



2010 Utility Payment Conference

Monday, October 18	Session	Item	Location
12:00 – 3:00 PM	Exhibitor Registration	Welcome Exhibitors! Booth Set-up	Capital A - E
3:00 – 6:00 PM	Utility Registration	Welcome Reception & Exhibit Booth Visits	

Tuesday, October 19	Session	Item	Location
7:00 – 8:30 AM	Registration Vendor Exhibit Booth Open	Continental Breakfast	Capital A-E (Exhibit Area)
7:30 – 8:15 AM	Payments 101 - Overview Good refresher or for new to industry	Kim Folks, Manager, Tampa Electric	Capital G
8:30 – 8:45 AM	Introduction, Welcome and Logistics	Rose Clemensen, Executive Director, Utility Payment Conference	
8:45 – 9:15 AM	Welcome to Richmond!	Dominion	
9:15 – 10:15 AM	What's New – NACHA Updates	Nancy Grant, NACHA	
10:15 – 10:30 AM	Break		
10:30 – 11:15 AM	What's Coming - NACHA	Nancy Grant, NACHA	
11:15 – 11:45 AM	Introduction Exercise	Rose Clemensen, Executive Director, Utility Payment Conference	
11:45 – 12:30 PM	Exhibits	Visit Vendor Booths	
12:30 – 1:15 PM	Lunch		Capital F
1:15 – 2:15 PM	Insights for Optimizing Your Billing Payment Channels	Robert "Bob" Wilson, Chief Revenue Officer, Fiserv	Capital G
2:15 – 3:00 PM	New Generation Kiosks: Are You Using Them? - A Case Study	ZsaVette Ellis-Frye, John Slick, COX Communications, Bob O'Neill, Program Manager, Source Technologies	
3:00 – 4:15 PM	Break Exhibits	Visit Vendor Booths	Capital A-E Exhibit Area
4:15 – 4:30 PM	Announcements	Rose Clemensen, Utility Payment Conference	Capital G
4:30 – 5:30 PM	Utility Only Session 1		
5:30 PM	Enjoy Richmond!		

Thank you to all of our exhibitors! Their participation helps us to provide you, the attendee, with a rewarding and affordable conference.

BillingTree
 Consquard
 CSG Systems, Inc.
 DIVDAT

Fidelity Express
 FIS Global
 Fiserv
 Global Express

JP Morgan Chase
 Online Resources
 RP Solutions
 Televox

Tio Networks
 Western Union



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Wednesday, October 20	Session	Item	Location
7:30 – 8:30 AM	Continental Breakfast Vendor Exhibits Open		Capital A-E
8:30 – 8:45 AM	Welcome Back! Evening Event Information and Drawings	Rose Clemensen, Utility Payment Conference	Capital G
8:45 – 9:30 AM	What Every Utility Should Know About Check 21	Jim Mills, VP Business Development, RPSolutions	
9:30 – 10:30 AM	Electronic Banking ACH or ICL? A Case Study	William “Bill” Dow, Sr. Project Manager, Arizona Public Service	
10:30 – 11:45 AM	Break Vendor Exhibits	Visit Vendor Booths - <i>Last Chance!</i>	Capital A-E Exhibit Area
11:45 – 12:45 AM	E-bill Adoption Best Practices, Government Payments: Security & Compliance Strategy Workshop	Braden Short, VP FIS Biller Direct Solutions	
12:45 – 1:30 PM	Lunch		Capital F
1:30 – 2:00 PM	Announcements & Final Vendor Drawings	Rose Clemensen, Utility Payment Conference	
2:00 – 3:00 PM	Dominion Credit Risk Management – A Case Study	Ella Hochstetler, Gwen Beadles, Credit, Dominion	Capital G
3:00 – 3:30 PM	Customer Enrollment: The Gateway to Electronic Benefits	Teri Bemis, Managing Director of Product, OnLine Resources	
3:30 – 3:45 PM	Break		
3:45 – 4:00 PM	Announcements	Rose Clemensen, Utility Payment Conference	
4:00 – 5:00 PM	Utility Only Session 2		
5:30 – 9:00 PM	Conference Evening Event	Bus 1 Departs: 5:30 PM, Bus 2 Departs 5:45 PM Bus 1 Returns: 8:15 PM, Bus 2 Returns 9 PM	

Thursday, October 21	Session	Item	Location
7:30 – 8:30 AM	Breakfast	<i>Served (sit down) breakfast</i>	Capital F
8:30 – 8:45 AM	Announcements	Rose Clemensen, UPC	Capital G
8:45 – 9:15 AM	Importance of Embracing Mobile Payments	Chris Ericksen, Sr. Vice President/Development, Tio Networks	
9:15 – 10:15 AM	Mobile Payments; Giving Customers More Choices - A Case Study	Northwestern Energy, Presenter TBD, Western Union, Lori Beck, Director Product Management	
10:15 – 10:30 AM	Break		
10:30 – 11:00 AM	Agency Portal for Service Centers Serving Low Income Customers – A Case Study	Jackie Vargo Perrone, Tampa Electric	
11:00 – 11:45 AM	Lively Exchange of Current Topics Facing Today’s Utilities <ul style="list-style-type: none"> • New At Risk Customers • Red Flag Issues (fraud) 	Open Forum Discussion Utilities & Vendors Open Discussion Moderated by:	
11:45 – 12:00 PM	Announcements 2011 Conference	Rose Clemensen, Utility Payment Conference,	

We invite you to visit our web site at www.paymentconference.com to learn more about the 14th Annual Utility Payment Conference and submit an Abstract for Presentation for 2011. Register early to receive our discounted registration rate.