



# Municipal Electric Customer Service Roundtable

Wednesday, March 24 \* 10:00 a.m. \* IMPA

Have questions about collections? Wondering what types of payments other utilities accept? Thinking of doing more in the way of energy efficiency for your customers? Take this opportunity to network and interact with other customer service personnel from municipal utilities around the state and learn how they handle the situations you face every day. This is an open roundtable, so feel free to bring questions or concerns you have about any subject and share them with other attendees. Whether multiple people from your office are able to attend, or if you can only send one individual, they are sure to gain some valuable insight from this roundtable.

Personnel from all municipal electric utilities in Indiana are welcome to attend, share ideas, ask questions and learn from your peers. There is no cost associated with this roundtable, and lunch will even be provided!

## Directions to IMPA:

From I-465 on the north side of Indianapolis, take the Meridian Street/US 31 exit. Go north on Meridian/US 31 to 116<sup>th</sup> St. Turn right (east) onto 116<sup>th</sup> St. to College Ave.—the second stoplight on 116<sup>th</sup> St. Turn left (north) onto College Ave. Take the first left onto 117<sup>th</sup> St., then turn left again on to Technology Drive. IMPA's offices are at the end of Technology Dr. on the left. Call 317-573-9955 for a map.

## RSVP or return this form to:

Niki Dick - IMPA  
Phone:  
(317) 575-3371  
Fax:  
(317) 575-3372  
niki@impa.com

or register online at  
[www.impa.com/impa\\_events.asp](http://www.impa.com/impa_events.asp)

Registration Deadline:  
March 18

## Municipal Electric Customer Service Roundtable

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Organization Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Attendee Name(s) and Title(s):

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