



# Accounting & Customer Service Seminar



Wednesday, September 28, 2022 ● *The Lodge At Mauston*

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**

*Agenda is subject to change; updated as of August 15, 2022*

8:00 a.m.	<b>REGISTRATION AND CONTINENTAL BREAKFAST</b>	
8:30 a.m.	Welcome / Introductions	Tim Heinrich – <i>MEUW</i>
8:40 a.m.	Updates from Public Service Commission	Kristy Nieto – <i>PSCW</i>
9:45 a.m.	<b>BREAK</b>	
10:00 a.m.	Legal and Regulatory Hot Topics: Bankruptcies, “Red Flag” Rule, Records Retention, and More!	Richard Heinemann and Jared Walker Smith – <i>Boardman &amp; Clark</i>
11:00 a.m.	The Art and Science of Positive Thinking	Dana Zurbuchen
11:45 a.m.	<b>NETWORKING LUNCH</b>	
1:00 p.m.	Interacting with Solar Providers and Contractors	Michael Domke – <i>Wisconsin Department of Agriculture, Trade and Consumer Protection</i> ; Jim Funk – <i>Energize, LLC</i>
1:20 p.m.	Update on DG Interconnection Rules	Eric Kostecki – <i>WPPI Energy</i>
1:40 p.m.	Managing Risks Associated with Unsecure Data	<i>Representatives of James Imaging</i>
2:00 p.m.	<b>BREAK</b>	
2:10 p.m.	Small Group Discussions – Preparing for the Tax Roll Process	
2:45 p.m.	Update on Changes to MEUW Training Programs	Tim Heinrich – <i>MEUW</i>
3:00 p.m.	<b>ADJOURN</b>	