

UTILITY BILLING SEMINAR
Detailed Agenda
August 22, 2008

Time

9:30 a.m. – 9:35 a.m.	Welcome, Introductions
9:35 a.m. – 10:30 a.m.	Topic discussion
10:30 a.m. – 10:45 a.m.	Break
10:45 a.m. – 11:00 a.m.	Topic discussion
11:00 a.m. – 12:00 p.m.	Processing payments, what's new? Collections?
12:00 p.m. – 1:00 p.m.	Lunch
1:00 p.m. – 2:00 p.m.	Topics discussion
2:00 p.m. – 2:30 p.m.	Review the day's concepts

Topics

Meter Reading Problems
Dealing with conflict
Billing Adjustments
Billing Periods
Final Bills
Collections
Service Termination
Miscellaneous Topics
Bankruptcy
Audit Reports