midst of an unprecedented time. We are affected at home and at work. While we can't make this time go away, we can make the most of this very strange situation. Led by coach and entrepreneur Dana Zurbuchen, we will discuss ways to make today's reality more manageable – both at work and at home.</i> |
| 11:30 a.m. | ADJOURN |

Program details

- **This year's seminar is virtual**; participants will attend via Zoom
- The session will run from 8:30 to 11:30 a.m.
- Registration fee covers one person (individuals receive unique log in credentials that cannot be shared). Login instructions and access to handouts will be sent by email on Monday, Sept. 21.
- Three or more employees from the same municipality/utility are eligible for discounted group pricing (savings of \$15 per person)

▶ **Register online at meuw.org**
Deadline: Friday, Sept. 18

\$60 for MEUW members

Cancellations are subject to [MEUW Policy](#)