



2017 Utility Payment Conference

Subject to change

Monday, October 16 –Session	
12:30 PM – 5:00 PM	Registration Desk – Open <ul style="list-style-type: none"> Exhibitor Registration and Booth Set-up (12:30 PM – 3:00 PM) Utility Registration
1:00 PM – 1:45 PM	UPC At a Glance – Attend prior to registration
1:45 PM – 2:30 PM	Sponsorship Presentations – Attend prior to registration
3:00 PM – 6:00 PM	Exhibit Booth Visits and Social Hour (Light appetizers /non-alcoholic beverages)
Tuesday, October 17 – Session	
7:30 AM – 8:30 AM	Registration & Booth Visits - Continental Breakfast
8:30 AM – 8:45 AM	Welcome to 20 th Annual UPC
8:45 AM – 9:15AM	Welcome to Las Vegas! – Las Vegas Valley Water Department
9:15 AM - 10:00 AM	The e-Billing Experience Your Customers Want and Expect - Inlet Digital
10:00 AM – 10:45 AM	Break and Booth Visits
10:45 AM - 11:45 AM	Status of Government’s Faster Payment Improvement Initiative and More - Federal Reserve
11:45 AM – 12:30 M	Exhibitor Booth Visits
12:30 PM – 1:15 PM	Lunch
1:15 PM – 2:00 PM	Improve Customer Satisfaction by Meeting Consumers Where They Want to Pay; Satisfaction Scores - Fiserv
2:00 PM – 2:45 PM	Driving High Digital Customer Engagement & Saving Customer Service Cost - Smart Water Energy
2:45 PM – 3:30 PM	Break and Booth Visits
3:30 PM – 4:15 PM	Bringing BOTS to Bill Pay - TIO Networks
4:15 PM – 5:30 PM	Utility Only Session I – Insider information
Wednesday, October 18 - Session	
7:30 AM – 8:30 AM	Booth Visits – Continental Breakfast
8:30 AM – 8:45 AM	Welcome Back
8:45 AM – 9:30 AM	North Las Vegas Serves Underbanked While Cutting Lobby Lines by 28%; City of North Las Vegas, PayNearMe
9:30 AM – 10:15 AM	Using Alerts to Notify Customers on Billing & Payment – SMS; Ameren, KUBRA
10:15 AM – 11:00 AM	Break and Booth Visits – Last time to visit booths!
11:00 AM – 12:00 PM	Case study – e-Bill upgrade; Cloud vs. in-house hosted package vs. custom code, Southern California Gas Company – Sempra Utility
12:00 PM – 12:45 PM	Lunch
12:45 PM – 1:15 PM	Drawings
1:15 PM – 2:00 PM	IRS F8300 Policy – FINCEN (Financial Crimes Enforcement Network) U.S. Department of Treasury
2:00 PM – 2:45 PM	Avatar Marley, Overview and Update, CenturyLink
2:45 PM – 3:00 PM	Break
3:00 PM – 3:45PM	How to Enhance Your Payment Experience for Improved Customer Satisfaction Scores; LGE/KU and Paymentus
3:45 PM – 4:45 PM	ACH Basics for Business; NACHA
4:45 PM – 5:30 PM	Utility Only Session II – Insider Information
Thursday, October 19 - Session	
6:45 AM – 8:00 AM	Breakfast Buffet – Onsite Restaurant Buca di Peppo
8:30 AM – 8:45 AM	Announcements and Drawings
8:45 AM – 9:30 AM	The New Faster Payment Options: Which Are Best for You? - BNY Mellon
9:30 AM – 10:15 AM	Pending – Authentication
10:15 AM – 10:20 AM	Break
10:20 AM – 11:30 AM	Same Day ACH: How Can it Work for You? - NACHA
11:30 AM – 12:15 AM	Pending – Artificial Intelligence
12:15 AM – 12:30 PM	Closing Comments