

**Illinois Government Finance Officers Association  
UTILITY BILLING SEMINAR  
June 20, 2024**

**AGENDA**

<b>8:30 – 8:50 AM</b>	<b>Check-in, Networking &amp; Coffee</b>	<i>NIU Naperville 1120 E Diehl Road Naperville, IL 60563</i>
<b>8:50 - 9:00 AM</b>	<b>Welcome &amp; Introductions</b>	<b>Reese Weigle, Plante Moran. PEC Utility Billing Team Leader</b>
<b>9:00 – 10:15 AM</b>	<b>Elevating Customer Experience through Communication Mastery</b>	<b>Maria de Lourdes Coss, MPA, CPPO, M.L. Coss and Associates, LLC</b>
<b>10:15 – 10:30 AM</b>	<b>Break</b>	
<b>10:30 -11:20 AM</b>	<b>Roundtable: Best Practices in Payment Collection</b>	<b>Susana Arroyo, Village of Hoffman Estates Daren Clary, Village of Woodridge Tricia Jensen, Village of Hoffman Estates Rachel Musiala, Village of Hoffman Estates</b>
<b>11:20 AM – 12:10 PM</b>	<b>Cybersecurity: Control What You Can and Prepare For What You Can't</b>	<b>Furney "Alex" Brown, CPA, Plante Moran</b>
<b>12:10 – 1:00 PM</b>	<b>Networking Lunch</b>	
<b>1:00 – 2:00 PM</b>	<b>Roundtable: First Amendment Audits, Fraud, Ethical Decision Making</b>	<b>Susana Arroyo, Village of Hoffman Estates Daren Clary, Village of Woodridge Tricia Jensen, Village of Hoffman Estates Rachel Musiala, Village of Hoffman Estates</b>
<b>2:00 – 3:15 PM</b>	<b>Understanding Utility Billing and Legal Compliance</b>	<b>Mallory Milluzzi, Klein, Thorpe, and Jenkins, Ltd.</b>
<b>3:15 – 3:30 PM</b>	<b>Break</b>	
<b>3:30- 4:00 PM</b>	<b>Understanding Utility Billing and Legal Compliance - <i>Continued</i></b>	<b>Mallory Milluzzi, Klein, Thorpe, and Jenkins, Ltd.</b>
<b>4:00 PM</b>	<b>Closing Remarks</b>	<b>Reese Weigle, Plante Moran. PEC Utility Billing Team Leader</b>

***IGFOA reserves the right to modify the agenda and/or speakers, cancel the training due to low enrollment, or to close registration if full.***