IGFOA Utility Billing Seminar
June 16, 2022
NIU Naperville, 1120 E. Diehl Rd., Naperville, IL 60563

AGENDA

8:00 – 8:25 AM   **Check-in and Networking**

8:25 – 8:30 AM   **Welcome and Introductions**
Laurel Warren, Fiscal Operations Manager, Village of Hoffman Estates
Bethany Meger, Assistant Finance Director, Wheaton Park District

8:30 – 9:45 AM   **Emotional Intelligence for Better Service and a Better You!**
Speaker: Jeremy Andrykowski, Director of Operations, *Oak Park Public Library*

Session Description: Do you want to improve your experience at work while improving your customer service? Emotional Intelligence (EI) can make a positive difference in your life and in the lives of others that you interact with. Gain fun insights and learn practical tools on this fascinating and impactful topic, which is presented by an accredited EI Practitioner. Take away valuable tips and techniques that can be used immediately to improve your customer's experience at work and to live an overall better life. This session will be part presentation/part workshop, so come ready to participate, learn and share!

Learning Objectives: *Participants completing this session will be able to:*
- Understand what emotional intelligence is and what it is not;
- Take away practical tips, strategies, and tactics to improve your interactions with customers; and
- Learn how emotional intelligence can make a difference in your life.

CPE: About 1.5 hours **Field of Study:** Personal Development – Non-Technical **Level:** Overview

9:45 – 10:00 AM   **Break**

10:00 – 11:00 AM   **Successfully Navigating a Utility Billing System Implementation**
Speaker: **Kevin Schafer,** Senior Account Executive, *BS&A Software*

Session Description: This session will explore how to achieve a successful utility billing system implementation. Attendees will learn what to expect, how to best prepare, and common mistakes that can lead to undesirable outcomes.

Learning Objectives: *Participants completing this session will be able to:*
- Understand the overall process of a utility billing implementation;
- Learn what to expect and how to best prepare for your implementation; and
- Recognize and avoid common pitfalls that can delay or derail an implementation.

CPE: About 1.0 hours **Field of Study:** Information Technology –Technical **Level:** Overview

11:00 AM – 12:00 PM **Legal Aspects of Utility Billing - Part 1**
Speaker: **James V. Ferolo,** Shareholder and Director, *Klein, Thorpe & Jenkins*

Session Description: If you have utility billing legal questions, we have answers. An attorney with extensive knowledge in local government Utility Billing legal affairs will address common legal concerns encountered by utility providers. Topics to be covered include bankruptcy, Red Flag Rules, tenant/landlord responsibilities, and collections.

Learning Objectives: *Participants completing this session will be able to:*
- Avoid legal pitfalls;
- Avoid getting in the middle of tenant/landlord disputes;
- Explore the legal opportunities available to improve collection efforts;
- Understand methods to improve policies, procedures, and ordinances as it relates to utility billing and collection;
- Understand responsibilities under the Red Flag Rules; and
- Learn about common legal issues encountered during the utility billing process, including bankruptcy, collection, tenant/landlord rights, and utility accountholder identity verification and protection.

CPE: About 1.0 hours **Field of Study:** Business Law – Technical **Level:** Overview

12:00 – 12:45 PM **Networking Lunch**

12:45 – 1:45 PM **Legal Aspects of Utility Billing - Part 2**
Speaker: **James V. Ferolo,** Shareholder and Director, *Klein, Thorpe & Jenkins*

CPE: About 1.0 hours **Field of Study:** Business Law – Technical **Level:** Overview

1:45 – 2:00 PM **Break**

2:00 – 3:00 PM **Cybersecurity -- What You Need to Know and Why**
Speaker: **Phillip Long, CRISC, CISA, CISM, CRMA, CIA,** Principal, *Plante Moran*

Session Description: This session will present an overview of cybersecurity risks and threats, discuss the most common cyber-attack vectors, explain how, if left unmanaged, these risks and threats could put organizations and constituents at risk, and describe their potential impact or outcomes. Participants will learn about proper cyber hygiene and cybersecurity best practices that help to strengthen cybersecurity defenses and mitigate potential risks. Lastly, this session will cover emerging and existential cyber threats and discuss actions that an organization should consider undertaking to shore up cyber defense.

Learning Objectives: *Participants completing this session will be able to:*
- Gain a basic understanding of cybersecurity risks and threats;
- Identify the most common cybersecurity attack vectors, such as malware attacks, phishing, and ransomware that are pervasive in today's internet-based economy;

- Understand the impact of cyber-attacks and incidents on an organization;
- Become aware of emerging and existential cyber threats;
- Adopt cybersecurity best practices to help protect sensitive and confidential information; and
- Practice good cyber hygiene when conducting daily activities to reduce the likelihood of encountering a cyber incident.

CPE: About 1.0 hours **Field of Study:** Information Technology –Technical **Level:** Overview

3:00 PM   **Closing Remarks**
Laurel Warren, Fiscal Operations Manager, Village of Hoffman Estates
Bethany Meger, Assistant Finance Director, Wheaton Park District