



2018 Utility Payment Conference

Subject to change

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Monday, October 22

12:00 PM – 5:00 PM 12:00 PM – 3:00 PM 12:00 PM – 5:00 PM	Registration Check-In <ul style="list-style-type: none">Exhibitor Registration and Booth Set-up Utility Registration
1:30 PM – 3:00 PM Attendees can attend prior to registration	UPC At-a-Glance <ul style="list-style-type: none">UPC Planning Committee shares how to take advantage of your time at the conference; Need to know on presentations, Acronyms and dual Utility Only SessionsExpanded acronyms – by Service Providers
3:00 PM – 5:30 PM	Exhibit Booth Visits – Learn about the latest technology from our knowledgeable exhibitors Social Hour - Light appetizers and beverages



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Tuesday, October 23

7:30 AM – 5:00 PM	Registration Check-In
7:30 AM – 8:30 AM	Breakfast – in Exhibit Hall
7:30 AM – 9:00 AM	Booth Visits – Meet one-on-one with our knowledgeable Exhibitors
9:00 AM – 9:15 AM	Welcome to our 21st Annual Conference – UPC Team
9:15 AM – 9:45 AM	Welcome to Orlando , Orlando Utilities Commission Representative
9:45 AM – 10:45 AM	<p>What Current Trends Mean for Bill Payment</p> <p>APPs, Native-APPs; Mobile Responsive Websites – This session will review the new strategic imperative for today’s consumer billers to evolve their channels and methods while staying relevant in today’s real-time mobile environment. All things internet has evolved with consumers totally reliant on smartphone and tablets. You’ll learn about functionality that improves service and reduces late payments along with emerging trends of alternative payment methods.</p>
10:45 AM- 12:15 PM	<p>Booth Visits – Expect to receive new information that can help your processes and procedures from our exhibiting experts</p> <p>Break</p>
12:15 PM – 1:15 PM	Lunch
1:15 PM – 2:45 PM	<p>Faster Payments - Live Now. An update on RTP and Zelle and How Utility Companies are Utilizing Faster Payments</p> <p>This session will feature a panel of industry professionals who will review the progress that has been made so far; the types of issues that remain, what the next wave of payments digitization may reveal and security options for organizations that pursue the changes. Presenters will review industry case studies detailing how the latest global payments solutions and innovations have been performing and what the new options may mean to your business.</p> <p>Outlook of RTP and Zelle networks. As the industry responds to faster payments options like real-time payments and network directories such as Zelle being live, how can utilities determine the best options to meet their needs for faster payments as well as those of their business partners and customers? Despite the variety of core payment networks in the U.S. that are easily accessible and used by most banks and account holders cash, wire transfers, checks, credit cards, debit cards and ACH, unique challenges inherent to these systems persist – slow payment speed, lack of transparency, inconsistent accessibility and limited availability. Expect to better understand what new options are available and how to find the right solution for you and your company. Payment systems are changing at an unprecedented rate as the industry responds to demands for faster and more secure payment options. A new wave of innovation and collaboration within the payment industry has aimed to tackle the payment issues for businesses through a set of new systems and solutions. Expect to hear about – drivers for employing immediate payment services, causes behind today’s cross-border payment process challenges, potential implications of new and alternative payment challenges and technologies, examples of innovative solutions in pilot that are readily available across the industry and what the futures holds and where we are headed.</p>
2:45 PM – 3:45 PM	<p>Booth Visits – Increase your knowledge, take time to meet each exhibitor; listen and learn</p> <p>Break</p>
3:45 PM – 4:30 PM	<p>Leveraging PCI Compliance to Improve an Organization’s Enterprise Security Program</p> <p>In this lesson you’ll be introduced to PCI principles, good security habits and connecting PCI to general business processes and best practices as well as learning how to “nudge” your staff and associates into making more secure and risk-based decisions. If a 3rd party takes care of your compliance, do you still need to know? Find out!</p>
4:30 PM – 5:30 PM	<p>Session 1 - Utility Only</p> <p>This session provides time to discuss; concerns, ask questions, who’s doing what and how it’s working? Learn from your peers</p>
5:30 PM	Enjoy Orlando!



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Wednesday, October 24	
7:30 AM – 9:00 AM 7:30 AM – 8:30 AM	Booth Visits – Last day to visit with our knowledgeable exhibitors and ask what they can do for you! Breakfast
9:00 AM – 9:15 AM	Welcome Back
9:15 AM – 10:15 AM	Delivering an Excellent Customer Experience in an Evolving Digital World In this session you'll be exposed to your customer's expectations, billing lifecycles, strategic insights and proven profitable channels. You'll learn how to enhance your customer touchpoints and develop plans for streamlining your processes and proactively use data to influence consumer payment behavior by leveraging more consumer friendly and profitable channels.
10:15 AM – 11:15 AM	Booth Visits – Closing time; it's the last time you'll have one-on-one time to learn how each exhibitor can help you increase customer satisfaction, save time and reduce costs. Break
11:15 AM – 12:15 PM	Efficient Billing and Payments In this session you'll learn how diverse billing options, payment channels and payment methods can create efficient payment experiences for your customers. Learn what three key items are needed for an efficient billing and payments program. Real-life applications and strategies will be shared by a municipality that can offer insight about user-directed preferences on payments and transactional data.
12:15 PM – 1:15 PM	Lunch
1:15 PM – 1:30 PM	Door Prize Drawings – Must be present to win!
1:30 PM – 2:30 PM	Transforming the Customer Through Digital Engagement In this session you'll learn how one of the largest combination utilities completed a multi-year cross-departmental innovation project, transforming the customer experience through digital engagement. You'll hear about their improved customer satisfaction, best practices, leveraging customer feedback and their expanded payment channels, a redesigned website, PCI compliant Call Centers and how they perfected their customer engagement.
2:30 PM – 3:15 PM	Perpetually Paving the Path to Receivables Automation In this session you'll learn about the opportunities and challenges associated with attempting to automate receivables. You'll hear about: 1. New technology options and the automation that still exists within traditional payment options. 2. The migration of payment receipts to faster, more efficient types and channels, an ongoing transformation exercise. 3. Redesigning receivables models that can range from assessing the applicability of recent faster payment solutions to executing simple process enhancements for checks, cards and EFT payments. Once done, you'll understand the options available coupled with current processes and stakeholder needs that can put you in the position to capitalize on the financial advantage toward payment receipt digitization.
2:45 PM – 3:00 PM	Break
3:00 PM – 4:00 PM	NACHA – Latest information
4:00 PM – 5:30 PM	Session 2 - Utility Only
5:30 PM	Enjoy Orlando!



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Thursday, October 25

7:30 AM – 8:30 AM	Breakfast
8:30 AM – 8:45 AM	Announcements Drawings
8:45 AM – 9:45 AM	Compressed Timeline for Billing and Payment Implementation Collaboration of teams enabled service provider and utility to meet aggressive eight-week deployment timeline with record-breaking velocity achievements. Full composition for three types of bills was implemented in one week. Full-suite deployment to pre-production environment in in three weeks. An overview of a billing and payment project with an aggressive eight-week deployment that included features such as IVR flow refinements, configurable CRM functionality within the one-time payment portal, cash-only, credit stop flags and configuration recurring payments Additionally a reveal of how the teams worked together to achieve a record-breaking velocity achievement.
9:45 AM – 10:45 AM	NACHA – Latest information
10:45 AM – 11:00 AM	Break
11:00 AM – 11:45 AM	Panel / Break-out Session
11:45 AM – 12 Noon	Closing Remarks

Exhibitors/Sponsors:

Alacriti Call-Em-All Fidelity Express Inlet Mavro Imaging U.S. Bank
Allison Payments Clearwater Payments Fifth Third Bank IntraNext Systems Paymentus
BNY Mellon CMI Group FirsTech JetPay Speedpay a Western Union Co.
Fiserv KUBRA Stevens Business Service