

Registration Form

Please complete one (1) registration form for each person attending. Registration includes lunch and refreshments for both days.

Name _____

System _____

Title _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

E-mail Address _____

Registration Fees

Full Registration (SCRWA Member) \$150.00 _____

Full Registration (Non-Member) \$175.00 _____

On-Site Registration \$175.00 _____

Total Due _____

Make checks payable and mail to:

SCRWA
P.O. Box 479
Clinton, SC 29325

SCRWA use only

Date Rec'd _____

Amount _____

Check # _____

Initials _____

South Carolina Rural Water
Association's

4th Annual Office Personnel Forum



May 20-21, 2008

Embassy Suites Hotel—Columbia
200 Stoneridge Drive
Columbia, SC 29210

Office Personnel Forum

Agenda*

Tuesday, May 20, 2008

- 9:00 am – 9:30 am **Registration Desk Open**
9:30 am – 9:45 am **Welcome & Introductions –**
Phil Harris, SCRWA
9:45 am – 10:45 am **Accepting Credit/Debit Cards—Pro vs. Con**
Craig Freeman, RBSLynk
11:00 am – 12:00 noon **Water Meter Basics**
Mitch Elliott, Neptune Technology Group
12:00 noon – 1:00 pm **Luncheon**
1:15 pm – 3:30 pm **Time Management**
Merry Taylor, Taylor & Associates
3:30 pm **Adjourn Day 1**

Wednesday, May 21, 2008

- 9:00 am – 9:45 am **On-Line Utility Exchange**
Carla Knight, Cassatt Water Company
9:45 am – 10:15 am **Data Storage & Disaster Recovery**
Will Cauthern, QS/1 Government Solutions
10:30 am – 12:00 noon **Management by Strengths**
Diane Hagen, Synergetic
12:00 noon – 1:00 pm **Luncheon**
1:15 pm – 2:15 pm **Freedom of Information Act—How to Comply**
Jody Hamm, SCDHEC
2:15 pm **Adjourn Day 2**

*Agenda subject to change without notice.

Session Descriptions

Pro's & Con's of Accepting Credit/Debit Cards—Many systems in the state are now accepting credit/debit cards for utility bill payments. If your system is in the process of considering accepting credit/debit cards, this session will give you the information needed to make an informed decision. Join Craig Freeman with RBSLynk as he discusses the pro's and con's of accepting credit/debit cards.

Water Meter Basics—Do you have customers coming in every month complaining about their water meters not working properly? Ever had a customer ask you how a water meter works? Join Mitch Elliott with Neptune Technology Group as he discusses water meter basics. This session will cover types of meters and problems that might become associated with water meters age.

Time Management—Does it seem you never have enough time in the day to get all your work done? Does it feel like you are constantly getting behind or that you are going around in circles? Join Merry Taylor with Taylor & Associates as she leads in this interactive discuss on Time Management.

Online Utility Exchange—Do you know with certainty if an individual applying for water service will be able to pay their bill on time or at all? Chances are you do not. Join Carla Knight with Cassatt Water Company as she discusses how her company has saved money using Online Utility Exchange.

Data Storage & Disaster Recovery—Do you back up your computer system every day before leaving the office? What happens to your data if your office is destroyed by fire or other disasters? Join Will Cauthern with QS/1 Governmental Solutions as he discusses the importance of backing up your files and how new online backup programs are offering systems some peace of mind.

Management by Strengths—Management by Strengths (MBS) is a team building tool and is very useful in improving teamwork and job satisfaction which typically has a positive impact on productivity. Join Diane Hagen with Synergetic as she discusses the program and ways your system can use it to develop a better team.

Freedom of Information Act—How to Comply—It seems that the public is wanting to know more and more about our water systems every day. What information are you required to give them and what information can you withhold. Join SCDHEC's Director of the FOI Center, Jody Hamm, as he discusses the FOI Act and how your system can comply with its requirements.

