



## 2017 Utility Payment Conference

**Subject to change**

### Our Sponsors



- Utility Name Badges



- Pad Folios



- Lanyards



- Tuesday/Wednesday AM Beverages



- Utility Bags

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>	Jubilee Ballroom, 2 <sup>nd</sup> Floor
1:00 PM – 2:30 PM	UPC At a Glance Amanda Johnson and Rose Clemensen, UPC	Jubilee Ballroom, 2 <sup>nd</sup> Floor <span style="color: red;">Attendees are welcome to attend prior to registration</span>
3:00 PM – 6:00 PM	Exhibit Booth Visits and Social Hour Social Hour includes light appetizers and non-alcoholic beverages	Las Vegas Ballroom, 3 <sup>rd</sup> Floor

### Tuesday, October 17 – Session

7:30 AM – 8:30 AM	Registration Booth Visits - Continental Breakfast	Jubilee Ballroom, 2 <sup>nd</sup> Floor Las Vegas Ballroom, 3 <sup>rd</sup> Floor
8:30 AM – 8:45 AM	Welcome to 20 <sup>th</sup> Annual Conference Amanda Johnson, Rose Clemensen, UPC	Jubilee Ballroom 2, 2 <sup>nd</sup> Floor
8:45 AM – 9:15 AM	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	Las Vegas Ballroom, 3 <sup>rd</sup> Floor
10:45 AM - 11:45 AM	The U.S. Path to Faster Payments, Jon Jeswald, Federal Reserve	Jubilee Ballroom 2, 2 <sup>nd</sup> Floor
11:45 AM – 12:30 M	Exhibitor Booth Visits	Las Vegas Ballroom, 3 <sup>rd</sup> Floor
12:30 PM – 1:15 PM	Lunch	Jubilee Ballroom 1, 2 <sup>nd</sup> Floor
1:15 PM – 2:00 PM	Improve Customer Satisfaction by Meeting Consumers Where They Want to Pay; Satisfaction Scores, Marc Schroeder, Fiserv	Jubilee Ballroom 2, 2 <sup>nd</sup> Floor
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	Las Vegas Ballroom, 3 <sup>rd</sup> Floor
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	Jubilee Ballroom 2, 2 <sup>nd</sup> Floor
4:15 PM – 5:30 PM	Utility Only Session I	
5:30 PM	Enjoy Las Vegas!	

#### Exhibitors/Sponsors:

Agili Alacriti Allison Payment Systems BeGuided Bill2Pay BNY Mellon	CityBase Clearwater Payments DivDat Fidelity Express Fifth Third Bank FirsTech	FIS Global Fiserv Inlet JetPay Payment Services KIOSK Information Systems KUBRA Mavro Imaging	Paymentus PayNearMe RP Solutions Smart Energy Water Speedpay Telrock Systems TIO	U.S. Bank U.S. Payments Utili Utilitec Walletron Worldpay
--	---	---	--	--



## 2017 Utility Payment Conference

Wednesday, October 18 - Session		
7:30 AM – 8:30 AM	Booth Visits – Continental Breakfast	Las Vegas Ballroom, 3 <sup>rd</sup> Floor
8:30 AM – 8:45 AM	Welcome Back	Jubilee Ballroom 2, 2nd Floor
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!	Las Vegas Ballroom , 3 <sup>rd</sup> Floor
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	Jubilee Ballroom 1, 2 <sup>nd</sup> Floor
12:45 PM – 1:15 PM	Drawings	Jubilee Ballroom 2, 2nd Floor
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 – 8:30 AM	Breakfast Buffet	Buca di Peppo, Bally's 1 <sup>st</sup> Floor
8:30 AM – 8:45 AM	Announcements Drawings	Jubilee Ballroom 2, 2nd Floor
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 attending! We look forward to seeing you next year.**