

**Utility Payment Conference**

**Presentation Proposal Topics**

**Topics of interest requested by attendees are as follows:**

* Payment fraud presentation, identity theft and how it relates to utilities receiving payments
* Form 8300
* EDI – bills and payments; challenges
* Text-to-Pay
* Artificial Intelligence – anyone looking at it? What is it and what’s the impact?
* Real-time payments; what does it mean and what is involved
* Pay disputes
* Credit and collections
* Revenue Protection
* Bitcoin – crypto currency
* Credit card; fee or no fee - speak of experience
* Evolution/current Voice
* EFT – who/how
* Low Income payment related support
* What’s CPE
* Paperless billing related topic/initiatives

Presentations for consideration are due by April 15.