Daphne Paulette, MRWA has more than 34 years in Non-Profit accounting experience. She has worked 28 years in public water and wastewater and has Class II Water Operator Treatment and Distribution licenses. Daphne is dedicated to helping systems achieve business success by helping them establish regulated financial processes. She is committed to delivering services that meet each utility’s unique objectives.

**It's Better to Receive** 8:30 - 10:00 AM (1.5 BLWSO / 1.5 DEP MGMT)

Water and Wastewater utilities have formal accounts receivable statutes and rules that dictate when to bill, how much to bill and when to collect. Unfortunately, not all utilities enforce those rules effectively - or adopt the right processes at all. Often utilities end up unintentionally providing customers with free financing. Some may argue this is no big deal, but the truth is not that simple. Carrying overdue accounts receivable still has a cost. It puts the utility on a cash flow tightrope that in most cases is already too tight!

This session will address the importance of,
- Effectively communicating the importance of collecting past due revenue, if management does not have a focus on working capital, no one will, and
- Payment Agreements that actually reduce the customer’s bill, and
- Liens, Waivers and Foreclosure (following through), and
- Accounts receivable management

Thomas Bahun, III, MRWA  With degrees in Political Science and History, Tom spends the winter months lobbying on behalf of the Association’s members in Augusta. In addition, he has an extensive background in Computer Science and Cyber Security that allows him to effectively manage IT and cyber security needs, while offering technical and technology training.

**Microsoft Office Efficiency** 10:30 - 12:00 PM (1.5 BLWSO / 1.5 DEP MGMT)

Overview basic computing features necessary to utilize Microsoft Office products;
- Briefly discuss the three major products, their uses, and features;
- Describe and provide simple solutions (with examples) to common inefficiencies and difficulties regarding reports, forms, documents, and more;
- Conclude with additional tips and tricks, and a question/answer session

Wayne Brockway, Treasurer of Kennebunk, Kennebunkport and Wells Water District for the past 26 years. He oversees all of the District’s financial operations and investments, annual audits, billing and customer service, and benefits administration. Wayne has been very active in the industry as one of the founding members of the Maine Water Utilities Association’s Finance Committee. He has also been very active in his community for many years and currently serves as an Elected Board Member and Treasurer of the Kennebunk Sewer District.

**Tips & Tricks for Your Next Audit** 1:00 - 2:30 PM (1.5 BLWSO / 1.5 DEP MGMT)

Join this interactive session and learn the tips and tricks for preparing for your annual audit. Audit prep is a task that no one relishes, but if you adopt the "touch it once" practice, you will maximize efficiencies.
- Review common financial statements required by the auditor
- Do your financial statements and back up comply with the District’s policies?
- Small actions throughout the year will reduce your audit prep workload! Come listen and learn new habits.

Bob Berry, Main-Land Development -- President and Owner of Main-Land Development Consultants, a land services engineering and surveying company. Main-Land Development Consultants help people add value to their land: to understand it, develop it, and protect it. Bob is a graduate of U Maine’s College of Engineering. He has spent his career in Maine designing sites and stormwater systems, working closely with local, state, and federal regulatory agencies.

**That’s Not My Job: Effective Teamwork for Small Systems** 3:00 - 4:30 PM (1.5 BLWSO / 1.5 DEP MGMT)

Having individually assigned responsibilities without overlap is the stuff of which dreams are made. While admirable, this is far from the norm in Maine’s water and wastewater industry. This class will offer solutions:
- for guiding utilities in their quest for maximum coverage and efficiency.
- To improve day-to-day utility operations and administrative functions through communication and teamwork.
- To maximize communications and job delineations for outside field staff and inside admin staff.