

REGISTRATION FORM

31st ANNUAL CUSTOMER SERVICE WORKSHOP

Full registration includes all conference sessions and lunch on Wednesday

**Williamsburg Hospitality House
415 Richmond Road
Williamsburg, Virginia 23185
October 6-9, 2009**

Name _____

Title _____

Organization _____

Address _____

City _____ State _____ Zip _____

AWWA Member No. _____
(circle one)

Email: _____

Full Registration – or - One Day
(If one-day, please choose):

Tues Wed Thurs Fri

Make check payable to: VA AWWA
Check enclosed for \$ _____

Credit Card Registration:
Name on Credit Card _____
VISA AMEX MC (Circle One)
Card Number _____
Expiration Date _____
3-digit security code _____
Total amount charged to card _____

Signature (Required)

REGISTRATION INFORMATION

Advanced Registration (postmarked or via website by **SEPTEMBER 7, 2009**

AWWA Member Fee: \$195
Non-Member Fee: \$245
One Day: \$ 99
Late Fee (after 9/7): \$ 25
Vendor: \$300

All registrations should include payment. You may register on our website – www.vaawwa.org
We accept VISA, MasterCard, and American Express.

ON-LINE REGISTRATION IS PREFERRED

If paying by check, make payable to **VA-AWWA**.
Mail registration form along with payment to:

**Cathy LaRue
Section Administrator
VA AWWA
P.O. Box 55420
Virginia Beach, VA 23471**

For further information, contact:

Marvin L. Crawford
Customer Service Activities Chair
Fairfax Water
8570 Executive Park Ave.
Fairfax VA 22031
703-289-6164 703-289-6133 (FAX)
mrcrawford@fairfaxwater.org

Hotel reservations – call the **Williamsburg Hospitality House at 757-229-4020**. State you are part of the “Virginia AWWA” group. Room reservations must be made by Sept 6, 2009, to ensure availability and \$119 single/double rate.

Tuesday, October 6th

- 11:30-12:45 Workshop Registration**
- 1:00-1:30 Welcome to Williamsburg – Larry Foster, General Manager, James City Service Authority & Marvin Crawford, Committee Chair**
- 1:30-3:00 The Coming Revolution in Customer Service - Alison Kelly, A. Kelly Associates**
- 3:00-3:15 Break**
- 3:15-4:30 The Coming Revolution in Customer Service – Continued**
- 5:00-6:30 *Reception***

Wednesday, October 7th

- 7:30-8:30 Continental Breakfast**
- 8:30-10:15 Let’s Talk Shop I**
- 10:15-10:30 Break**
- 10:30-12:00 Call Handling – What’s Your Line? Jeanne Cornish, City of Virginia Beach**
- 12:00-1:30 Lunch (Provided)**
- 1:30-3:00 Trends in Field Service Meter Reading and Its Impact on Customer Service – Paul Fecht, Badger Meter & Marvin Crawford, Fairfax Water**
- 3:00-3:15 Break**
- 3:15-5:00 Trends in Field Service Meter Reading and Its Impact on Customer Service – Continued**

Thursday, October 8th

- 7:30-8:30 Continental Breakfast**
- 8:30-10:15 Web 2.0 – It’s Where the Customers Are – Charlene Sevier, IT Manager, Newport News Waterworks**
- 10:15-10:30 Break**
- 10:30-12:00 “BYOB” – Bringing Your Own Best to Work – Elizabeth “Libby” Gooden, Asst Director, Human Resources, City of Newport News**
- 12:00-1:30 Lunch – on your own**
- 1:30- 3:00 Let’s Talk Shop II**
- 3:00 – 3:15 Break**
- 3:15 – 5:00 Write it Right - TBA**
- 6:00 Group Outing - *Dinner***

Friday, October 9th

- 7:30- 8:30 Continental Breakfast**
- 8:30-10:15 Alphabet Soup – The A B C’s for Providing Service Excellence - Fred Angel, Chesterfield County**
- 10:15-10:30 Break**
- 10:30-11:30 Defining Spectacular Service: How We Impact Our Customers Every Day - Fred Angel, Chesterfield County**
- 11:30- Noon Closing Remarks & Door Prizes**

AMERICAN WATER WORKS
ASSOCIATION
VIRGINIA SECTION



**31st ANNUAL CUSTOMER
SERVICE WORKSHOP**

*“The Coming Revolution
in Customer Service!”*

WILLIAMSBURG HOSPITALITY HOUSE

WILLIAMSBURG, VIRGINIA
OCTOBER 6-9, 2009

Presented by

VIRGINIA SECTION AWWA CUSTOMER
SERVICE ACTIVITIES COMMITTEE

Cathy LaRue
VA AWWA
P. O. Box 55420
Virginia Beach, VA 23471