

SCUBA
SC Utility Billing Association
Annual Meeting
March 10 – 12, 2019
Embassy Suites by Hilton Charleston
Airport Hotel and Convention Center
North Charleston, SC

Registration Information

You must join or renew your SC Utility Billing Association membership for 2019 to receive the member rate for the meeting.

The registration deadline is March 4. Member and nonmember registration fees include all sessions, exhibitor reception and the networking lunch. The Embassy Suites breakfast is included in the hotel rate.

Guests may not attend sessions. Guest may, however, purchase tickets for the meal functions.

The reception, dinner and trivia challenge on Sunday evening is a separate ticketed event.

If you are paying by check, make the check payable to the Municipal Association of SC. Mail the payment and registration form to:

MASC
PO Box 12220
Columbia, SC 29211-2220
ATTN: SCUBA

If you are paying by credit card, visit www.masc.sc to register online. You may pay registration fees with a Visa or MasterCard.

Cancellations must be received in writing by 5 p.m. on March 4. Refunds will not be given after this date.

For special needs requests, contact Christine Sumter at 803.933.1208 or csumter@masc.sc, and we will accommodate if possible.

Conference attire is business casual. The session rooms may be cool, so you may want to bring a sweater or light jacket.

Accommodations

For reservations, call 800.362.2779. To receive the special SCUBA rate, ask for the group code SCU. You can also register online by visiting www.masc.sc (keyword: SCUBA). You will find a link to the hotel's online reservations website with the special code built in.

Guest room: \$139 (includes breakfast)

SCUBA rate reservation deadline: February 7

Check-in: 4 p.m.

Check-out: 11 a.m.

About the Hotel

Embassy Suites by Hilton Charleston
Airport Hotel and Convention Center
5055 International Blvd.
North Charleston, SC 29418
843.747.1882



1411 Gervais Street
PO Box 12109
Columbia, SC 29211
www.masc.sc

The South Carolina Utility Billing Association is an affiliate of the Municipal Association of South Carolina.

Sunday, March 10

1:00 – 4:00 p.m. Registration

2:00 – 4:00 p.m. Becoming a Masterful Communicator

Sheri Callahan, President, Horizon Consulting Group, LLC

Communication is an art that relies on emotional and cognitive skills. This session will explore communication in the workplace and the obstacles in communicating effectively with customers and co-workers. Learn, laugh and discover your hidden communication know-how.

5:30 – 6:00 p.m. Cocktail Reception*

6:00 – 8:00p.m. Dinner/SCUBA Trivia Challenge*

This ticketed event will feature an open bar, your favorite pub foods and a fun game of trivia. Come relax, laugh with friends and compete in the first-ever SCUBA Trivia Challenge.

**This event is not included in the cost of registration. A ticket for the reception and dinner must be purchased separately at \$25 per person (this includes the hosted bar, dinner and trivia).*

Monday, March 11

Breakfast in hotel restaurant (included in hotel room rate)

8:30 a.m. – 6:00 p.m. Registration

9:00 – 10:00 a.m. Raising Your Professional Standards and Becoming the Very Best You

Sheri Callahan, President, Horizon Consulting Group, LLC

Discovering the best of ourselves is strategic, requires baby steps and a desire for more. This session will provide a fresh look at raising your own bar for success and explore the roadblocks, resistance and even fears that get in the way of becoming your very best. Decide who you want to be and understand how you present yourself to the world. Leave this session with a greater professional and personal awareness.

10:00 – 10:15 a.m. Break

10:15 – 11:00 a.m. Electronic Payment Security and PCI Compliance

Chris Wease, Regional Sales Director, Paymentus

Are local governments doing enough to manage risk, contain compliance costs and meet resident expectations? During this educational session, you will learn how to tune your electronic payment solutions for optimal customer usability and security/compliance.

11:00 – 11:15 a.m. Break

11:15 a.m. – noon Ethics in the Workplace

Brandolyn Pinkston, Commissioner, SC State Ethics Commission

A work environment that does not have high ethical standards and standard professional behavior can be detrimental to you, your customers, your city or your utility. During this session, hear an overview of the topic, sharing tips you can take back to your workplace.

Noon – 1:15 p.m. Networking Lunch

1:15 – 1:30 p.m. Break

1:30 – 2:30 p.m. Harassment in the Workplace

Kevin Sturm, Attorney, Sturm & Cont, PA

Harassment claims of all types are on the rise. Protect yourself and your utility by understanding the laws in this area and being prepared to handle these claims.

2:30 – 2:45 p.m. Break

2:45 – 3:45 p.m. Exhibitor Presentations

During this quick-fire session, a limited number of exhibitors will be invited to give brief presentations on their products and services. This will be an opportunity to get more information and spark conversations later during the exhibitor reception.

4:30 – 6:00 p.m. Exhibitor Reception

Tuesday, March 12

Breakfast in hotel restaurant (included in hotel room rate)

8:00 – 9:00 a.m. Coffee with Exhibitors/Door Prize Giveaway

9:00 – 11:00 a.m. Closing Session

SCUBA Member Business Meeting

Keynote Address

Kelly Swanson, Storyteller/Comedian/Motivational Speaker

Hear Kelly Swanson's inspiring message on customer service.

Contact Information

Ken Ivey

Conference Manager
Municipal Association of SC
803.933.1205
kivey@masc.sc

Christine Sumter

Administrative Assistant
Municipal Association of SC
803.933.1208
csumter@masc.sc

SCUBA Registration Form

Name Badge Information

The following information will appear on your name badge for this meeting.

First name (example: Bill)

Full name (example: William J. Smith Jr.)

Title New

Local government/business name

Guest Information

Guest's first/last name

City/State

Contact Information

Birth month/day Last four digits of SSN
This combination of numbers is used as the official's personal identification number to access online services, simplify event registration and ensure proper recording of participation in Association training programs.

Local government/business name

Preferred mailing address New Type: Municipal Business

City/State ZIP

Preferred phone New Type: Municipal Business Mobile

Email address New

Registration Fee

You must join or renew your SCUBA membership for 2019 to receive the member rate.

<input type="checkbox"/> SCUBA Member	\$190	_____
<input type="checkbox"/> Nonmember (rate for municipal and CPW staff only)	\$215	_____
<input type="checkbox"/> Guest Lunch	\$40	_____
<input type="checkbox"/> Guest Exhibitor Reception	\$75	_____
<input type="checkbox"/> Sunday Cocktail Reception/Dinner (includes open bar and trivia)	\$25	_____

Payment Method

<input type="checkbox"/> Check/Cash/Money Order	Total \$	_____
<input type="checkbox"/> Credit Card Payment	Register online at www.masc.sc with Visa or MasterCard.	