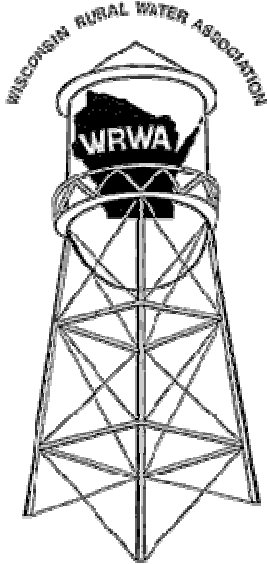




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WISCONSIN RURAL WATER ASSOCIATION
Presents The

REGIONAL UTILITY CLERK TRAINING



Future Locations

March 3, 2011-Watertown

Please visit our Web Page at
<http://wrwa.org/workshops.html>
for future training sessions held
around the state.

Wisconsin Rural Water Association
350 Water Way
Plover, WI 54467

DISTRICT 5
October 21, 2010
Americas Best Value Inn
809 Clairemont Ave.
Eau Claire, WI

8:00 am - 8:45 am

Administrative Utility Professionals (AUP) Meeting

- Economy
 - Water & Sewer Bills
 - Snowbirds or Sunbirds
- Newsletter
 - PSC
- Management Classes
 - Future Topics
- Quarterly AUP Meetings
 - Before Regional Clerk Training Classes
- Other

9:00 am **Welcome and Introductions**

9:15 am **Rate Case & Construction Authorization**

Overview of both the Conventional Rate Case and Construction Authorization process.

The Conventional Rate Case session includes:

- Step by step guide to the PSC rate application process
- Discussion of common mistakes which may result in longer processing times.

The Construction Authorization session includes:

- PSC requirements regarding construction authorizations
- Step by step guide which explains the process from filing to final approval.

Speaker: Bridgot Gysbers, PSC

10:15 am **Break**

10:30 am

Take the Mystery Out of Financial and Single Audits

- Key financial benchmarks from the financial report
- Purpose of a Single Audit and why it is required.
- ARRA and other grant administration requirements, such as Davis Bacon, reporting, etc.

Speaker: TBD, Baker Tilly

11:30 am **LUNCH**

12:45 pm

The Ins-and-Outs of Customer Collections: Keeping Customers Connected and What to do When You Can't

Jane will cover DPAs, disconnection of service, and the tax roll process. She will also bring fact sheets on topics of interest to utility clerks.

Speaker: Jane Zemlicka, PSC

1:45 pm **Break**

2:00 pm

Back bill Workshop, Examine modified PSC website & Review Public Fire Protection Fact Sheet

Bruce will cover three topics this year. He will offer an interactive activity involving several back billing situations. Discussion is encouraged and a solution will be provided. He will also go "online" and give an overview of the recently renovated PSC website to highlight what's available and of interest to the audience. Bruce will hand out and discuss a fact sheet on Public Fire Protection which is available on the PSC website.

Speaker: Bruce Schmidt, 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

October 21, 2010 –Eau Claire

___ 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