

IGFOA UTILITY BILLING REGIONAL SEMINAR

June 16, 2016

8:30 AM – 4:00 PM

AGENDA

- 8:30 – 8:45 AM **Registration and Networking**
- 8:45 – 9:00 AM **Welcome and Introductions**
- 9:00 – 10:15 AM **Warning Flags – How to Identify, Validate, and Respond to Unusual Water Usage**
Understand how to identify the warning signs of unusually high or low water usage, determine if the readings are correct, and properly respond to the customer.
Speakers: *Timothy J. Gavin, Principal, Klein Hall CPAs*
Beatrice Torres, Assistant Finance Director/Water Billing, City of Aurora
Lily Vazquez, Assistant Finance Director, Elk Grove Village
Mandy Flatt, Accounting & Finance Coordinator, Village of North Aurora
- 10:15 – 10:30 AM **Break**
- 10:30 – 11:00 AM **Q&A Peer Discussion**
Share problems and issues within regional groups and discuss possible solutions.
- 11:00 AM – Noon **Taking Customer Service to the Next Level**
Learn how to build customer appreciation by improving communication skills, effectively handling customer complaints and negative situations, and avoiding burnout.
Speaker: *Elizabeth S. Adducci, Vice President, Third Millennium Associates, Inc.*
- Noon – 1:00 PM **Networking Lunch**
- 1:00 – 2:00 PM **Collection Methods – Avoiding the Write-Off**
Deadbeat accounts? Find out about the various options available to assist in collecting delinquent balances.
Speakers: *Dave Brady, Manager - Public Sector, Sebis Direct Inc.*
Rachel Musiala, Director of Finance, Village of Hoffman Estates
Patricia Cross, Assistant Corporation Counsel, Village of Hoffman Estates
- 2:00 – 2:15 PM **Break**
- 2:15 – 3:30 PM **Legal Aspects of Utility Billing**
Learn about utility billing legal issues including bankruptcy/foreclosure, payment plans, liens, shut-off procedures and collections.
Speaker: *Patricia Cross, Assistant Corporation Counsel, Village of Hoffman Estates*
- 3:30 – 4:00 PM **Utility Billing Legal Issues - Q&A**
Take the opportunity to ask questions and share experiences regarding utility billing legal issues in your community.
Speaker: *Patricia Cross, Assistant Corporation Counsel, Village of Hoffman Estates*