



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	Grand Ballroom Gallery
2:30 – 3:00 PM	Exhibitor meeting	Exhibitor Only Pre-show meeting	Grand Ballroom
3:15 – 4:15 PM	Payments 101 – Payment Terms, Definitions & Acronyms; for new and current utility staff	Amanda Johnson, Utility Payment Conference	Astor Ballroom
3:00 – 6:00 PM	Utility Registration Welcome Reception & Exhibit Booth Visits	Name tags compliments of Conference Bags compliments of Pad Folios compliments of Lanyards compliments of	Grand Ballroom Gallery

Tuesday, September 20	Day 2 Session	Item	Location
7:30 – 8:15 AM	Registration	Continental Breakfast Audio visual today is compliments of	Grand Ballroom Gallery
8:15 – 8:30 AM	Welcome & Logistics Intro Exercise Information	Rose Clemensen and Amanda Johnson, Utility Payment Conference	Astor Ballroom
8:30 – 9:00 AM	Welcome to New Orleans	Rod West, Executive Vice President & Chief Administrative Officer, Entergy	
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	Exhibit Booth Visits	Grand Ballroom
10:45 – 11:45 AM	Case Study: Best Practices and Multi-payment channels – PGE's Payment Programs & Initiatives	Wes Friesen, Manager, Revenue Collection & Community Offices, Portland General Electric	Astor Ballroom
11:45 – 12:30 PM	Lunch		St. Charles Ballroom
12:30 – 1:30 PM	Exhibit Hall Open	Visit booths and get your prize drawing card signed	Grand Ballroom
1:30 – 2:30 PM	B2B Payment Processing - The Efficient Frontier	James P. Gilligan, Manager, Corporate Treasury, Kansas City Power & Light	Astor Ballroom
2:30 – 2:45 PM	Announcements & Drawings Referrals and 1 st Time Attendee	Amanda Johnson and Rose Clemensen, Utility Payment Conference	
2:45 – 3:45 PM	Break	Exhibit Booth Visits	Grand Ballroom
3:45 – 5:00 PM	Utility Only Session 1	Amanda Johnson and Rose Clemensen, Utility Payment Conference	Astor Ballroom
5:00 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
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| <ul style="list-style-type: none"> 3 Point Alliance 3i Infotech Billing & Payments AllKiosk Bill2Pay BillingTree Payment Solutions BNY Mellon - ClearTran CCS CDS Global Check Assist | <ul style="list-style-type: none"> Comprise Technologies Comsquared Systems Credit Protection Association CSG International Cycle30 DIVDAT Doxo ETS Corporation Fidelity Express | <ul style="list-style-type: none"> Fifth Third Bank FirsTech FIS Fiserv GC Services Global Express Financial Services JP Morgan KUBRA LexisNexis Payment Solutions Manilla | <ul style="list-style-type: none"> MEMO MoneyGram NCO Group NCR Public Sector Online Resources Paymentus ProfitStars RPS Secure Vault Payments by eWise | <ul style="list-style-type: none"> Softgate Systems SteadyPay Payment Solutions System Innovators TIO Networks 21st Century Communications US Dataworks 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 	Astor Ballroom
8:15 – 8:45 AM	Welcome Back! Overview and drawings	Amanda Johnson and Rose Clemensen, Utility Payment Conference	
8:45 – 10:15 AM	Mobile Payment Panel How it fits as a viable payment solution and why	Nikki Lappin, Northwestern Utility; Susie Stickel, PG&E; Chris Whitfield, CCS; Adam Craig, Fiserv; Steve Barha, TIO; Steve Kramer, Western Union	
10:15 – 11:00 AM	Break Vendor Exhibits	Visit Vendor Booths - <i>Last Chance!</i> (Exhibits tear down at 11:15 AM)	Grand Ballroom
11:00– 12:00 AM	Federal Reserve Payment Study - Overview and Conclusions	Howard Forman, Sr. V.P., e-Payment Consultant, Customer Consulting & Advocacy, Wells Fargo	Astor Ballroom
12:15 – 1:00 PM	Lunch		St. Charles Ballroom
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	Astor Ballroom
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 - Beverages compliments of 	Royal Sonesta

Thursday, September 22	Day 4 Session	Item	Location
7:30 – 8:15AM	Breakfast	<i>Served (sit down) breakfast</i>	St. Charles Ballroom
8:15 – 8:45 AM	Announcements & Drawings	Amanda Johnson and Rose Clemensen, Utility Payment Conference	Astor Ballroom
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, MasterCard	
10:45 – 11:00 AM	Break		
11:00 – 11:45 PM	Lively Exchange of Current Topics Facing Today's Utilities • 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 Presentation	Amanda Johnson and Rose Clemensen, UPC 2012 Hosts	

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!