UTILITY BILLING AND PAYMENTS CONFERENCE 2020

August 26-27, 2020
Online | Central Time

EUCI is pleased to offer this virtual event on its online interactive platform. Enjoy a valuable learning experience with a smaller impact on your time and budget. You will gain new knowledge, skills, and hands-on experience from the convenience of your remote location.

RELATED EVENT:
TRANSFORMING YOUR CUSTOMER PLATFORM & EXPERIENCE: THE CRM/CIS EVOLUTION
August 25, 2020 | Online
OVERVIEW

The coronavirus outbreak has caused far-reaching concern and economic hardship for consumers, businesses and communities across the globe. As a direct result of the pandemic, utilities need to be aware of the long-term impact of changing economics on their financials and manage their credit risk carefully. Most customers only think of their utility when they submit a payment, and that means billing and payment interactions can quite literally define the utility customer experience. With payment offices closed and many customers staying at home, digital channels like mobile payments became even more important than before.

Utilities can improve cash flow by continually adapting to the changing communication needs of customers and perhaps offer special support programs, new payment plans, and tariff adjustments. Utilities need to continue to acknowledge their customers with targeted communications and solutions. This online conference brings together utility and industry experts who must interact daily with customers, the billing process and payment systems during these difficult times.

LEARNING OUTCOMES

- Review lessons learned from the pandemic and programs that utilities have implemented
- Explain how to leverage technology across the company to increase operational efficiency and lower costs
- Discuss how to improve collections, reduce bad debt and enhance customer engagement
- Address what utilities in North America are doing to bill their complex accounts
- Explain how utilities can create great workplaces that maximize your team’s engagement and potential
- Discuss how to leverage new billing channels to improve customer communications
- Create data governance strategies to improve the billing and payments process

WHO SHOULD ATTEND

This conference was developed for those working or specializing in the following areas:
- Retail mass market, commercial, and industrial customer billing
- Wholesale billing
- Electronic billing presentment and payment (EBPP)
- Revenue management
- Analytics
- Customer service
- Strategy and planning
- Web services
- Finance
- Communications
- E-business strategy
- Business planning
- Information systems
- Community service and development
- Pricing
- AMI
AGENDA

WEDNESDAY, AUGUST 26, 2020 - CENTRAL TIME

8:45 – 9:00 am  Log In

9:00 – 9:15 am  Opening Announcements

9:15 – 10:00 am  Setting the Stage – Trends in Utility Billing/Payments
This session will set the context, themes, and participatory discussion tone for the conference. Conference chair, Jon Brock will present current trends in the market as it relates to Billing and Payments in the utility industry from recent survey data. Mr. Brock will also talk about how utilities can engage customers and managing credit risk during the pandemic. Attendees will be invited to provide input regarding key discussion interests to highlight throughout the conference sessions.

Jon Brock, President, Desert Sky Group, LLC

10:00 – 10:05 am  Short Break

10:05 – 10:50 am  Improving Payments Through Voice Enabled Devices
AEP is among the first electric companies in the United States to give customers the opportunity to view their account balance, pay their bill, check their energy usage, and get outage status information through Amazon Alexa and Google Assistant voice enabled devices. In this case study, you will hear how AEP researched customer goals and behaviors, focused on a prioritized set of features, crafted two-way conversations, and launched this new channel to its customers.

Eric Davis, Digital & User Experience Manager, American Electric Power (AEP)

10:50 – 11:00 am  Short Break

11:00 am – 11:45 am  How Billing and Payments Can Make or Break the Utility Customer Experience
For many customers, their only interaction with their electric or gas utility is during billing and payment; it is critical to get those interactions right because they often define the customer experience. Enhancing the customer bill and payment experience may seem like a simple proposition, but utilities often encounter challenges when they forget to include customers in the process. Join us to learn how E Source approaches bill and payment initiatives, get best practices for integrating the customer into your strategy, and learn what is working to improve the customer experience for other utilities.

Melanie Wemple, Managing Director, E Source

11:45 – 11:50 am  Short Break

11:50 am – 12:30 pm  The Benefits of Innovative Pre-Payment Programs
In this session, Sheila Pressley will share how JEA’s more than 20,000 prepay customers consume between 8%-10% less (weather normalized and excluding disconnection periods) than post-paid customers. The energy savings result when customer leverage next-day consumption/cost data to make meaningful changes to control their utility consumption thereby improving collections at the same time. Ms. Pressley will also provide updates on JEA’s COVID related servicing accommodations. These changes in customer behavior from the pandemic as well as the utility’s response were enlightening to JEA.

Sheila Pressley, Director, Customer Revenue Services, JEA

12:30 – 1:15 pm  Lunch Break
AGENDA

WEDNESDAY, AUGUST 26, 2020 - CENTRAL TIME (CONTINUED)

1:15 – 2:00 pm  Evolution of Payments
Worldpay from FIS Global has brought an evolved payments ecology to the utility landscape. In this session, learn how Washington Gas was able to bring the latest payment technology to the customer experience, addressing the needs of the customer, while at the same time increasing operational efficiency and lowering costs.

Anthony Murdock, Director, Customer Billing and Revenue Assurance, Washington Gas
Scott Kimsey, Group Manager, Enterprise & Emerging Acceptance, Worldpay
Ali Saberi, CTO, Utilli, LLC.

2:00 – 2:05 pm  Short Break

2:05 – 2:50 pm  Creating Data Governance Strategies for Your Billing & Payments Process
States are coming out with new laws governing what our utility customers can request we do (or do not do) with their data. In this session, attendees will learn why having a strong Data Governance strategy in place can make adjusting to these new regulations easier, as well as ensuring your business is working proactively instead of reactively.

Liz Thomson, Manager, Process Improvement, Billing, & Quality Control Compliance, Dominion Energy

2:50 – 3:00 pm  Short Break

3:00 – 3:45 pm  Successfully Managing In-house Billing Operations and More
This presentation will cover proven methods to successfully developing world-class in-house operations – whether it’s Billing, Credit, Customer Service, or any other function. Ten important keys to success will be covered: great management, maximizing your most important resource – people, working with business partners, measuring performance, justifying resources, marketing your services, commitment to quality, redundancy/back-up, continuous learning & improvement, and the 3 “Ps” approach to world class operations. Also included will be lessons learned from the pandemic. Proven and practical techniques from successful in-house operations will be shared.

Wes Friesen, President, Solomon Training & Development (ret’d Manager, Portland General Electric)

3:45 – 3:50 pm  Short Break

3:50 – 4:30 pm  Best Practices in Billing/Payments: A Roundtable Discussion
This roundtable discussion will feature utility and industry experts discussing what is being done or considered to improve billing and payments. This interactive panel will respond to inquiries from the moderator and audience on how to help streamline the billing/payment process. This session also gives attendees the opportunity to brainstorm new ideas to develop new customer and billing initiatives at their utilities.

Moderator: Jon Brock, President, Desert Sky Group, LLC
Panelists:
Linda Tiarks, Customer Information Supervisor, Tucson Electric Power (TEP)
Mark McCarthy, Managing Director, MUFG
James W. Hylton, Jr., Analyst, Georgia Power
Scott Kimsey, Group Manager, Enterprise & Emerging Acceptance, Worldpay
John Boland, President and CEO, Level One

REGISTER TODAY! CALL 303-770-8800 OR VISIT WWW.EUCI.COM
THURSDAY, AUGUST 27, 2020 - CENTRAL TIME

8:45 – 9:00 am   Log In

9:00 – 9:45 am   Tucson Electric Powers New Bill Redesign Project
By analyzing research, TEP identified an area for improvement that would benefit the customers. As a company, we engaged business unit teams to create ‘their own’ type of bill based on best practice from Chartwell research. Then we collected information from customers on their likes and dislikes about the bill samples and used that input to create the new bill. The use of gamification added an innovative element to keep employees engaged during the process and have fun learning key points of information about the bill. We defined metrics and tracked data – and increased J.D. Power Customer Satisfaction Scores after the implementation. Our cross-functional effort was comprehensive, collaborative, and leveraged technology to reduce costs and improve the customer experience.
Linda Tiarks, Customer Information Supervisor, Tucson Electric Power (TEP)

9:45 – 9:50 am   Short Break

9:50 – 10:30 am  Georgia Power’s Payment Strategy
In December 2019, the Georgia Public Service Commission ruled in favor of allowing Georgia Power to remove all payment fees for their customers. Customers do not understand why utilities charge fees and Georgia Power has addressed this issue by eliminating them altogether. The driving force behind this change is increased customer satisfaction due to the ease and variety of available payment options. This change is quite timely due to the economic effects of COVID-19. In this session, Jim Hylton will share the following insights of no fees at Georgia Power:
• Research
• Planning
• Implementation
James W. Hylton, Jr., Analyst, Georgia Power

10:30 – 10:35 am  Short Break

10:35 – 11:10 am  Working Cooperatively Within the Credit Community
In this presentation, Buddy Flake will share some of the new tools the company is using to create win/win scenarios for both the utility and the customer. Working cooperatively within the credit community and utilizing the best available credit tools yields better customer service and increases revenue.
Buddy Flake, Credit Manager, Public Service North Carolina

11:10 – 11:15 am  Short Break

11:15 am – 12:00 pm  Improving Customer Experience with Genuine Customer Centricity
Total quality, customer satisfaction, customer experience…. These are just a few cross-industry labels for efforts to evolve to a more customer focused business. From low income to large industrial customers, these efforts have all aspired to drive satisfaction, improve loyalty, improve payments and engage customers in new and creative ways. Is Customer Centricity just a new flavor in this long line of craftly branded efforts or is it the last frontier for developing meaningful and sustainable customer relationships.
Pat Ricks, Senior Manager, Customer Experience, Entergy

12:00 pm  Conference Concludes

REGISTER TODAY! CALL 303-770-8800 OR VISIT WWW.EUCI.COM
INSTRUCTIONAL METHODS

Case Studies, Panel Discussions and PowerPoint presentations.

REQUIREMENTS FOR SUCCESSFUL COMPLETION

Participants must log in/out each day and be in attendance for the entirety of the conference to be eligible for continuing education credit.

IACET CREDITS

EUCI has been accredited as an Authorized Provider by the International Association for Continuing Education and Training (IACET). In obtaining this accreditation, EUCI has demonstrated that it complies with the ANSI/IACET Standard which is recognized internationally as a standard of good practice. As a result of their Authorized Provider status, EUCI is authorized to offer IACET CEUs for its programs that qualify under the ANSI/IACET Standard.

EUCI is authorized by IACET to offer 1.0 CEUs for the conference.

ONLINE COURSE DELIVERY & PARTICIPATION DETAILS

We will be using Microsoft Teams to facilitate your participation in the upcoming event. You do not need to have an existing Teams account in order to participate in the broadcast – the course will play in your browser and you will have the option of using a microphone to speak with the room and ask questions, or type any questions in via the chat window and our on-line administrator will relay your question to the instructor.

• You will need to join the appropriate meeting at the appropriate time.
• You will receive a meeting invitation will include a link to join the meeting.
• Separate meeting invitations will be sent for the morning and afternoon sessions of the course.
  o You will need to join the appropriate meeting at the appropriate time.
• If you are using a microphone, please ensure that it is muted until such time as you need to ask a question.
• The remote meeting connection will be open approximately 30 minutes before the start of the course. We encourage you to connect as early as possible in case you experience any unforeseen problems.

“Excellent content and relatable examples!”
Retail Billing & System Team Leader, Nebraska Public Power District

“Things are evolving fast in how people do business in so many types of business. The EUCI Billing and Payment Conference is a chance for utilities to explore how to keep up with the trends in our unique space.”
Business Development Manager, Puget Sound Energy
**BUNDLE PRICE:** TRANSFORMING YOUR CUSTOMER PLATFORM & EXPERIENCE: THE CRM/CIS EVOLUTION AND UTILITY BILLING AND PAYMENTS CONFERENCE 2020  
AUGUST 25-27, 2020: US $1795 (Single Connection)

**PACK OF 5 CONNECTIONS:** US $8,075  
**PACK OF 10 CONNECTIONS:** US $13,465

**UTILITY BILLING AND PAYMENTS CONFERENCE 2020 COURSE ONLY:**  
AUGUST 26-27, 2020: US $1195 (Single Connection)

**PACK OF 5 CONNECTIONS:** US $5,375  
**PACK OF 10 CONNECTIONS:** US $8,965

For volume discounts call +1.303.770.8800 for quote

* all other discounts do not apply to license packs

---

**How did you hear about this event?** (direct e-mail, colleague, speaker(s), etc.)

---

**Print Name**

---

**Job Title**

---

**Company**

---

**Address**

---

**City**

---

**State/Province**

---

**Zip/Postal Code**

---

**Country**

---

**Phone**

---

**Email**

---

**CREDIT CARD INFORMATION**

---

**Name on Card**

---

**Billing Address**

---

**Account Number**

---

**Billing City**

---

**Billing State**

---

**Exp. Date**

---

**Security Code (last 3 digits on the back of Visa and MC or 4 digits on front of AmEx)**

---

**Billing Zip Code/Postal Code**

---

**OR**

Enclosed is a check for $ ______________________ to cover ____________________ registrations.

---

**Substitutions & Cancellations**

Your registration may be transferred to a member of your organization up to 24 hours in advance of the event. Cancellations must be received on or before July 24, 2020 in order to be refunded and will be subject to a US $195.00 processing fee per registrant. No refunds will be made after this date. Cancellations received after this date will create a credit of the tuition (less processing fee) good toward any other EUCI event. This credit will be good for six months from the cancellation date. In the event of non-attendance, all registration fees will be forfeited. In case of course cancellation, EUCI’s liability is limited to refund of the event registration fee only. For more information regarding administrative policies, such as complaints and refunds, please contact our offices at 303-770-8800.

EUCI reserves the right to alter this program without prior notice.