

Credit & Collections Seminar

VIRTUAL

Wednesday, March 24, 2021 • 8:30 to 12:00 p.m. – via Zoom

Every other year, MEUW brings together municipal electric utility staff to exchange ideas and get the very latest information about what's happening with credit and collections. This year's program is coming to *your* office – or home, or car! The **virtual seminar** will address a wide variety of topics to help refresh your knowledge about the rules and regulations around disconnections, deferred payment arrangements, deposits, and foreclosures. You'll also have a chance to learn more about resources available to help customers who qualify for assistance.

SEMINAR AGENDA

Topics and presenters are current as of March 18, 2021

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| 8:30 a.m. | WELCOME / Zoom Logistics |
| 8:40 a.m. | Updates from Public Service Commission
<i>Kayleigh Chiono, Consumer Affairs Analyst – Division of Digital Access, Consumer and Environmental Affairs</i> |
| 9:20 a.m. | Department of Revenue Agency Collection Programs
<i>Dana Webber, Agency Collections Coordinator, Wisconsin Department of Revenue</i> |
| 10:00 a.m. | STRETCH BREAK |
| 10:05 a.m. | Using a Minimum Payment Option to Improve Payment Habits
<i>Cara Zipperer, Customer Service Supervisor, Manitowoc Public Utilities</i> |
| 10:40 a.m. | Energy Assistance Program Offerings
<i>Jane Blank, Wisconsin Home Energy Assistance Program (WHEAP) Manager</i> |
| 11:10 a.m. | Bankruptcy 101
<i>Richard Heinemann, Boardman & Clark</i> |
| 12:00 p.m. | ADJOURN |



- **The program is entirely virtual;** participants will attend via Zoom
- The session runs from 8:30 to 12:00 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 Tuesday, March 23.

Register online at
meuw.org

Deadline: Monday, March 22

\$75 for MEUW members

Cancelations are subject to MEUW Policy.

Please call the MEUW Office at (608) 837-2263 with any questions





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ABOUT THE PRESENTERS



Kayleigh Chiono has been with the PSC as a Consumer Affairs Analyst since 2018. Most recently, she has been a part of the team working on the Commission’s actions to ensure safe, reliable and affordable access to utility service during the COVID-19 pandemic. She also assists utility staff with their questions, investigates customer complaints, and assists PSC staff on various dockets. Prior to joining the PSC, she served as a tax collector for the Unemployment Insurance program and as a volunteer housing counselor with the Tenant Resource Center.



Jane Blank has been with the State of Wisconsin’s energy assistance program for over 20 years and has extensive background in all facets of the energy assistance program. She is the Section Chief of the Wisconsin Home Energy Assistance Program (WHEAP) in a Bureau that also includes the Emergency Furnace Program and the Weatherization Program. She has served on the national Performance Management Implementation Work Group (PMIWG) since 2010.



Richard Heinemann provides legal services to a wide range of municipalities and local governments in Wisconsin and throughout the upper Midwest. With a primary focus on energy law, Richard advises clients on a variety of topics, including utility asset transfers, power supply and power purchase agreements, renewable energy project development, and regulatory compliance. He serves as general counsel for four municipal electric joint action agencies and two intergovernmental commissions.

Dana Webber is Agency Collections Coordinator for the Wisconsin Department of Revenue (DOR). She officially joined the program in October 2020 after having assisted with the program since August 2019. Dana had worked on the collections side of the DOR and brings more than 10 years of customer service and technical experience from both the public and private sectors. Her experience working with debtors and the collection of DOR managed debt is a great asset to helping our Agency partners understand and leverage the program for collection success.



Cara Zipperer, M.B.A. has been with Manitowoc Public Utilities (MPU) for 24 years, and is currently Customer Support Supervisor. She says, “Customer service is my passion! Being solution driven, I typically will have more than one plan for just about everything.” Besides her roles at MPU, Cara serves as an adjunct faculty member at the local Technical College, teaching in the Business and Technology division. Cara says, “What keeps me grounded is my family; without them I would not be able to recharge and find time to enjoy life! Being close to the empty nester status, I am hoping for time for my hobbies and many more hours out on the pontoon. My motto is to serve with your heart while living life to its fullest!”