

South Carolina Utility Billing Association
PO Box 12109
Columbia, SC 29211-2109

SC Utility Billing Association

Annual Meeting
March 2 - 4, 2026
Beach House Resort
1 South Forest Beach Drive
Hilton Head Island, SC 29928

SCUBA

Registration Information

You must join or renew your SC Utility Billing Association membership for 2026 to receive the member rate for the meeting.

The registration deadline is **February 23, 2026**.

Member and nonmember registration fees include all sessions, exhibitor reception, networking reception and lunch.

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

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 Monday, February 23, 2026. 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 and Reservation

You can register online by visiting www.masc.sc (keyword: SCUBA). You will find a link to the hotels' online reservation information.

You can also contact Sarah Farkas at the Beach House Resort to make reservations at 843.785.5126 or by email at sfarkas@beachhousehi.com.

Guest room: \$179 plus tax and fees

SCUBA rate reservation deadline: January 30

Check-in: 4 p.m.

Checkout: 11 a.m.

The rate that will show online when reserving your hotel room through the online portal will include the taxes and fees.

About the Hotel

Beach House Resort
One South Forest Beach Drive
Hilton Head Island, SC 29928
855.474.2882

Monday, March 2**1:00 – 6:00 p.m.** **Registration****2:00 – 4:00 p.m.** **Customer Service Workshop: The Personal Delivery of Customer Service***Bryan McDaniel, Public Works Administrator, City of Rock Hill**Callie Smith, Learning and Development Specialist, City of Rock Hill*

A city's employees are its most important customer service representatives, and supervisors play a big role in fostering good customer service. This session will teach participants the little things they can do to personalize their delivery of customer service.

4:30 – 6:00 p.m. **Exhibitor Reception**

Visit with companies that provide products and services relevant to utility billing while networking with colleagues from around the state.

Dinner on Your Own**Tuesday, March 3****7:00 – 8:30 a.m.** **Breakfast in hotel restaurant (Included in guest room rate)****8:30 – 9:30 a.m.** **Coffee With Exhibitors**

Eat breakfast in the restaurant then join our exhibitors for coffee, networking and door prizes.

8:30 – 3:30 p.m. **Registration****9:30 – 10:30 a.m.** **SCUBA Vendor Presentations**

Hear about latest technology, software or systems that are important to utility billing.

10:30 – 10:45 a.m. **Break****10:45 – 11:45 a.m.** **Put Local Revenue Services to Work for You***Anita Lancaster, Revenue Analyst, Municipal Association of SC*

Uncollected revenue introduces uncertainty, causes financial stress, and creates an unfair burden on those who honor their obligations.

The Municipal Association offers a powerful solution: free participation in the Setoff Debt Program. Join this session for an essential overview of the program and discover how it allows cities and other entities to efficiently recover outstanding debts.

11:45 a.m. – 12:45 p.m. **Networking Lunch****12:45 – 1:45 p.m.** **Refresh and Reclaim**

This is an interactive session that explores the connection between personal values, healthy boundaries, and self-care for mental health. Participants will identify and address barriers to setting boundaries, learn communication strategies, and develop personalized self-care plans to improve their well-being.

1:45 – 2:00 p.m. **Break****2:00 – 2:30 p.m.** **De-stress at Work****2:30 – 4:00 p.m.** **Round Table Discussions**

Join round table discussions with SCUBA members on topics important to you. Bring your utility billing questions and add them to the discussion. This is a great time to network and learn from each other.

4:00 – 5:30 p.m. **Networking Reception****Wednesday, March 4****7:00 – 9:00 a.m.** **Breakfast in the hotel restaurant (Included in guest room rate)****9:00 – 11:00 a.m.** **Five Generations at Work, Annual Business Meeting and Door Prizes**

Learn how to become aware of the impact teams, and understand the effect that generational differences can have on employee engagement at work and workforce retention.

11:00 a.m. **Adjourn****Contact Information****Ken Ivey**

Director of Member Services
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 BusinessCity/State ZIPPreferred phone New Type: Municipal Business MobileEmail address New**Registration Fee**

You must join or renew your SCUBA membership for 2026 to receive the member rate.

SCUBA Member \$280
Members receive a discounted rate. Registration includes training sessions, exhibitor reception, networking reception, breaks and lunch.

Nonmember \$325

Guest Luncheon and Reception \$100
Includes lunch networking reception and exhibitor reception. City staff cannot register as a guest and must register for the full meeting registration.

Payment Method

Check/Cash/Money Order Total \$
 Credit Card Payment Register online at www.masc.sc with Visa or MasterCard.