

Office Professionals Conference

Westin San Antonio Riverwalk



June 7 - 8, 2018 / San Antonio

TRWA 
Texas Rural Water Association

2018 OFFICE PROFESSIONALS CONFERENCE

The Westin Riverwalk: 420 W Market St | San Antonio, TX | (210) 224-6500

The Office Professionals Conference has been specially tailored to provide training in areas that will directly benefit water and wastewater utility office staff. Topics were requested by prior attendees, so we are confident our sessions will bring you the relevant and timely information you need to get the job done. Please be sure to register by **May 15, 2018** to save on registration and hotel reservation costs!

Thursday, June 7th

8:00 a.m. – 8:30 a.m. **Registration and Coffee**

8:30 a.m. – 9:30 a.m. **Gaining Personal Insights to Improve Your Team:** At one time or another, everyone in a position of authority – whether in a multi-national corporation or a local volunteer group - wonders what the key to great leadership is. This presentation will explore that question, uncover the secret that great leaders already know and detail what it takes to truly inspire and motivate others.

9:30 a.m. – 9:45 a.m. **Break**

9:45 a.m. – 10:45 a.m. **Ask the Attorney: Understanding the Documents that Govern Your Utility:** This session will help you understand the important legal documents that govern your system. The presentation will include common legal questions regarding your tariff, bylaws, articles of incorporation and board policies.

10:45 a.m. – 11:00 a.m. **Break**

11:00 a.m. – 12:00 p.m. **On the Job Training / VEP:** The Texas Rural Water Foundation's Veteran Employment Program has partnered with the Texas Veterans Commission (TVC) Veterans Employment Services Department to help veterans obtain long-term and meaningful employment with rural water systems. This presentation will focus on the TVC's "On-The-Job" Training program, which can offer a hired veteran cash benefits in addition to their salary for two years while working at a water system that has an approved program.

12:00 p.m. – 1:00 p.m. **Lunch provided by TRWA**

1:00 p.m. – 2:00 p.m. **Billing Software Information Session:** Hear from the experts on different billing software solutions and how they can work for you. After a short panel presentation, attendees will get a chance to speak one-on-one with representatives from several billing software companies.

2:00 p.m. – 2:15 p.m. **Break**

2:15 p.m. – 3:15 p.m. **Roundtables:** Take this opportunity to share your ideas and learn from your peers! During this hour, attendees will get a chance to visit three moderated roundtables and participate in guided discussion on topics that are important to you. **Choose from a list of seven subject areas:** How to work with your board; Texas Rural Water Foundation programs; Workplace culture/employee engagement; Records retention; Website best practices; Customer service best practices; Managing your workflow

3:15 p.m. – 3:30 p.m. **Break**

3:30 p.m. – 4:30 p.m. **Roundtables:** In a continuation of the previous hour, make your way around the room to visit three additional moderated roundtables. In the two hours combined, attendees will get a chance to participate in a total of six roundtables.

Friday, June 8th

8:00 a.m. – 8:30 a.m. **Registration and Coffee**

8:30 a.m. – 9:30 a.m. **Tools and Applications to Improve Your Workflow/Organization:** There are only so many hours in each day. You have two choices: spend more time working or work smarter. Improve your office's efficiency by assessing day-to-day operations and implementing new strategies to simplify these processes. In this session, we'll take a look at unproductive tendencies, explore solutions and introduce tools that nourish productivity and functionality.

9:30 a.m. – 9:45 a.m. **Break**

9:45 a.m. – 10:45 a.m. **Can We Help? TWICC Funding and Other Assistance for Water/Wastewater Systems:** Come to this session to learn more about the Texas Water Infrastructure Coordination Committee (TWICC), an umbrella organization of state and federal funding, regulatory and assistance organizations. TWICC provides free assistance to water and wastewater systems looking for funding and other assistance.

10:45 a.m. – 11:00 a.m. **Break**

11:00 a.m. – 12:00 p.m. **Your Water Utility Questions Answered:** Join us for this "water operations 101" session where TRWA's experts will answer some common operations questions that utilities face. Attendees will improve their working knowledge of industry-specific processes and terminology. Bring your own questions for the interactive portion of this session!

REGISTRATION FORM

Complete a separate form for each registrant. Please print all information.

Name: _____

Title: _____

Utility Name: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

E-mail Address: _____
(required to send registration confirmation)

Dietary Restrictions: Vegetarian Gluten-free Dairy-free Food Allergies

Please list food allergies: _____

CONFERENCE REGISTRATION FEE: Registration fee includes admission to conference sessions, breakfast, refreshment breaks and lunch on Thursday.

	<i>Early Bird</i>	<i>After May 15</i>	
TRWA Utility Member	\$345	\$375	\$ _____
Non-Member	\$395	\$425	\$ _____

PAYMENT

Check enclosed (payable to TRWA)

Charge \$ _____ to my: AmEx Visa Master Card

Acct. #: _____ Expiration Date: _____ CSV #: _____

Cardholder's Name: _____

Billing Address: _____

Signature: _____

HOTEL INFORMATION: If you need overnight hotel accommodations, please contact the hotel directly. Be sure to mention that you are with Texas Rural Water Association to ensure you get the discount. You may book your room online by going to our website and clicking on the hotel booking link.

The Westin Riverwalk, San Antonio

Address: 420 W Market Street | San Antonio, 78205

Rate: \$179.00/night

Deadline: **May 15, 2018**

Telephone: (210) 224-6500

Hotel Policies:

Our discounted hotel block is open. For reservations, please contact the hotel before **May 15, 2018** and mention Texas Rural Water Association to receive the group rate. There are a limited number of rooms at the TRWA rate, so make your room reservations as early as possible. Hotel accommodations are the responsibility of each attendee; conference registration does not secure your room. Should the room block become full before May 15, reservations will be accepted at the going rate if available.

Conference Registration Policies:

TRWA will not issue a refund for a registration fee or event ticket if the cancellation is made within 30 days prior to the date of the start of the conference or the event. Refunds will be permitted at any time if the request is made in writing more than 30 days prior to the start of the event.

Register Online

Save a stamp by registering online! Visit www.trwa.org and click on the "Conferences" menu item to get started.

In accordance with Title III of the Americans with Disabilities Act, we invite any registrant to advise us of any disability and request for accommodations necessary for the disability. Please indicate any special needs on an additional sheet of paper.



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www.trwa.org

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