2027 ANNUAL UTILITIES

CREDIT & COLLECTIONS SYMPOSIUM

MARCH 15–17, 2027

CORAL GABLES, FLORIDA

HYATT REGENCY CORAL GABLES



Conferences By MONTICELLO

CONFERENCE BROCHURE

Where Utility Credit & Collections Leaders Connect

Practical Insights. Candid Discussions. Stronger Utility Performance.

The 2027 Annual Utilities Credit & Collections Symposium brings together utility executives, managers, and industry professionals for three days of practical learning, peer exchange, and focused discussions on the challenges shaping utility credit and collections operations.

Through utility-led presentations, exclusive utilities-only discussions, and technology demonstrations, participants will explore strategies for improving customer engagement, reducing arrears, strengthening payment compliance, and increasing revenue recovery effectiveness.



Illustrative image — Professional connections.

What Makes This Symposium Different

Real-World Utility Insights

Learn from utility operating experiences, practical case studies, and strategies addressing collections performance, credit risk, customer affordability, regulatory oversight, and operational improvement.

Utilities-Only Peer Discussions

Participate in candid conversations with utility colleagues about shared challenges, emerging practices, and solutions that can be applied within your own organization.

Meaningful Professional Connections

Build relationships with utility credit, collections, billing, and customer operations leaders facing similar operating and regulatory challenges.

Technology Solutions Showcase

Explore technology through three Featured Demonstrations and two Premier Demonstrations, presented sequentially and open to all registered attendees.

Ideas You Can Put to Work

Gain practical perspectives on payment arrangements, collections strategy, agency performance, analytics, automation, customer arrears, and write-off reduction.

Learn. Connect. Exchange Ideas. Improve Performance.

Turn operating questions into practical next steps

The Symposium brings utility operating experience into focus: practical approaches to arrears, payment compliance and revenue recovery, with peer perspectives that help turn ideas into improvements at your utility.

Practical approaches to recovery

Utility case studies connect collection decisions with the work behind them: account treatment, payment arrangements and final-bill recovery. The emphasis is on practical approaches, implementation lessons and the measures used to assess progress.

Peer insight into collections performance

Benchmarking becomes more valuable when utilities compare the practices behind the numbers. Perspectives on account mix, billing cycles, collection stages and workload help explain why an approach succeeds in one operating environment and requires adjustment in another.

Stronger payment compliance

Payment arrangements, customer engagement and consistent follow-up shape collections effectiveness. Utility perspectives on plan completion, repeat delinquency and recovery measures can help attendees evaluate where a focused operating change may have the greatest value.

Operating practices shared among peers

Separate utilities-only roundtables and executive discussions give eligible participants a setting for candid exchange about shared challenges. Peer experience brings implementation choices and operating constraints into view, helping attendees consider practices they may adapt.

Ideas with value beyond the conference

The value continues after the Symposium: better-informed operating decisions, useful peer connections and a focused basis for testing improvements in collections and recovery performance.

Educational topics and presenters remain under development. See the preliminary agenda for the current planning schedule.

Connect across the three days

From Monday's opening conversations to Wednesday's planned utility insights, use the three days to compare approaches, explore technology and build professional connections. Wednesday's noon conclusion remains preliminary.

Monday Welcome & Networking Lunch

Monday, March 15 | 12:00–12:50 PM

Meet utility professionals and industry solution providers for informal conversation before the Technology Solutions Showcase. Lunch is open to all registered utility and sponsor attendees.



Illustrative image — Professional networking and peer exchange.

Five demonstrations. No competing sessions.

Three Featured Demonstrations take place Monday, beginning at 1:00 PM. Two Premier Demonstrations follow Tuesday. All five run sequentially, are open to all registered attendees and provide 40 minutes each, including questions and answers.

Continue the conversation

Scheduled Monday and Tuesday networking receptions run 5:30–6:30 PM. Conference breakfasts and refreshment breaks provide further opportunities to reconnect with colleagues.

Open conference experiences

All registered utility and sponsor attendees can attend the Showcase, open conference sessions, Monday lunch and scheduled networking events. Consider workflows, implementation questions and operating fit.

Utilities-only discussions

Monday roundtables and Tuesday executive discussions are restricted to eligible utility participants. Sponsors, technology providers and other commercial attendees do not attend these sessions.

MONDAY, MARCH 15

Technology Solutions Showcase and Utility Peer Exchange

2027 PRELIMINARY PROGRAM

Demonstrations: 40 minutes including Q&A; open to all registered attendees.

11:00 AM–11:45 AM

Registration opens

ARRIVAL • Registered attendees

11:45 AM–12:00 PM

Conference opening & Showcase introductions

OPEN SESSION • All registered attendees

12:00 PM–12:50 PM

Monday Welcome & Networking Lunch

Informal networking among utility professionals and industry solution providers before the Technology Solutions Showcase.

SPONSORSHIP OPPORTUNITY — Monday Welcome & Networking Lunch Host

Open to all registered attendees

1:00 PM–1:40 PM

Featured Demonstration 1

SPONSORSHIP OPPORTUNITY • Open to all registered attendees

1:45 PM–2:25 PM

Featured Demonstration 2

SPONSORSHIP OPPORTUNITY • Open to all registered attendees

2:25 PM–2:50 PM

Afternoon refreshment & networking break

SPONSORSHIP OPPORTUNITY • Paired: Mon PM / Tue AM

2:50 PM–3:30 PM

Featured Demonstration 3

SPONSORSHIP OPPORTUNITY • Open to all registered attendees

3:40 PM–5:00 PM

Utilities-only roundtable discussions

UTILITIES ONLY — Restricted to Eligible Utility Participants

5:30 PM–6:30 PM

Evening networking reception

SPONSORSHIP OPPORTUNITY • One-hour networking reception

Preliminary program. Session topics, presenters and schedule are subject to confirmation.
Utilities-only sessions exclude technology providers, sponsors and commercial attendees.

TUESDAY, MARCH 16

Conference Presentations, Premier Demonstrations and Executive Discussion

2027 PRELIMINARY PROGRAM

Demonstrations: 40 minutes including Q&A; open to all registered attendees.

7:30 AM–8:30 AM	**Conference breakfast & registration** Breakfast Host • SPONSORSHIP OPPORTUNITY
8:30 AM–8:40 AM	**Welcome & day-two orientation** OPEN SESSION • All registered attendees
8:40 AM–9:30 AM	**Utility Presentation 1** OPEN SESSION • Planned focus: Arrears and collections performance
9:35 AM–10:20 AM	**Utility Presentation 2** OPEN SESSION • Planned focus: Payment arrangements and compliance
10:20 AM–11:00 AM	**Morning refreshment & networking break** SPONSORSHIP OPPORTUNITY • Paired: Mon PM / Tue AM
11:00 AM–11:50 AM	**Utility operating discussion** OPEN SESSION • Planned focus: Utility management and peer benchmarking
12:00 PM–1:00 PM	**Conference luncheon** Luncheon Host • SPONSORSHIP OPPORTUNITY
1:15 PM–1:55 PM	**Utility Presentation 3** OPEN SESSION • Planned focus: Credit risk and recovery strategies
2:00 PM–2:40 PM	**Premier Demonstration 1** SPONSORSHIP OPPORTUNITY • Open to all registered attendees
2:40 PM–3:10 PM	**Afternoon refreshment & networking break** SPONSORSHIP OPPORTUNITY • Paired: Tue PM / Wed AM
3:10 PM–3:50 PM	**Premier Demonstration 2** SPONSORSHIP OPPORTUNITY • Open to all registered attendees
4:00 PM–5:00 PM	**Utilities-only executive discussion** UTILITIES ONLY — Restricted to Eligible Utility Participants
5:30 PM–6:30 PM	**Evening networking reception** SPONSORSHIP OPPORTUNITY • One-hour networking reception

Preliminary program. Session topics, presenters and schedule are subject to confirmation.
Utilities-only sessions exclude technology providers, sponsors and commercial attendees.

WEDNESDAY, MARCH 17

Professional Development, Peer Insights and Conference Conclusion

2027 PRELIMINARY PROGRAM

Practical utility perspectives through a panel discussion or utility case study.

8:00 AM–9:00 AM

Conference breakfast

Breakfast Host • SPONSORSHIP OPPORTUNITY

9:00 AM–9:15 AM

Program & Showcase takeaways

OPEN SESSION • All registered attendees

9:15 AM–10:15 AM

Utility Panel Discussion or Case Study

OPEN SESSION • Practical utility credit, collections and revenue-recovery insights

10:15 AM–10:45 AM

Morning refreshment & networking break

SPONSORSHIP OPPORTUNITY • Paired: Tue PM / Wed AM

10:45 AM–11:25 AM

Utility Presentation 4

OPEN SESSION • Planned focus: Final-bill collections and agency oversight

11:30 AM–11:55 AM

Utility Presentation 5

OPEN SESSION • Planned focus: Operational analytics and technology

11:55 AM–12:00 PM

Closing discussion & conference conclusion

OPEN SESSION • Conference concludes at noon, proposed

Explore additional sponsorship opportunities
See the 2027 Sponsorship Prospectus, including the Conference Attendee Hub add-on.
Bruce A. Gay • 843-767-9001 • bruce@conferencesbymonticello.com

Preliminary program. Session topics, presenters and schedule are subject to confirmation.
Utilities-only sessions exclude technology providers, sponsors and commercial attendees.

Hyatt Regency Coral Gables

50 Alhambra Plaza, Coral Gables, Florida 33134

Hotel telephone 305-441-1234

Conference Hotel

Join utility credit and collections leaders March 15–17, 2027, at Hyatt Regency Coral Gables. The Mediterranean-style hotel offers a marble lobby, on-site dining and a heated outdoor pool, close to Miracle Mile and Giralda Plaza.



Hyatt Regency Coral Gables

Hotel Accommodations

Group room rate	**$339 per night, single or double**
Applicable taxes	**Currently 13% (subject to change)**
Reservation cutoff	**February 24, 2027**

Use the official 2027 group booking link and group code G-AN79. Review Hyatt's reservation terms before completing your booking.

Location & Transportation

Miami International Airport is approximately four miles from the hotel. Taxis and rideshares provide ground transportation. Miracle Mile and Giralda Plaza offer restaurants and shops within walking distance.

RESERVE YOUR ROOM →

Group Code G-AN79

Group booking window March 12–19, 2027 | Symposium March 15–17

REGISTER FOR THE 2027 SYMPOSIUM

Three days of practical learning and peer exchange for utility credit and collections leaders.

March 15–17, 2027 • Hyatt Regency Coral Gables, Florida.

Utility Company Registration

ATTENDEES FROM THE SAME UTILITY	DISCOUNT	RATE PER ATTENDEE
1 attendee (standard)	0%	**$1,695.00**
2 attendees	5%	**$1,610.25**
3–4 attendees	10%	**$1,525.50**
5 or more attendees	15%	**$1,440.75**

Team discounts apply to every qualifying attendee from the same utility, not just additional attendees. Discounts cannot be combined with other promotional or negotiated discounts.

Commercial service providers, vendors, collection agencies and other industry suppliers must participate through the appropriate conference sponsorship arrangement.

Registration Includes

- Open conference sessions and professional presentations.
- Three Featured Demonstrations Monday and two Premier Demonstrations Tuesday, sequential and open to all registered attendees.
- Utilities-only roundtables and executive discussions restricted to eligible utility participants.
- Monday networking lunch and scheduled Monday and Tuesday networking receptions.
- Conference breakfasts, refreshments and available post-conference presentation materials.

Cancellation & Substitution Policies

Written cancellations received through February 26, 2027 qualify for a refund less a $295 administrative fee. Cancellations beginning February 27, 2027 are nonrefundable. Extraordinary circumstances may be reviewed individually at Monticello's discretion. Substitutions by another eligible employee of the same company are permitted without charge. Monticello's liability is limited to the registration fee paid.

Recording and closed-session restrictions apply. Read the Conference Policies.

REGISTER FOR THE SYMPOSIUM →

Credit card payment • Registration assistance: 843-767-9001

Conferences By MONTICELLO

FOR CONFERENCE INFORMATION

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