



Uncollectibles Workshop

October 9-10, 2007

*Hyatt Regency Newport
Newport, RI*

Draft Agenda

Tuesday, October 9, 2007

11:00 a.m. Registration Opens

*12:00 p.m. Welcome Greeting, Introduction and AGA Anti-Trust Guidelines (included)
David L. Holt, Dominion
Lunch*

*12:30 p.m. Successful Field Collection, Outside Collection Agency Management, and Customer
Segmentation Programs.
Pete Klipa, NiSource
Mary Quinones Erwin, Vertex Outsourcing*

*1:30 p.m. Collection from Government and Master Meter Accounts
Nasser Akari, Washington Gas
Allan MacDonald, Washington Gas*

2:30 p.m. Break

*3:00 p.m. Curb Stop Program for Remote Disconnect
Dennis Jarnecke, Gas Technology Institute*

*3:30 p.m. Innovative Approaches to Uncollectibles
Ron Via, Elster*

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4:00 p.m. *A Fresh Approach to Collections*
James Burchetta, Debt Resolve

4:30 p.m. *Field Collection Operations*
Marwin Byrd, Philadelphia Gas Works

6:00 p.m. *Clambake Dinner at Hyatt Regency Newport*

Wednesday, October 10

8:00 a.m. *Breakfast*

8:30 a.m. *Credit and Collection / Uncollectibles Issues Roundtable*

9:00 a.m. *Finding Dead Customers in your Customer Database*
Earlene Burris, Arizona Public Service

9:30 a.m. *How to Get Recoveries From Debt Sales*
Panel Discussion

10:00 a.m. *Break*

10:30 a.m. *Reducing Utilities' Bad Debt Expenses From Commercial Customers:
Before, During & After They File for Bankruptcy: Key Issues*
Gilbert L. Hamberg, Esquire

11:30 a.m. *Low Income Programs*
Andi Martin, E.ON US

12:00 noon *Utility Credit and Collections Issues*
Arnie Harris, Harris and Harris

Closing *Closing*
David L. Holt, Dominion
Adjourn

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