



Accounting & Customer Service Seminar



Thursday, September 23, 2021 ● Kalahari Resort – Wisconsin Dells

The purpose of this annual seminar is to update municipal electric utility staff on regulatory and legislative issues that affect their utilities and provide best practices to improve their operations. The topics and presenters are chosen based on feedback from MEUW members in an effort to address timely issues of importance to municipal utility accounting, customer service, and billing personnel.

SEMINAR SCHEDULE*

8:00 a.m.	REGISTRATION AND CONTINENTAL BREAKFAST	
8:30 a.m.	Welcome / Introductions	Tim Heinrich – <i>MEUW</i>
8:40 a.m.	Updates from Public Service Commission	Kristi Nieto – <i>PSCW</i>
9:45 a.m.	BREAK	
10:00 a.m.	PSC Construction Authority and Public Bidding	Anita Gallucci and Richard Heinemann – <i>Boardman & Clark</i>
10:45 a.m.	Empathy: The Service Superpower	John Hanson
11:45 a.m.	NETWORKING LUNCH	
1:00 p.m.	Focus on Energy Update	Frank Barth – <i>Focus on Energy</i>
1:20 p.m.	Member Showcase – Cumberland Municipal Utility	Lori Nyhus – <i>CMU</i>
1:40 p.m.	Small Group Discussions – Leading Practices in Credit and Collections	
2:00 p.m.	BREAK	
2:10 p.m.	The American Rescue Plan: Pitfalls and Best Practices	Brad Elmer – <i>Baker Tilly</i>
3:00 p.m.	ADJOURN	

*Agenda is subject to change; updated as of September 13, 2021