



**The Ohio AWWA
Customer Service Activities Committee presents
The Spring 2015 Roundtable Workshop**

May 15, 2015 8:00a.m - 3:00p.m.

Continental Breakfast & Lunch Provided

I DIDN'T KNOW THAT!!

Hosted by the City of Lima, Ohio
Cambridge Center
418 N. Central Avenue, Lima, Ohio 45801

- **Have you ever wondered about what types of water metering systems are used across Ohio?**
- **Is unauthorized use and theft of service a problem in your city?**
- **Are you interested in learning more about other municipalities processes and procedures for terminating service and collecting on delinquent accounts?**
- **Do you want to learn what types of fees are being charged to customers, or what type of customer assistance programs are being offered across the state?**

If you answered YES to any of these questions, you do not want to miss this exciting opportunity to benchmark best practices and network with fellow colleagues and experts in the water utility industry.

Please join us for a roundtable discussion where every utility topic is on the table.

REGISTRATION FORM

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A tour of the Lima
facility will also be
offered*

*Don't forget to bring
your business cards
to pass around!*

Member Price \$79 (\$99 after 5/10/15)

Non-Member Price \$89 (\$109 after 5/10/15)

Two or More Price \$70 each (\$90 after 5/10/15)

Make checks payable and send to:

**OAWWA
17 South High St. Suite 200
Columbus, OH 43215**

Print Name: _____ Employer: _____

Title: _____ Mailing Address: _____

City & Zip: _____ Phone: _____ Fax: _____

Email: _____ Check/Money Order/PO #: _____

Invoice my Employer ____ Charge to my Credit Card ____ (MC ____ Visa ____ AMEX ____ Discover ____) Billing Zip: _____

Print Name As It Appears on the Card: _____

Card Number: _____ Card Expiration Date: _____

Cardholder Signature: _____ Date: _____