

**Utility Management Policy Workshop**  
**Finding the Right Policies to Meet Your Utility's Financial and Strategic Goals**  
**Workshop Agenda**  
**March 1, 2007-8:00AM to 4:00 PM**  
**Herb Young Community Center, Cary, NC**

Objectives

- Provide participants with an overview of policy considerations and tools for addressing five key utility management topics: Service Provision Partnerships, Billing and Customer Service, Financial Performance Goals and Benchmarks, Annexation and Service Provision and Proactively Managing the Service Areas
- Provide utility professionals with example policies, agreements and ordinances to help them design their own policies

8:00-8:30      Registration

8:30-8:45      Introduction

*Presentation of workshop objectives and key issues- **Moderator, Dianne Mills***

8:45-9:45      **Local Government Partnerships**

*Session will include :*

- City & County service partnerships: County manages City facilities, City provides services to County, City operates facilities on County's behalf, etc.
- Bulk service agreements
- Shared capacity facilities
- Long term service agreements

**Speaker - Jerry Pierce, Public Utilities Director, County of Brunswick**

9:45-10:45      **Billing/Customer Service Policies**

*Session will include:*

- Deposits
- Cut-off dates
- Delinquency Policies
- Account Receivable Aging
- Account Write-offs
- Flexible payment/ bill affordability programs
- Billing and account administration protocol

**Speaker – Steve Smith, Town Manager/Town Clerk, Town of Yanceyville**

10:45-11:00      Break

11:00-11:30      **S&P Median Data**

*Session will include:*

- Brief summary of recently released data from S&P
- Use of Rating parameters in Financial Policy Goals

**Speaker – Dianne Mills, Financial Management Consultant, CDM**

11:30-12:00 **Open Discussion with Panel**

*We will use this time to gain on any sessions that go over and to also give people time to share their ideas or questions. If we receive minimal input, members of the FM committee will be prepared to ask questions to spark discussion.*

12:00-12:45 Lunch

12:45-1:45 **Internal Financial Goals/Policies**

*Session will include:*

- Rules of thumb for revenues and fund balances
- Asset Management related policies
- Debt limits / leveraging
- Reserve Funds vs. Debt Funds
- Pay-as-you-go

**Speakers:** *Alexis Warmath, Vice President, Raftelis Financial Consultants, Inc*

1:45-2:30 **Annexation Requirements**

*Session will include:*

- Legal Considerations of Service Provision and Annexation

**Speaker – David M. Lawrence, William R. Kenan, Jr. Professor of Public Law and Government, UNC School of Government**

2:30-2:45 Break

2:45-3:45 **Service Area Policies and Growth Management Tools**

- Service Area Agreements
- System Development Charges (incl. discussion of when to charge)
- Developer Agreements
- Service Area Disputes or “How to avoid legal fees for S.A.D.”

**Speaker – F. Stephen Swartz, President, Swartz Engineering Economics, Inc.**

3:45 to 4:00 Wrap-up and Adjournment