

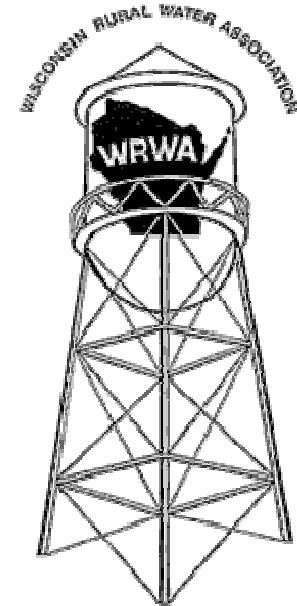
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Wisconsin Rural Water Association
350 Water Way
Plover, WI 54467

WISCONSIN RURAL WATER ASSOCIATION
Presents The

REGIONAL UTILITY CLERK TRAINING



DISTRICT 2
March 3, 2010

Holiday Inn Express
101 Aviation Way
Watertown, WI

9:00 am **Welcome and Introductions**

9:15 am
Tariffs: Rates the Right Way

This is an exercise on the proper application of various rates in your water tariff:

- Schedule BW-1 - Bulk Water
- Schedule Mgt-1 - Seasonal, Emergency or Temporary Service
- Schedule Cz-1 - Water Lateral Installation Charge
- Schedule Upf-1 - Private Fire Protection Service - Unmetered
- Schedule Mg-1 - General Service - Metered

Please bring any questions you may have on the proper application of water rates.

Speaker: Dave Prochaska, PSC

10:15 am **Break**

10:30 am
Benchmarks

Individual benchmarks for every utility can be found on the PSC web site. These can be used to compare state water utility averages and range data. Bruce will discuss the various benchmarks - water loss, debt service, capital investment ratio, etc. - that are established using data from each utility's annual report. He will also review the water loss study and bill comparison maps created by PSC Water staff. Bruce will go over new data fields in the 2008 annual report and show how this information is used to establish benchmarks.

Speaker: Bruce Schmidt, PSC

11:30 am **LUNCH**

12:45 pm
Customer Service Rules: Test Your Knowledge!

Jane will present an interactive Q & A session which includes multiple choice questions on Refusal of Service, Disconnection, DPAs, Billing, Customer Collections, Medical Emergencies, Bankruptcy and the Tax Roll Process. Participants will test their knowledge by taking a mock "quiz" before the presentation. Jane will then discuss the answers and participants can find out if they were right!

Speaker: Jane Zemlicka, PSC

1:45 pm **Break**

2:00 pm
PSC Updates: Changes to the Uniform System of Accounts & The Accounting Reference Manual

Bridgot will provide an overview of the major changes to the **Water and Sewer Uniform System of Accounts** which became effective January 1, 2008. This overview will include a listing, by class, of what accounts were added, deleted, or had a name change. The Commission also made updates to the **Accounting Reference Manual** which was last updated in 1997. Bridgot will discuss the major changes that became effective as of January 2009, including the key topic of Contributions in Aid of Construction (CIAC).

Speaker: Bridgot Gysbers, PSC

3:00 pm
Question & Answer Session

PSC staff will be available to answer your questions on any aspect of the provision of

utility service. Staff will also distribute prepared Q&A handouts for utility staff to use as reference guides back at the office!

3:15 pm **Evaluation and Wrap-up**

REGISTRATION FORM

Name _____

Employer _____

Address _____

City _____

State _____ Zip _____

Phone _____

E-Mail _____

Check One Below

March 3, 2010 - Watertown

___ Member \$85

___ Non- Member \$105

Send payment (check only) and form to:
WRWA, 350 Water Way, Plover WI 54467

Phone: 715-344-7778

Fax: 715-344-5555

Email: wrwa@wrwa.org

Web Page: www.wrwa.org