




2012 Utility Payment Conference

Agenda is subject to change

Monday, September 24	Day 1 Session	Item	Location
1:00 – 4:00 PM	Exhibitor Registration	Welcome Exhibitors! Booth Set-up	
4:00– 5:00 PM	Payments 101 – Payment Terms, Definitions & Acronyms; for new and current utility staff	Amanda Johnson, Utility Payment Conference	
3:30 – 6:30 PM	Utility Registration Welcome Reception & Exhibit Booth Visits	Name tags compliments of  Lanyards compliments of 	

Tuesday, September 25	Day 2 Session	Item	Location
7:30 – 8:15 AM	Registration	Continental Breakfast Cyber Café 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 San Diego	TBA	
9:00 – 9:45 AM	Speaker	TBA	
9:45 – 10:45 AM	Break	Exhibit Booth Visits	
10:45 – 11:45 AM	Speaker	TBA	
11:45 – 12:30 PM	Lunch		
12:30 – 1:30 PM	Exhibit Hall Open	Visit booths and get your prize drawing card signed	
1:30 – 2:30 PM	Speaker	TBA	
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	
3:45 – 5:00 PM	Utility Only Session 1	Amanda Johnson and Rose Clemensen, Utility Payment Conference	
5:00 PM	Enjoy San Diego!		

A special thank you is extended to our sponsors and exhibitors. Their participation helps us provide you with an affordable and rewarding conference experience.



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Wednesday, September 26	Day 3 Session	Item	Location
7:30 – 8:15 AM	Continental Breakfast	Cyber Café is compliments of 	
8:15 – 8:45 AM	Welcome Back! Overview and drawings	Amanda Johnson and Rose Clemensen, Utility Payment Conference	
8:45 – 10:15 AM	Speaker	TBA	
10:15 – 11:00 AM	Break Vendor Exhibits	Visit Vendor Booths	
11:00– 12:00 AM	Emerging payment trends, Rules and Regulations	Richard Fraher , V.P. and Counsel, Federal Reserve System Retail Payments Office (RPO)	
12:00 – 1:00 PM	Lunch		
1:00 – 2: PM	Vendor Exhibits	Last chance – Exhibits close (Exhibit breakdown)	
2:00 – 2:45 PM	Announcements & Drawings	Amanda Johnson and Rose Clemensen, Utility Payment Conference	
2:45 – 3:45 PM			
3:45 – 5:00 PM	Utility Only Session 2; Outsourcing vs. In-house Payment Processing Key issues	Moderators: Amanda Johnson and Rose Clemensen, Utility Payment Conference	
5:15 – 9:00 PM	Conference Evening Event	TBA	

Thursday, September 27	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	Speaker	TBA	
9:45 – 10:45 AM	Speaker	TBA	
10:45 – 11:00 AM	Break		
11:00 – 11:45 PM	Lively Exchange of Current Topics Facing Today's Utilities	Utility and Vendor Open Forum Discussion Moderated by: Amanda Johnson and Rose Clemensen, Utility Payment Conference	
11:45 – 12:00 PM	Closing Comments 2013 Conference Presentation	Rose Clemensen and Amanda Johnson, UPC 2013 Hosts	