

2021



MISSOURI RURAL WATER
ASSOCIATION

Office Professionals' Seminar

OCTOBER 26 & 27, 2021

**THE LODGE OF FOUR SEASONS
315 FOUR SEASONS DRIVE
LAKE OZARK, MO 65049**

MODNR RE-CERTIFICATION CREDIT HOURS:

Monday, October 25

Pre-Conference Workshop

Course # 21031016

DW - 2.0 hrs

DS - 2.0 hrs

WW - 2.0 hrs

Tuesday, October 26

Office Pro Seminar Day 1

Course # 21031017

DW - 2.0 hrs

DS - 3.0 hrs

WW - 3.0 hrs

**THIS MEETING IS APPROVED FOR 10.0 HOURS FOR
MRWA's (COPP)
CERTIFIED OFFICE PROFESSIONAL PROGRAM**

Office Professionals' Agenda

—Monday, October 25, 2021—Pre-Conference Workshop

2:00 pm - 4:00 pm **Pre-Conference Workshop: An Accounting Primer**
MRWA Management Circuit Rider Liz Grove will host this workshop sharing accounting practices that will help keep your system financially viable.

—Tuesday, October 26, 2021—Day 1

7:00 am - 8:30 am **REGISTRATION & BREAKFAST IN THE EXHIBIT HALL**

8:30 am - 9:00 am **Welcome and Announcements**
Howard Baker, MRWA Executive Director

9:00 am - 10:00 am >Easements—Why you Need Them and When & How to Obtain Them
Doug Silvius, Martin | Pringle LLC

10:00 am - 11:00 am **BREAK IN EXHIBIT HALL**

11:00 am - 12:00 pm >Cyber Security—A Common Sense Approach
Nathan Grove, Software Engineer

12:00 pm - 1:30 pm **LUNCH IN EXHIBIT HALL**

1:30 pm - 2:30 pm >Customer Issues—How to Bill and Collect regarding:
Bankruptcy
Property Sales
Shut Off's
Contract for Deed
Squatters
Landlord/Renters, etc.
Doug Silvius, Martin | Pringle, Attorneys At Law

2:30 pm - 3:30 pm **BREAK IN EXHIBIT HALL**

3:30 pm - 4:30 pm >2020 in Review:
Things to Keep, Things to Throw Away, and Lessons Learned
Liz Grove, MRWA Management Circuit Rider

5:00 pm - 6:00 pm **HOSPITALITY SOCIAL HOUR**
Sponsored By: >>>>  **Alliance**
Professional Water and Wastewater Operations

6:00 pm - ????

AWARDS BANQUET & ENTERTAINMENT

—Wednesday, October 27, 2021—Day 2

7:00 am - 8:00 am **BREAKFAST**

8:00 am - 9:00 am **Let it Go, Just Let it Go**
Kent Rader, KentRaderSpeaks

9:00 am - 10:45 am **CONCURRENT SESSIONS**
>District Open Forum
>Municipal Open Forum

10:45 am - 11:30 am **BREAK**

11:30 am - 12:00 pm **General Wrap Up, Prizes, etc.**

Hotel Information

Sleeping rooms are now available at The Lodge of Four Seasons for you to book for the show. MRWA has acquired a group rate of \$111 per night but our group block only remains open until September 24, 2021, so hurry and book your room today.



THE LODGE For reservations, call: 888.265.5500
OF FOUR SEASONS
GOLF RESORT, MARINA & SPA

The group rate is in effect two days prior and two days after the conference. Please visit their website, www.4seasonsresort.com, for additional information on activities and services and maybe you'll want to spend some extra time relaxing after the conference.

If there is no availability at the host hotel, the Lodge at Port Arrowhead is honoring the MRWA rate during the conference. Reservations can be made at **573.693.9988**. Make sure you mention you are attending the MRWA Conference for the conference rate.



New and Improved! MRWA Conference App!

The MRWA Conference App is now better than ever!

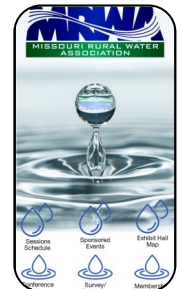
Compatible with both Android and Apple devices!

Includes:

- Sessions Schedules
- Exhibit Hall Map
- Sponsored Events Schedules
- Conference Games
- Membership
- Conference Survey/Evaluation

In addition to door prizes, prize opportunities will be available during each exhibit hall break to those using the MRWA Conference App! Be ready to join the excitement by downloading the MRWA Conference App today!

AVAILABLE FOR
DOWNLOAD ON THE
MRWA WEBSITE!



ONLINE REGISTRATION!

Whether paying by check or debit/credit card, our online form makes registering for the Office Professionals' Seminar a snap! Visit the Office Professionals' Seminar webpage from the **Conferences page** on the MRWA website. If paying with debit/credit, please use the address associated with the card on the online form. If you need assistance, give us a call.

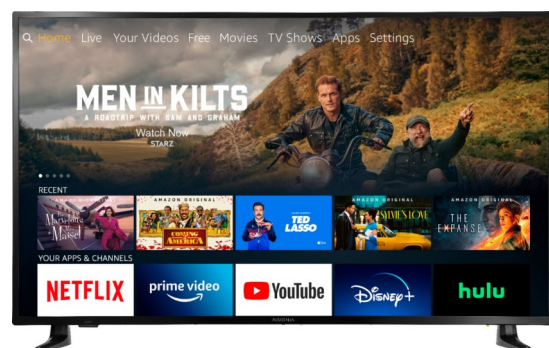


Don't forget! Each paid attendee is automatically registered for the registration prize!

Drawing for registration prize will immediately follow the end of the final session!

Must be present to win registration prize!

50" LED 4K UHD Smart Fire TV





Office Professionals' Seminar

October 26 & 27, 2021
Lodge of Four Seasons
Lake Ozark, Missouri

Registration Form

One Per Form

Please Print Name as you wish it to appear on name tag.

Name: _____ Job Title: _____

Spouse: _____ System Representing: _____
(if attending)

Address: _____ City, State, Zip: _____

Phone Number: _____ Email Address: _____

Registrations cancelled after October 18, 2021, may be subject to a \$50 cancellation fee.

IF PAYING BY DEBIT/CREDIT CARD, REGISTER ONLINE AT WWW.MORURALWATER.ORG!

This seminar has been approved for credit hours through MoDNR.

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Check the appropriate boxes below.

- Full Registration - MRWA System Member** \$ 190
*Regulatory agencies receive the member rate. This **DOES NOT APPLY** to water/wastewater systems owned/operated by a governmental entity.*
- Full Registration - Non-Member** \$ 375
- Spouse Registration (Member)** \$ 50
*Spouse attendance is **INELIGIBLE** for MoDNR re-certification hours and REGISTRATION PRIZE drawing. Spouses signing roster for credit without paid registration will be billed full member rate.*

Total Due \$ _____

Cancellation Policy

We ask that you send payment to the remittance address on this form prior to the conference. If you register and do not attend or do not make arrangements to cancel no later than October 18, 2021, your system will be billed for the member system rate of \$190.⁰⁰!

Reminder!
Sign the DNR Roster each day
for re-certification hours!
MRWA will not be held
responsible for unawarded
re-certification hours.

RETURN COMPLETED FORM
WITH REMITTANCE TO:



901 RICHARDSON DRIVE
ASHLAND, MO 65010
PHONE: 573-657-5533
FAX: 573-657-0533

www.moruralwater.org