

IGFOA Professional Education Committee presents the
UTILITY BILLING SEMINAR
JUNE 13, 2018
8:30 AM – 4:00 PM

AGENDA

- 8:30 – 8:50 AM **Check-in and Networking**
- 8:50 – 9:00 AM **Welcome and Introductions**
- 9:00 – 10:00 AM **New Generation of Consumers**
Explore how Millennials and Generation Z are impacting the customer service environment. Learn how customer service expectations differ from one generation to the next and how you can best respond.
- Speaker: Dave Brady, Manager - Public Sector, Sebis Direct Inc.***
- Learning Objectives:** *Participants completing this session will be able to:*
- Obtain an understanding of the cultural differences between various age groups such as Millennials and Generation Z.
 - Understand how various age groups are impacting customer service requirements.
 - Build communication techniques and tools to respond effectively.
- 10:00 – 10:15 AM **Break**
- 10:15 AM – 12:00 PM **Customer Service in Action**
Learn how to build customer satisfaction by improving communication skills, decision making, complaint resolution skills and organization.
- Speaker: Kelly Saunders, Chief Financial Officer, North Park Public Water District***
- Learning Objectives:** *Participants completing this session will be able to:*
- Learn fundamental skills of customer service.
 - Acquire effective strategies for dealing with difficult customers.
 - Be better prepared to advise your customers.
 - Build customer satisfaction by improving communication skills and decision making.
 - Be better prepared to resolve customer complaints.
- 12:00 – 1:00 PM **Networking Lunch**
- 1:00 – 2:15 PM **The Future of Payment Collections**
The utility billing payment industry is rapidly changing as new payment options enter the market and others increase in popularity. Explore the payment environment and options that exist today and what the environment could look like in a few years.
- Speaker: Mark Petrovich, Senior Project Manager, Automated Merchants Systems Inc***
- Learning Objectives:** *Participants completing this session will be able to:*
- Gain an understanding how the payment environment is rapidly changing.
 - Discover what payment options exist to meet customer's changing preferences.
 - Identify pros and cons of various payment service offerings.
 - Be better prepared to collect payments from your customers.

IGFOA reserves the right to modify the agenda, sessions, and speakers

2:15 – 2:30 PM

Break

2:30 – 4:00 PM

Legal Aspects of Utility Billing

An attorney well versed in Utility Billing legal issues will address common questions and concerns including, bankruptcy/foreclosure, liens, shut-offs, collections, payment plans, service/fee adjustments and notices. If you and your community have legal questions, this is an excellent opportunity to have them answered.

Speaker: Patricia Cross, Assistant Corporation Counsel, Village of Hoffman Estates

Learning Objectives: *Participants completing this session will be able to:*

- Learn about the legal issues encountered during the utility billing process, including but not limited to bankruptcy/foreclosure, liens, shut-offs, collections, payment plans, service/fee adjustments and notices.
- Ways to improve your policies and procedures as well as ordinances pertaining to utility billing and collection.
- Legal opportunities that exist to aid in collection.
- Limitations or barriers to shut off water service.
- Legal pitfalls to avoid.

4:00 PM

Closing Remarks

Many thanks to Allen Altic, Assistant Finance Director, Village of Bloomingdale from the IGFOA Professional Education Committee for planning and coordinating the 2018 Utility Billing Seminar!