



2011 Utility Payment Conference

Agenda is subject to change

Monday, September 19	Day 1 Session	Item	Location
12:00 – 2:30 PM	Exhibitor Registration	Welcome Exhibitors! Booth Set-up	
2:30 – 3:00 PM	Exhibitor meeting	Exhibitor Only Pre-show meeting	
3:30 – 4:30 PM	Utility - Payments 101; Great overview and refresher course for new and seasoned workers	Amanda Johnson, Utility Payment Conference	
3:00 – 6:00 PM	Utility Registration	Welcome Reception & Exhibit Booth Visits Name tags compliments of  Conference Bags compliments of  Lanyards compliments of 	

Tuesday, September 20	Day 2 Session	Item	Location
7:30 – 8:15 AM	Registration	Continental Breakfast Audio visual today is compliments of 	
8:15 – 8:30 AM	Welcome & Logistics Intro Exercise Information	Rose Clemensen and Amanda Johnson, Utility Payment Conference	
8:30 – 9:00 AM	Welcome to New Orleans	Entergy, Executive Officer	
9:00 – 9:45 AM	Payment Patent Infringement? What you need to know now!	Thomas Vitt, Attorney & Partner, Dorsey & Whitney	
9:45 – 10:45 AM	Break	Exhibitor Booth Visits	
10:45 – 11:45 AM	Case Study: Best Practices and Multi-payment channels – PGE's Innovative Payment Programs & Initiatives	Wes Friesen, Manager, Revenue Collection & Community Offices, Portland General Electric	
11:45 – 12:30 PM	Payment & Collections Lessons Learned	Entergy	
12:35 – 1:15 PM	Lunch		
1:15 – 2:15 PM	Break	Exhibitor Visits	
2:15 – 3:15 PM	B2B Payment Processing - The Efficient Frontier	James P. Gilligan, Manager, Corporate Treasury, Kansas City Power & Light	
3:15 – 3:30 PM	Announcements	Amanda Johnson and Rose Clemensen, Utility Payment Conference	
3:30 – 4:30 PM	Break	Visit Vendor Booths	
4:30 – 5:30 PM	Utility Only Session 1	Amanda Johnson and Rose Clemensen, Utility Payment Conference	
5:30 PM	Enjoy NEW ORLEANS!		

Thank you for attending our conference this year! A special thank you is especially extended to our sponsors and exhibitors. Their participation helps us provide you with an affordable and rewarding conference experience.

2011 EXHIBITORS & SPONSORS



2011 EXHIBITORS

Bill2Pay
 BillingTree Payment Solutions
 BNY Mellon - ClearTran
 CDS Global

CheckAssist
 Comsquared
 CSG Systems
 Cycle30
 Fiserv

Fidelity Express
 Fifth Third Bank
 FirsTech
 FIS

Global Express MEMO
 JPMorganChase
 KUBRA
 Manilla


TeleVox
 Online Resources
 ProfitStars
 System Innovators

Visa
 Wells Fargo
 Western Union



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Wednesday, September 21	Day 3 Session	Item	Location
7:30 – 8:15 AM	Continental Breakfast	Audio visual for today is compliments of 	
8:15 – 8:30 AM	Welcome Back! Overview and drawings	Amanda Johnson and Rose Clemensen, Utility Payment Conference	
8:30 – 10:15 AM	Mobile Payment Panel How it fits as a viable payment solution and why	Nikki Lappin, Northwestern Utility, Randy Vyskocil, Western Union, others TBA	
10:15 – 11:00 AM	Break Vendor Exhibits	Visit Vendor Booths - <i>Last Chance!</i> (Exhibits tear down at 11:15 AM)	
11:00– 12:00 AM	Federal Reserve Payment Study - Overview and Conclusions	Howard Forman, AAP, Sr. Vice President, Electronic Payment Consultant, Wells Fargo	
12:15 – 1:00 PM	Lunch		
1:15 – 2:15 PM	Emerging payment trends, Rules and Regulations	Mr. Julius Weyman, Senior Vice President, Retail Payments Office, Federal Reserve Bank of Atlanta	
2:15 – 2:45 PM	Announcements & Drawings	Amanda Johnson and Rose Clemensen, Utility Payment Conference	
2:45 – 3:00 PM	Break		
3:00 – 4:00PM	Utility Only Session 2; Outsourcing vs. In-house Payment Processing Key issues	Moderators: Amanda Johnson and Rose Clemensen, Utility Payment Conference	
4:15 – 6:00 PM	Conference Evening Event	Depart: 4:15 PM	

Thursday, September 22	Day 4 Session	Item	Location
7:30 – 8:15AM	Breakfast	<i>Served (sit down) breakfast</i>	
8:15 – 8:45 AM	Announcements & Drawings	Amanda Johnson and Rose Clemensen, Utility Payment Conference	
8:45 – 9:45 AM	PCI Compliancy – What you don't know could hurt you	Eric Bechinski, Relationship Manager, Heartland Payments	
	Utility PCI Compliancy and Credit Card Acceptance	Kay Limbaugh, Electronic Bill Payments, Portland General Electric	
9:45 – 10:45 AM	The Durban Amendment, PCI and Fraud Protection - Delivering Improved Financials and Increased Customer Service	Mathias Lilja, Vice President & Senior Business Leader U.S. Market Development	
10:45 – 11:00 AM	Break		
11:00 – 11:45 PM	Lively Exchange of Current Topics Facing Today's Utilities <ul style="list-style-type: none"> • At Risk Customers • Escheatment • Mitigating fraud 	Utility and Vendor Open Forum Discussion Moderated by: Amanda Johnson and Rose Clemensen, Utility Payment Conference	
11:45 – 12:00 PM	Closing Comments 2012 Conference	Amanda Johnson and Rose Clemensen, Utility Payment Conference	

Thank you for attending our conference this year. Visit our web site at www.paymentconference.com to learn more about the 15th Annual Utility Payment Conference and plan on submitting Presentation Abstract for 2012.

All early registrations are rewarded with a discounted rate. Recommend our conference and if your referred attendee registers and attends our conference in 2012 you'll be eligible for a \$100 prize drawing. See you next year!