



January 27, 2020

Dear Business Professional,

It is my special pleasure to announce that Entergy Corporation is the host utility for the 23rd Annual Utility Payment Conference, Sept. 21-24, 2020 at The Roosevelt Hotel in New Orleans, Louisiana. I invite you to join me for our industry's most informative and rewarding conference. The UPC brings together utility professionals and service providers for the opportunity to build rapport and increase your knowledge in the newest technology and best practices.

The UPC offers attendees in the billing, call center, credit, collections, customer service, finance, IT, meter-to-cash payments, payment research, remittance and treasury sectors with the opportunity to harness the collective knowledge of their utility peers at a cost-effective and productive conference.

You do not want to miss this 2020 event. The agenda is packed with industry experts, frontline leaders and open forums providing us with up-to-date information on your most important payment and collection topics.

To learn more, visit www.paymentconference.com and register today to take advantage of the Early Registration Rate. I look forward to welcoming you to the Big Easy in September.

Sincerely,

A handwritten signature in black ink, appearing to be "Christin Vilardo".

Christin Vilardo
Payment Processing Manager
Entergy