

IGFOA Utility Billing Regional Seminar

June 21, 2017

Regional Sites Throughout Illinois

8:30 AM – 4:00 PM

AGENDA

- 8:30 – 8:50 AM **Registration/Networking**
- 8:50 – 9:00 AM **Welcome/Introductions**
- 9:00 – 10:15 AM **Water Meters – Customer Frequently Asked Questions and How We Should Respond**
An experienced panel will discuss common water meter questions and concerns from customers and provide suggestions for appropriate customer service responses. The panel will also explore top meter technology trends that may assist in better serving customers.
Speakers: Danielle Melone, Senior Account Executive, Siemens Industry LLC
Lily Vazquez, Asst. Finance Director, Elk Grove Village
- 10:15 – 10:30 AM **Break**
- 10:30 – Noon **Best Practices, Policies and Procedures in Utility Billing**
Utility Billing colleagues will share best practices, policies, and procedures in utility billing. Examples of topics to be discussed include shutoffs, account adjustments, payment plans, escalated customer complaints, and write-offs.
Speakers: Lily Vazquez, Asst. Finance Director, Elk Grove Village
Christine Cates, Customer Service Representative, City of Aurora
Randi Haley, Utility Billing & Customer Service Manager, City of Moline
- Noon – 1:00 PM **Networking Lunch**
- 1:00 – 2:15 PM **If I Only Knew Then What I Know Now**
Representatives of highly regarded utility billing departments will share what they wish they would have known when starting out in Utility Billing. The panel will reveal lessons learned through trial and error as well as changes implemented in response to those lessons.
Speakers: Lily Vazquez, Asst. Finance Director, Elk Grove Village
Christine Cates, Customer Service Representative, City of Aurora
Randi Haley, Utility Billing & Customer Service Manager, City of Moline
- 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 and notices. This is an excellent opportunity to have your legal questions answered.
Speaker: Blanca Dominguez, Asst. Corporate Counsel, City of Aurora