

# SC Utility Billing Association

## Customer Service Training and Networking Lunch

Wednesday, October 5, 2022

Cooperative Conference Center

Columbia, SC

### About SCUBA

The South Carolina Utility Billing Association explores billing, collection and customer service issues related to municipal utility systems.

SCUBA provides customer service training and networking opportunities during the fall meeting in Columbia. The Association's multiday Annual Meeting is held in the spring and provides networking opportunities and training related to customer service, software, billing and more.

SCUBA's membership consists of customer service representatives, billing clerks, finance directors, accounting managers, meter technicians and others related to utility billing in a municipality.

### Contact Information

Ken Ivey  
 Manager of Member Services  
 Municipal Association of SC  
 803.933.1205  
[kivey@masc.sc](mailto:kivey@masc.sc)

### Upcoming Meeting

SCUBA Annual Meeting  
 March 13 – 15, 2023  
 Hilton Head Island, SC

### SCUBA Board

#### President

Tonya Huell  
 Water and Sewer Administration Director  
 City of Lake City

#### Vice President

Michelle McLemore  
 Contact Center and Billing Supervisor  
 Mount Pleasant Waterworks

#### Secretary/Treasurer

Darlene Brown  
 Accounting Specialist  
 City of West Columbia

#### Past President

Keith Wood  
 Operations Director  
 Laurens Commission of Public Works

#### Members at Large

Brandon Brown  
 Customer Service Manager  
 City of Hartsville

Tammy Brown  
 Utility Billing Clerk  
 City of Denmark

Danielle Welch  
 Office Manager  
 City of Sumter



1411 Gervais Street  
 PO Box 12109  
 Columbia, SC 29211  
[www.masc.sc](http://www.masc.sc)

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

## Wednesday, October 5

9:30 – 10:00 a.m.	Registration
10:00 a.m. – noon	Customer Service Training

Regardless of our job title, customer service is a major part of our daily jobs. During this training session, a customer service expert will share ways to handle difficult customers and inspire us to deliver excellent customer service every day.

Noon – 1:00 p.m.      **Networking Lunch**

1:00 – 1:15 p.m.      **Break**

1:15 – 2:15 p.m.      **Learning to Disagree:  
Bringing Civility Back  
to Local Government**

It seems like common decency and mutual respect are at an all-time low. Too often, we've forgotten how to disagree without being disagreeable. Learn about the Municipal Association's campaign to bring civility back to local government.

2:15 – 2:30 p.m.      **Break**

2:30 – 3:30 p.m.      **Roundtable  
Discussions**

Share ideas and best practices in this board of directors led discussion.

## Registration Information

The registration deadline is **Tuesday, September 27**. Register online at [www.masc.sc](http://www.masc.sc), or mail completed registration form with a check made payable Municipal Association of SC to:

Municipal Association of SC  
PO Box 12220  
Columbia, SC 29211  
ATTN: SCUBA

Cancellations must be made by noon on September 27. Refunds will not be given after this date.

Remember to bring a sweater or jacket. Meeting rooms may be cool.

For registration questions, contact Christine Sumter at [csumter@masc.sc](mailto:csumter@masc.sc) or 803.933.1208.

## Registration Form

### SC Utility Billing Association Customer Service Training October 5, 2022

#### 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.)     Mr.    Ms.    Dr.

Title    New

Local government/business name

#### 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

*For additional attendees, make a copy of this form.*

#### Registration Fee

Please check one.

Member      \$90

Nonmember      \$100

## Meeting Location

**Cooperative Conference Center**  
169 Laurelhurst Ave.  
Columbia, SC 29210  
803.772.9811