

Thursday

October 19

2:45 – 4:15 p.m.

Landlord Connections

Forming positive relationships with property owners while providing a value to them and their rental business

The City of River Falls Municipal Utility is excited to share information about their Landlord Connections program. After a brief review of how the program began, this workshop will discuss leases and evictions, accounting for rentals, conservation, and various city departments that are involved in these important relationships. You'll also receive advice on how your community can develop a similar program.



Kevin Westhuis

Utility Director
City of River Falls

Kevin has nearly 20 years of experience in the municipal utility industry. As the Municipal Utility Director for the City of River Falls, Wisconsin. Kevin runs the day-to-day operations of the City's electric, water, and wastewater utilities. Kevin also oversees the City's trash and recycling contract and services.

Kevin is passionate about delivering high levels of customer service and is focused on continually adding value to services for internal and external customers, both business and residential. Kevin is also a firm believer that leadership in a healthy corporate culture needs to model behaviors that will ultimately lead to desired results.



Rhonda Davison

Utility Program Coordinator
City of River Falls

Rhonda Davison works with various outreach programs for the utility providing services and value to our community. These programs build positive relationships with business and community members and shows the City truly cares about them as customers--creating a win-win situation.

Rhonda has worked for the River Falls Municipal Utility for 29 years. Her background in utility billing, collections, disconnections, and passion for providing superior customer service has aided her in overseeing these successful outreach programs including Landlord Connections, Breaking the Cycle, and Corporate Leaders Breakfast.

Tips, Trends & Tactics

The 119th League Annual Conference
October 18-20, 2017
Radisson Paper Valley
Appleton

