







## 2017 Utility Payment Conference

Subject to change

<b>Our Sponsors</b>	 Payments   HR   Payroll   Partners - Utility Name Badges	 - Pad Folios
	 - Lanyards	 - Tuesday/Wednesday AM Beverages

12:30 PM – 5:00 PM	Registration Desk – Open <ul style="list-style-type: none"> <li>• Exhibitor Registration and Booth Set-up</li> <li>• Utility Registration</li> </ul>	
1:00 PM – 2:30 PM	UPC At a Glance Amanda Johnson and Rose Clemensen, UPC	Attendees are welcome to attend prior to registration
3:00 PM – 6:00 PM	Exhibit Booth Visits and Social Hour Social Hour includes light appetizers and 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 <sup>th</sup> Annual Conference Amanda Johnson, Rose Clemensen, UPC	
8:45 AM – 9:15AM	Welcome to Las Vegas, Karen B., Las Vegas Valley Water District	
9:15 AM - 10:00 AM	The e-Billing Experience Your Customers Want and Expect Jeff Parmenter, Inlet Digital, Michael White, U.S. Bank	
10:00 AM – 10:45 AM	Break and Booth Visits	
10:45 AM - 11:45 AM	The U.S. Path to Faster Payments, Jon Jeswald, 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, Marc Schroeder, Fiserv	
2:00 PM – 2:45 PM	Driving High Digital Customer Engagement & Saving Customer Service Cost, Al Williams and Keith Hendrickson, Smart Water Energy	
2:45 PM – 3:30 PM	Break and Booth Visits	
3:30 PM – 4:15 PM	The New Faster Payment Options: Which Are Best for You? Patrick N. Public Service Energy Group and Ryan Hughes; BNY Mellon	
4:15 PM – 5:30 PM	Utility Only Session I	
5:30 PM	Enjoy Las Vegas!	

**Exhibitors/Sponsors:**

**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	IRS F8300 Policy – FinCEN (Financial Crimes Enforcement Network) Russell Stephenson, Policy Division, U.S. Department of Treasury	
9:30 AM – 10:15 AM	Enhancing the Customer Experience with Billing and Payment Alerts - Kristy L., Ameren, Diane Simpson, 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 and Payment Upgrade; Cloud vs. In-house hosted, Package vs. Custom Code, Dan R., 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	Learn Why Real-time Posting in Your Retail Network is Key to Cash Payer Adoption, Randy R., Citizens Energy, Bruce Gaskill, PayNearMe	
2:00 PM – 2:45 PM	Using an Avatar for Customer Service; Overview and Update, Kevin Gillespie, BeGuided	
2:45 PM – 3:00 PM	Break	
3:00 PM – 3:45PM	How to Enhance Your Payment Experience for Improved Customer Satisfaction Scores; Dylies K., Metropolitan Utilities District and Barbara Zickler, Paymentus	
3:45 PM – 4:45 PM	ACH Basics for Business Danita Tyrrell, AAP, Director, Network Rules, NACHA	
4:45 PM – 5:30 PM	Utility Only Session II	
5:30 PM	Enjoy Las Vegas	

**Thursday, October 19 - Session**

6:30 AM – 8:00 AM	Breakfast Buffet	Buca di Peppo
8:30 AM – 8:45 AM	Announcements Drawings	
8:45 AM – 9:30 AM	Leveraging Artificial Intelligence Technology to Improve the Customer Experience; Luke S., City of Evanston, Max Bisschop, Strategic Partnerships and Direct Sales, Alacriti	
9:30 AM – 10:15 AM	Same Day ACH: How Can it Work for You? Danita Tyrrell, NACHA	
10:15 AM – 10:20 AM	Break	
10:20 AM – 11:30 AM	Break-out Session	
11:30 AM – 11:45 AM	Closing Comments	

**Thank you for participating! We appreciate your attending and look forward to seeing you next year.**