

IGFOA Professional Education Committee Utility Billing Team presents:

Utility Billing Seminar

June 15, 2023

NIU Naperville, 1120 E. Diehl Rd., Naperville, IL 60563

AGENDA

- 8:30 – 8:50 AM** **Check-in, Networking & Coffee**
- 8:50 – 9:00 AM** **Welcome and Introductions**
- 9:00 – 10:15 AM** **Citizens Response to Active Shooter/Violent Incidents Events – Part 1**
Speakers: Sergeant Steven Formenti, Will County Sheriff's Department
Deputy Jeff Jerz, Will County Sheriff's Department

Recent national tragedies remind us that the risk is real; an active shooter incident can happen in any place at any time. Mass shootings start and end very quickly; first responders often cannot get to a scene in time. Sixty-three percent of active shooter events are concluded by the 15-minute mark, either by police action or by suspect suicide. The best ways to make sure you and your loved ones stay safe are to prepare ahead of time and be ready. Taking a few steps now and mentally rehearsing what to do can help you react quickly when every second counts.

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

- Discuss statistics as they relate to active shooter events as well as other incidents that are causing mass casualties;
- Understand why advance preparation is essential;
- Develop a survival mindset; and
- Learn options on how to respond during an active shooter incident.

- 10:15 – 10:30 AM** **Break**
- 10:30 – 11:20 AM** **Citizens Response to Active Shooter/Violent Incidents Events – Part 2**
Speakers: Sergeant Steven Formenti, Will County Sheriff's Department
Deputy Jeff Jerz, Will County Sheriff's Department

CPE: About 2.5 hours **Field of Study:** Personal Development – Non-Technical and Personnel/Human Resources – Non-Technical **Level:** Overview

- 11:20 AM – 12:10 PM** **Drive Efficiency with Technology**
Speaker: Jennifer Kidd, Director of Product Strategy, Tyler Technologies, Inc.

Learn how a full customer service platform for utility billing can increase staff efficiency and empower citizens. Participants will walk through how smart meter portals enable citizens to answer their own billing questions by providing on-demand access to their consumption data, thereby reducing questions to utility billing staff. The session will also review how offering a prepaid solution can help meet your citizens' needs.

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

- Learn how advanced technology delivers valuable capabilities to utility billing staff that drive cost savings and improve operational efficiency;
- Understand the benefits of a prepaid solution including how to keep bad debt from accumulating and how it helps staff and citizens; and
- Discover how advanced technology can help provide a better customer experience.

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

12:10 – 1:00 PM **Networking Lunch**

1:00 – 2:00 PM **Fraud in Local Government**

Speaker: Debbie Wilburn, Consulting Controller, Director,
CliftonLarsonAllen LLP

Local governments are major targets for internal and external fraud schemes. Some of the recent local government frauds involve utility departments, which often have limited oversight and scarce resources. Learn some of the most common types of schemes that occur at the local level and steps that can be taken to prevent them. Participants will examine real life examples of fraud schemes committed against utility departments.

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

- Understand the characteristics that make local government utility department attractive targets for fraud;
- Recognize areas fraud could happen in utility departments;
- Review methodologies for detecting fraud in utility departments; and
- Design internal controls to help prevent and detect fraud in local government utility departments.

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

2:00 – 3:15 PM **Legal Aspects of Utility Billing – Part 1**

Speaker: Mallory Milluzzi, *Klein, Thorpe & Jenkins*

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;

