

Agenda in development. Check back soon!



Educating and Empowering  
Utility Industry Leaders



Conferences  
By  
**MONTICELLO**

## **2024 Annual Utilities Meter to Cash Conference**

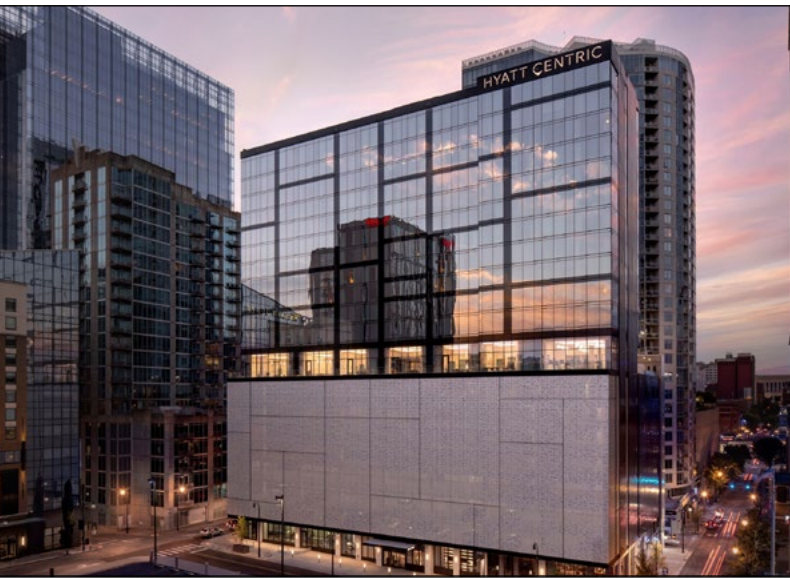
October 9–11, 2024  
Hyatt Centric Downtown Nashville  
Nashville, TN

Conference Brochure

# 2024

## ANNUAL UTILITIES METER TO CASH CONFERENCE

OCTOBER 9-11, 2024  
NASHVILLE, TENNESSEE



Hyatt Centric Downtown Nashville, Nashville, TN

Welcome to the **2024 Meter to Cash Conference**, hosted by Conferences By Monticello, the leading event for professionals engaged in the utility meter-to-cash process. We cordially invite vice presidents, directors, managers, supervisors, analysts, and other dedicated professionals from utility companies to participate in this pivotal gathering to advance the utility billing and collections field.

This conference is an unparalleled platform for utility industry experts, vendors, and solution providers in the sector. Your groundbreaking solutions and expertise are essential in driving the industry forward, and we eagerly anticipate your participation and contribution.

The 2024 Meter to Cash Conference takes place at The Hyatt Centric Downtown Nashville, a venue that embodies the energetic essence of Nashville, TN. Located in the city's dynamic core, the hotel is near iconic landmarks such as the Country Music Hall of Fame and the historic Ryman Auditorium, providing attendees professional growth opportunities and local culture.

We encourage attendees interested in exploring Nashville's renowned musical heritage, diverse food scene, and vibrant nightlife to arrive early. Our conference officially begins on **Wednesday, October 9, 2024, at 1:30 p.m.**, starting with the essential Utility-Only Roundtable Discussions. We recommend early registration to ensure participation.

Gear up for two intensive days of learning and networking featuring seasoned speakers from the utility sector. Engage with insightful case studies, participate in stimulating panel discussions, and connect with crucial utility meter to cash experts and other industry figures. This conference is a must-attend for those looking to acquire valuable insights, exchange best practices, and foster collaborative relationships in the exciting backdrop of Nashville, TN.

## SCHEDULE AT A GLANCE

### Wednesday October 9, 2024

1:30–4:30	Conference Registration
2:00–4:45	Moderated Roundtable Sessions (Utilities Only): Moderators: Amy Walt, Entergy; Greg Austin, Southern California Edison; Rakesh Nigam Pacific Gas & Electric
3:15–3:45	Afternoon Refreshment & Networking Break— <i>Sponsored by Symend</i>
5:15–6:45	Cocktail & Networking Reception— <i>Sponsorship Opportunity</i>

### Thursday October 10, 2024

7:30–8:30	Registration and Networking Breakfast — <i>Sponsored by Contract Callers, Inc.</i>
8:30–8:40	Conference Kick-Off and Welcome
8:40–9:30	Case Study: Amy Walt, Entergy
9:30–10:20	Case Study: Greg Austin, Southern California Edison
10:20–11:00	Morning Refreshment and Networking Break— <i>Sponsored by Symend</i>
11:00–12:00	Case Study: Patrick Kennedy, LG&E and KU
12:00–1:00	Group Luncheon— <i>Sponsorship Opportunity</i>
1:15–2:00	Case Study: National Grid (pending)
2:00–3:00	Panel Discussion: Rakesh Nigam Pacific Gas & Electric; Greg Austin, Southern California Edison; Amy Walt, Entergy
3:00–3:30	Afternoon Refreshment & Networking Break— <i>Sponsored by TransUnion</i>
3:30–4:45	Utilities Only Session: Moderator: Whitney Peck, Pacific Gas & Electric
5:15–6:45	Cocktail & Networking Reception— <i>Sponsorship Opportunity</i>

### Friday October 11, 2024

7:30–8:30	Registration and Networking Breakfast — <i>Sponsored by NRA</i>
8:30–9:15	Case Study: Jeremy Gaffney, Cox Communications
9:15–10:00	Panel Discussion: Greg Austin, Southern California Edison; Brian Fairchild, Entergy; Whitney Peck, Pacific Gas & Electric Company; Tony Flynn, NorthWestern Energy (pending)
10:00–10:30	Morning Refreshment and Networking Break— <i>Sponsored by TransUnion</i>
10:30–11:15	Case Study: NiSource (pending)
11:15–12:00	Case Study: TBA
12:00	Conference Concludes

*The Agenda is in development. Changes may occur. All speakers are confirmed, unless noted.*

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### Platinum Sponsors



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### General Sponsors



Agenda is subject to change. All speakers confirmed, unless noted.

## Agenda: Wednesday, October 9, 2024

1:30–4:30 Registration for Pre-Conference Workshop and Conference

2:00–4:45 **Pre-Conference Workshop**

Interactive  
Session

### Utility-Only Round Table Discussions

Utility company participants will have the opportunity to engage in in-depth discussions on a wide variety of topics, including:

- Billing and Payments
- Metering
- Collection Agency Management
- Trends in Payment Plans
- Digital Communication and Collection Strategies
- Open Discussion

These sessions will provide a platform for sharing insights, best practices, and innovative solutions to common challenges faced by utility companies. Join us for a collaborative and informative experience!

#### Moderators:

- Amy Walt, Vice President, Meter to Cash at Entergy

- Greg Austin, Sr. Manager Risk Management & Collections at Southern California Edison

- Rakesh Nigam, Sr Director, Credit Policy & Revenue Ops at Pacific Gas & Electric Company

3:15–3:45 Afternoon Refreshment & Networking Break—Sponsored by: **SYMEND**   
THE SCIENCE OF ENGAGEMENT™

5:15–6:45 Cocktail & Networking Reception—Sponsorship Opportunity

## Agenda: Thursday, October 10, 2024

7:30–8:30 Registration and Networking Breakfast—Hosted by: 

8:30–8:40 **Welcoming Remarks and Conference Kick-Off**

8:40–9:30 **Entergy's Billing Transformation: From 4th Quartile to 1st Quartile Excellence**

Case Study:  
Meter to  
Cash/billing  
transformation

Join us for an in-depth session on how Entergy successfully transformed its billing timeliness and accuracy, moving from the 4th Quartile to the 1st Quartile and driving a 90% improvement in delayed bills and consecutive estimates within 18 months.

Amy Walt, Vice President of Meter to Cash at Entergy, will share the company's journey in overcoming significant billing challenges after implementing Advanced Metering Infrastructure (AMI). She will discuss how previous consultant-led projects failed to deliver sustainable results and how the company shifted to a Chief Customer Organization model, moving away from a shared services approach to better align with customer needs.

Amy will detail strategies for right-sizing the organization, taking back control from outsourcers, and restructuring for long-term success and sustainability. She will introduce a new operating model utilizing LEAN tools, including a cross-functional scorecard, to drive efficiency and performance improvements. Emphasizing a servant leader culture, Amy will explain how engaging employees in problem-solving processes was critical to their success.

The session will cover how Entergy used a LEAN approach to deeply understand issues, identify root causes, and implement effective solutions. By gaining cross-functional support and alignment, the company was able to solve problems at the root cause level and ensure sustainability through targeted system improvements and ongoing structured training updates. Amy will also discuss the future direction of moving towards an Operating Company-centric model, focusing on Entergy's five operating companies' unique needs.

Attendees will gain practical insights into driving significant improvements in billing efficiency, understanding the importance of organizational structure and culture in achieving sustainable results, and strategies for engaging employees and leveraging LEAN tools for continuous improvement.

-Amy Walt, Vice President, Meter to Cash at Entergy

9:30–10:20

Case-Study:  
Meter to Cash

### **Streamlining Meter to Cash: Insights from Southern California Edison**

Greg Austin will discuss Southern California Edison's comprehensive Meter-to-Cash journey in this session, highlighting the critical elements of process management roles and responsibilities. This presentation will provide a detailed overview of the essential components added to their process management oversight and offer valuable insights for enhancing their Meter-to-Cash processes.


Greg will cover the entire process, from meter usage and invoicing (billing) to financial integration, collections, and reporting. The objective is to ensure process efficiency and effectiveness through continuous improvement, establish business principles applicable to all processes, resolve cross-functional issues, design and monitor end-to-end performance metrics, and communicate successes effectively.

A significant part of the presentation will be a review of their robust dashboard, designed to provide daily process oversight. This dashboard will offer a practical framework for anyone starting this process, giving them a significant advantage in establishing their system.

This session aims to share practical insights and strategies for optimizing the Meter-to-Cash process, guide key process elements, and demonstrate the importance of advocacy and communication in process management. Attendees will gain a deeper understanding of the Meter-to-Cash process and learn from Southern California Edison's experiences and successes.

*-Greg Austin, Sr. Manager Risk Management & Collections at Southern California Edison*

10:20–11:00

Morning Refreshment and Networking Break— **Sponsored by:** **SYMEND** 

THE SCIENCE OF ENGAGEMENT™

11:00–12:00

Case-Study:  
AMI Data  
Technology

### **Leveraging AMI Data for Enhanced Operational Technology in Meter Operations**

One persistent challenge in the Advanced Metering Infrastructure (AMI) space is effectively utilizing AMI data to enhance and refine ongoing operations both in the back office and in the field. At LKE, we have developed multiple tools to monitor metering data actively for our AMI network. These tools enable the meter operations group to identify data flow breakdowns between systems, improving recovery speed and minimizing the impact on business operations.

Our approach leverages data flow to create alerts when data is not received or processed promptly. Thus, we minimize impacts on billing determinants and enhance the customer experience reliant on timely interval data.

Additionally, we have addressed high-priority alerts, such as high-temperature events, typically reported on a lagging basis, making it challenging to predict daily volumes using only historical data. We can now forecast future occurrences by combining data science techniques with historical high-temperature events with weather and meter population data. This enhancement allows field forces to manage workloads more effectively, addressing these high-priority issues proactively.

Patrick Kennedy will delve into the background of these challenges and demonstrate how utilities can use existing tools to build capabilities for effective AMI operations management. Join us to explore these innovative solutions and improve your utility's operational efficiency.

*-Patrick Kennedy, Manager Meter Operations Center at LG&E and KU Energy*

12:00–1:00

**Group Luncheon—Sponsorship Opportunity**

1:15–2:00

**Speaker and topic TBA** (National Grid pending)

Case-Study:

2:00–3:00

### **Panel Discussion on Meter to Cash Topics**


Panel  
Discussion:

#### Panelists:

*-Amy Walt, Vice President, Meter to Cash at Entergy*

*-Greg Austin, Sr. Manager Risk Management & Collections at Southern California Edison*

*-Rakesh Nigam, Sr Director, Credit Policy & Revenue Ops at Pacific Gas & Electric Company*

- 3:00–3:30 Afternoon Refreshment & Networking Break— **Sponsored by:**  **TransUnion.**
- 3:30–4:45 **Utilities Only Session: open discussion on Meter to Cash topics, including credit, collections, debt recovery and account management**
- Utility  
Companies  
Only: open  
discussion
- Discussion will include best practices and solutions for achieving process and performance improvement. Utilities will have an opportunity to submit questions and topics for open discussion.
- Session Moderators:
- *Whitnay Peck, Senior Manager, Credit Policy & Strategy at Pacific Gas & Electric Company*
  - *Tony Flynn, Supervisor - Credit and Collections at NorthWestern Energy (pending)*
- 5:15–6:45 Cocktail & Networking Reception—*Sponsorship Opportunity*

## Agenda: Friday, October 11, 2024

7:30–8:30

Registration and Networking Breakfast—Hosted by:



8:30–9:15

### **Establishing an Effective Audit Program – Inspect What You Expect**

Case-Study:  
collection  
agency audits

Ensuring the efficiency and compliance of various processes is critical to successful organizations. With the mass quantity of information and transactions that our organizations process daily, there is a severe risk of data loss, regulatory infractions, and the loss of our brand reputation when we don't perform effectively. The question, therefore, becomes, "How do we know that we are operating effectively and within compliance of our obligations?"

This session will focus on best practices for creating and conducting comprehensive audits of vendor collection agencies and internal audits (for all organizations) to optimize performance, ensure regulatory compliance, and enhance customer satisfaction.

Join Jeremy Gaffney for a deep dive into the importance of auditing. He will explore the complexities of setting up an audit program, ensuring compliance with requirements, protecting customer rights and data, and enhancing agency performance and accountability. He will cover the critical components of a successful audit program with examples of various audit activities. These include, but are not limited to, contract review and compliance, documentation development, and financial reconciliation.

Learn how to develop an effective audit plan by identifying objectives and scope, scheduling audits, and assembling the right team. We will guide you through the audit process, from reviewing agency policies and procedures to sampling and testing activities.

Discover the crucial steps for post-audit actions, including reporting findings, developing corrective action plans, and implementing continuous monitoring. The session will also feature best practices, highlighting success stories, common pitfalls, and innovative techniques for effective audits.

*- Jeremy Gaffney, Vendor Management, Manager of Agency Receivables Management at Cox Communications*

9:15–10:00

### **Panel Discussion Credit and Collections and other topics**

Case-Study:

Moderator:

*- Greg Austin, Sr. Manager Risk Management & Collections at Southern California Edison*

Panelists:

*- Brian Fairchild, Sr. Manager of Business Systems Functionality at Entergy*

*- Whitney Peck, Senior Manager, Credit Policy & Strategy at Pacific Gas & Electric Company*

*- Tony Flynn, Supervisor - Credit and Collections at NorthWestern Energy (pending)*

10:00–10:30 Morning Refreshment and Networking Break— **Sponsored by:**  **TransUnion.**

10:30–11:15 **Speaker and topic TBA** (NiSource pending)

Case-Study: t

11:15–12:00 **Speaker and topic TBA**

Case-

12:00 Conference Concludes

## SUPPORTING ORGANIZATIONS

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*(click logos for more information)*

## HOTEL INFORMATION

### Hyatt Centric Downtown Nashville, Nashville, TN

210 Molloy St., Nashville, TN 37201, USA

- Reservations use direct link below (preferred method)
- The direct number is 615-645-6037
- Room rate is \$309 single or double occupancy, plus applicable taxes
- Hotel cut-off date for group rate is Friday, September 20, 2024

Please indicate that you are with the Conferences by Monticello's "Utility Meter to Cash Conference" to receive the group rate. There are a limited number of rooms available at the conference rate. Please reserve your room early!

► [Click for direct link to group reservation block](#)

#### Directions:

Hyatt Centric Downtown Nashville is 6.7 miles from the Nashville International Airport (BNA)



## REGISTRATION INFORMATION

### Utility Company and Creditor Registration Fees

Utility Company registration: \$1,295.

The registration fee includes breakfast, luncheon, reception(s), refreshments and post-conference proceedings and speaker presentation packages.

### General Registration Information

1. Register now using the [Online Registration](#) to secure your spot.
  2. Or you may call us at 843-277-1620.
- **Team discounts** are available. Explore team discounts on our [Website](#) and the online registration form or you can contact us at 843-277-1620.
  - A PDF version of the [Registration Form](#) is available for download. Please email the form to marilynn@conferencesbymonticello.com
  - Payments accepted include VISA, MasterCard, American Express, Discover, PayPal

### Commercial/Non-Utility Company Registration

Industry solution providers and vendors must sponsor to attend. Please get in touch with us for sponsorship opportunities.

### Substitutions and Cancellations

Cancellation Policy: If you need to cancel, please submit your request in writing by Friday, March 1, 2024, to be eligible for a refund. Please note that a \$195 administration fee will be deducted from your refund. You can transfer your registration to another member within your company. Conferences By Monticello's liability is limited to the refund of the conference registration fee. For further assistance or inquiries, please don't hesitate to contact us at 843-277-1620.

### Attire

Business casual

### Sponsorship Opportunities

For sponsorship opportunities, please contact Marilynn Gay at 843-277-1620 or email her at [Marilynn@conferencesbymonticello.com](mailto:Marilynn@conferencesbymonticello.com)



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**MONTICELLO**

Contact: Marilyn Gay  
Office: 843.277.1620  
[marilynn@conferencesbymonticello.com](mailto:marilynn@conferencesbymonticello.com)  
[www.conferencesbymonticello.com](http://www.conferencesbymonticello.com)