

Clerk's Conference



April 21 – 22, 2025

**Holiday Inn Express
2502 S Hulsizer Rd
Ankeny, IA 50021**



IOWA
ASSOCIATION OF MUNICIPAL
UTILITIES

Registration Page

Clerk's Conference | April 21 - 22, 2025

CONTACT INFORMATION

Utility/City/Company: _____

Address: _____

Phone Number: _____

Email: _____

Attendee
Name(s): _____

FEES

IAMU Member (\$250) Quantity _____

Non-Member (\$300) Quantity _____

Balance Due (check enclosed): _____

Please make checks payable to IAMU

**An IAMU room block has been set
To book, [CLICK HERE](#)**

CONFERENCE SCHEDULE

April 21 - 22, 2025

21
MON

- 8:30 - 9:00 AM *Registration & Refreshments*
- 9:00 - 10:00 AM *Open Meetings, Open Records - Aaron Hilligas, Ahlers & Cooney*
- 10:00 - 11:30 AM *Large Utility Experience Q&A Panel Discussion*
- 11:30 - 12:30 PM *Lunch (provided)*
- 12:30 - 1:30 PM *Managing Your Board or Council - Troy DeJoode, IAMU*
- 1:30 - 4:00 PM *Legal Considerations in Rate Setting & Service Rules - Tim Whipple, Ahlers & Cooney*

22
TUE

- 8:30 - 9:30 AM *Utility Billing Tips & Best Practices - Molly Cormaney, Cedar Falls Utilities*
- 9:30 - 10:30 AM *A Day in the Life of Customer Service at WDMWW - Josh Heggen, West Des Moines Water Works*
- 10:30 - 10:45 AM *Break*
- 10:45 - 12:00 PM *Large Utility Experience Q&A Panel Discussion Part 2*
- 12:00 - 1:00 PM *Lunch (provided)*
- 1:00 - 2:00 PM *Billing, Collections, & Disconnections - Tim Whipple, Ahlers & Cooney*
- 2:00 - 3:00 PM *Who You Gonna Call? Industry Issues Every Clerk Should Know - TBD*
- 3:00 - 3:30 PM *Electric & Gas Compliance Reporting - Jeff Gorrie, IAMU*

Schedule subject to change