

SC Utility Billing Association

Customer Service Training and Networking Lunch

**Wednesday
October 1, 2025**

Hilton Garden Inn - Columbia Airport
Columbia, SC

SCUBA

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

Christine Sumter

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

SCUBA Board

President

Brandon Brown
Director of Business Services
City of Hartsville

Vice President

Danielle Welch
Office Manager
City of Sumter

Secretary/Treasurer

Tammy Brown
Utility Billing Clerk
City of Denmark

Members at Large

Shana Carothers
Business Services Manager
City of Tega Cay

Robert Haynes

Billing Clerk
City of Cayce

Past President

Keith Wood
Operations Director
Laurens Commission of Public Works

Upcoming Meeting

SCUBA Annual Meeting
March 2 – 4, 2026
Hilton Head Island, SC

Wednesday, October 1

9:30 – 10:00 a.m.	Registration
10:00 a.m. – noon	Customer Service Workshop: Something Seriously Funny: Laugh More. Stress Less. Respond Better.

Connor Wentling, Professional Speaker

In this engaging session, you will discover how to use humor and a resilient mindset to turn difficult moments into human ones. We’ll explore practical ways to wisely use humor to lower stress, build rapport and defuse tension- helping you connect with customers and colleagues on a deeper level.

You’ll also learn key principles to help you stay grounded and focused on what you can control. You’ll leave with a powerful mindset shift and practical techniques to better handle whatever the day throws your way.

Noon – 1:00 p.m.	Networking Lunch
1:00 – 2:00 p.m.	Never Change a Password Again

Karl McCollester, Co-founder, GovPossible PBC

Larry Thompson, Co-Founder, Rampart CIO

Protecting your organization’s computers, data, and online accounts is more crucial than ever. This session will dive into the world of multifactor authentication (MFA), exploring its vital role in account security and revealing why some MFA solutions are more secure than others.

2:00 – 2:15 p.m.	Break
2:30 – 3:30 p.m.	Roundtable Discussions

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



Municipal Association
of South Carolina

1411 Gervais St
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.

Meeting Location

Hilton Garden Inn - Columbia Airport
110 McSwain Drive
West Columbia, SC 29169
803.391.4000

Registration Information

The registration deadline is Tuesday, September 25. Register online at 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 25. 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 1, 2025

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/dayLast 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 ☐ NewType: ☐ Municipal
☐ Business

City/StateZIP

Preferred phone ☐ NewType: ☐ Municipal ☐ Business
☐ Mobile

Email address ☐ New
For additional attendees, make a copy of this form.

Registration Fee

Please check one.

- ☐ Member\$110
- ☐ Nonmember\$150