

**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</b> , <i>Plante Moran. PEC Utility Billing Team Leader</i>
<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</b> , <i>Village of Hoffman Estates</i> <b>Daren Clary</b> , <i>Village of Woodridge</i> <b>Tricia Jensen</b> , <i>Village of Hoffman Estates</i> <b>Rachel Musiala</b> , <i>Village of Hoffman Estates</i>
<b>11:20 AM – 12:10 PM</b>	<b>Cybersecurity: Control What You Can and Prepare For What You Can't</b>	<b>Allen Allos</b> , <i>Plante Moran</i> <b>Furney "Alex" Brown, CPA</b> , <i>Plante Moran</i>
<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</b> , <i>Village of Hoffman Estates</i> <b>Daren Clary</b> , <i>Village of Woodridge</i> <b>Tricia Jensen</b> , <i>Village of Hoffman Estates</i> <b>Rachel Musiala</b> , <i>Village of Hoffman Estates</i>
<b>2:00 – 3:15 PM</b>	<b>Understanding Utility Billing and Legal Compliance</b>	<b>Mallory Milluzzi</b> , <i>Klein, Thorpe, and Jenkins, Ltd.</i>
<b>3:15 – 3:30 PM</b>	<b>Break</b>	
<b>3:30- 4:00 PM</b>	<b>Understanding Utility Billing and Legal Compliance - Continued</b>	<b>Mallory Milluzzi</b> , <i>Klein, Thorpe, and Jenkins, Ltd.</i>
<b>4:00 PM</b>	<b>Closing Remarks</b>	<b>Reese Weigle</b> , <i>Plante Moran. PEC Utility Billing Team Leader</i>

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