

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

SCUBA

SC Utility Billing Association

Customer Service Training and Networking Lunch

**Wednesday
October 2, 2024**
Cooperative
Conference Center
Columbia, SC

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

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Municipal Association of SC
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SCUBA Board

Vice President
Brandon Brown
Director of Business Services
City of Hartsville

Secretary/Treasurer
Darlene Brown
Accounting Specialist
City of West Columbia

Members at Large
Tammy Brown
Utility Billing Clerk
City of Denmark

Shana Carothers
Business Services Manager
City of Tega Cay

Danielle Welch
Office Manager
City of Sumter

Past President
Keith Wood
Operations Director
Laurens Commission of Public Works

Upcoming Meeting

SCUBA Annual Meeting
March 10 – 12, 2024
Spartanburg, SC

Wednesday, October 2

9:30 – 10:00 a.m. **Registration**

10:00 a.m. – noon **Customer Service Workshop**

Jeanne D’Orleans, Aligned Learning

Unleash Your Emotional Intelligence: Join us for an interactive workshop exploring how to recognize, understand and manage emotions to create outstanding customer experiences.

Noon – 1:00 p.m. **Networking Lunch**

1:00 – 1:15 p.m. **Break**

1:15 – 2:15 p.m. **Anatomy of an Attack: How We Survived an Cyberattack on Utility Billing and How You Can Stop it From Happening In the First Place**

Karl McCollester, Co-founder, GovPossible PBC

In 2021, Larry Thompson and Karl McCollester were working with a utility billing department and thought everything was going great... until the police department received a call from a federal agency. Hear what happened next, the lessons learned, and the free and low-cost changes you can make to your organization to keep it from happening to your team.

2:15 – 2:30 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 Street
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

**Cooperative Conference Center
(formerly Columbia Conference Center)**
169 Laurelhurst Avenue
Columbia, SC 29210
803.772.9811

Registration Information

The registration deadline is Tuesday, September 24. 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 24. 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 2, 2024**

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/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
 Business

City/State Zip

Preferred phone New Type: Municipal Business
 Mobile

Email address New

For additional attendees, make a copy of this form.

Registration Fee

Please check one.

- Member \$100
- Nonmember \$110