

SC Utility Billing Association

Customer Service Training and Networking Lunch

Wednesday, October 4, 2023

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

Upcoming Meeting

SCUBA Annual Meeting
March 11 – 13, 2024
Myrtle Beach, SC

SCUBA Board

President

Michelle McLemore
Contact Center and Billing Supervisor,
Mount Pleasant Waterworks

Vice President

Brandon Brown
Customer Service Manager, City of Hartsville

Secretary/Treasurer

Darlene Brown
Accounting Specialist, City of West Columbia

Past President

Keith Wood
Operations Director, Laurens Commission of
Public Works

Members at Large

Tammy Brown
Utility Billing Clerk, City of Denmark

Danielle Welch
Office Manager, City of Sumter

Shana Carothers
Business Services Manager, City of Tega Cay



Municipal Association
of South Carolina

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.*

Wednesday, October 4

- 9:30 – 10:00 a.m.** **Registration**
- 10:00 a.m. – noon** **Customer Service Workshop:
Take Care!**

What does the phrase “take care” mean to you? During this session, we will explore the meaning as an expression towards our customers and the importance of self-care.

- Noon – 1:00 p.m.** **Networking Lunch**
- 1:00 – 1:15 p.m.** **Break**
- 1:15 – 2:15 p.m.** **First Amendment Audits:
What They Are and How to
Handle Them**

First Amendment audits, where self-described “citizen journalists” test their rights to record within public spaces, are increasingly common in South Carolina. The auditors can be rude, confrontational, and sometimes intimidating. Learn how best to protect your municipality and your staff when handling encounters with First Amendment auditors.

- 2:15 – 2:30 p.m.** **Break**
- 2:30 – 3:30 p.m.** **Round Table Discussions**

Share ideas and best practices in these group discussions on topics ranging from water shutoffs to billing software and everything between.

Registration Information

The registration deadline is Tuesday, September 26. Register online at www.masc.sc, or mail completed registration form with a check made payable to the 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 26. 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 or 803.933.1208.

Registration Form

SC Utility Billing Association Customer Service Training October 4, 2023

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 \$100
- Nonmember \$110

Meeting Location

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