


Excelling in Customer Service

The Impact of Working Together

October 16 - 18, 2019
Virginia Beach, VA

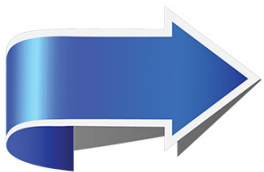


For more information, contact:
Mark McClain - Customer Service Chair
804.646.5295 or email: mark.mcclain@richmondgov.com

Excelling in Customer Service

The Impact of Working Together

Program Schedule (subject to change)



Wednesday, October 16, 2019

8:00 – 9:00 am **Workshop Registration & Continental Breakfast**

9:00 – 9:15 am **Welcome**

Megan Tomlin, *Customer Service Committee Vice-Chair*

9:15 – 10:15 am **Excellence in Customer Service. The Impact of Working Together**

Alison Kelly, *A. Kelly & Associates*

10:15 – 10:30 am **Networking Break**

10:30 – 11:30 am **Excellence in Customer Service. The Impact of Working Together continued**

Alison Kelly, *A. Kelly & Associates*

11:30 – 12:00 pm **Vendor Introductions**

12:00 – 1:30 pm **Lunch** (on your own)

1:30 – 2:30 pm **Can You See What I See?**

Shelton Morton, *Sewer Superintendent, City of Portsmouth Dept of Public Utilities*

2:30 – 2:45 pm **Networking Break**

2:45 – 3:45 pm **Diffuse the Fuse-Teaming Up with Your Customer**

Eva Liggins, *Director of Operations, DC Office of Tax and Revenue*

3:45 – 5:00 pm **Let's Talk Shop**

Mark McClain, *Innovation and Research Administrator, City of Richmond Gas Works and the Department of Public Utilities*
Kelley Kirby, *Senior Customer Service Agent, Hanover County Department of Public Utilities*

5:30 – 6:30 pm **Networking Reception**

*The 41st Annual
Customer Service Workshop
is presented by the*

VA AWWA Customer Service Committee



Hotel Registration Information



Holiday Inn & Suites North Beach

3900 Atlantic Avenue

Virginia Beach, VA 23451

Phone: 866-456-3446

Group Rate Code: AWW

Reservations: <http://bit.ly/CSHotel19>

Attendees are responsible for their own lodging arrangements. Reservations should be made prior to **September 21, 2019** in order to receive group rate.

Accommodations Rates:

Reservations made by Sept. 21, 2019

Room rate: \$99.00

State and local taxes apply

Complimentary Parking and WiFi

All hotel rules and regulations apply.



Thursday, October 17, 2019

8:00 – 9:00 am **Workshop Registration & Continental Breakfast**

9:00 – 9:15 am **Welcome**

Mark McClain, *Customer Service Committee Chair*

9:15 – 10:15 am **Excellence in Customer Service - Kindness Counts**

Alison Kelly, *A. Kelly & Associates*

10:15 – 10:30 am **Networking Break**

10:30 – 11:30 am **The Great Debate: The Challenges and Opportunities of Transitioning to Monthly Billing**

Meredith Kellam, *Business Manager, City of Virginia Beach Dept of Public Utilities*

11:30 – 1:30 pm **Lunch** (on your own)

1:30 – 2:30 pm **How Intelligent Technologies Can Impact Water Utilities**

Dave Miller, *Core and Main*

2:30 – 2:45 pm **Networking Break**

2:45 – 5:00 pm **FOIA Records Training**

Alan Gernhardt, *Executive Director, VA Freedom of Information Advisory Council*

6:00 pm **Group Outing Dinner - Another Great Networking Opportunity**
(Pay Your Own)



Friday, October 18, 2019

8:00 – 9:00 am **Workshop Registration and Continental Breakfast**

9:00 – 10:00 am **What's In a Rate?... and How to Tell Your Customers**

Mark McClain, *Innovation and Research Administrator, City of Richmond Gas Works and the Department of Public Utilities*

10:00 – 10:30 am **Networking Break - Hotel Checkout**

10:30 – 11:30 am **Leadership with Libby - Q&A on the Impact of Working Together!**

Libby Gooden, *Director of Human Resources, City of Portsmouth*

11:30 – Noon **Presentation of Certificates & Closing Remarks**

Register Online

<https://vaawwa.org/events/2019CSWorkshop>

Credit card registration accepted online only

Registration Form

(can be mailed in to VA AWWA if unable to register online – all registrations by mail must pay by check)

Name: _____

Job Title: _____

Organization: _____

Mailing Address: _____

Email Address: _____

Work Telephone: _____ AWWA Membership #: _____

Registration Information

Full Conference Registration *(Fees include admission to all conference sessions, breakfast and breaks)*

☐ \$235.00 AWWA Member rate

☐ \$308.00 Non-member rate**

One Day Registration *(Fee includes training sessions, breakfast and breaks on the attendance day only.)*

☐ \$110.00 AWWA Member rate

☐ \$183.00 Non-member rate**

Please select day of attendance:

☐ **Wednesday**

☐ **Thursday**

☐ **Friday**

Exhibitor Registration *(Vendors will be provided brief time for introductions and remarks during the week.)*

☐ \$335.00 Vendor *(Table plus one representative)*

☐ \$50.00 Each additional vendor representative

If mailing a check, make payable to VA AWWA and send to:

VA AWWA
Attn: Geneva Hudgins
PO Box 11992
Lynchburg, VA 24506

No Faxed or emailed registrations will be accepted.

**** Non-member differential rate can be applied to a first-year administrative membership to AWWA.**