EUCI Presents its 4th Annual Conference on...

CREDIT & COLLECTIONS FOR UTILITIES

Maximize Revenue Recovery and Minimize Bankruptcy's Impact Through Bad Debt Analysis and Reforming Internal Processes

September 22 – 23, 2005

CONFERENCE CO-SPONSORED BY

TeleVox® CRM
CUSTOMER RELATIONSHIP MESSAGING

Speakers from the foremost power, gas and water utilities give you the information you need to make the most of your credit & collections functions. Join them at the ONLY independent event dedicated to debt management for utilities:

- Examine the strategies that leading utilities are employing to improve customer satisfaction and payments
- Learn about use of automated outbound calls to directly impact collections revenue
- Evaluate the latest technologies for maximizing collections and minimizing outstanding debts
- Apply best practices in collections from utilities operating successfully to your own business
- Design a credit and collections group from the ground up
- Gain insights into how to adapt your credit & collections strategies in line with regulatory and market changes
- Implement innovative payment solutions to increase customer satisfaction and lower the cost of collection
- Discover new ways to deal with debt without jeopardizing your company's reputation
- Develop a comprehensive strategy to reduce bad debt
- Use several methods to make an impact in your credit and collections operations

The ONLY event to bring together 11 case studies from leaders in power and gas utility credit and collections! With unparalleled access to leading industry figures, this is the 2005 event you can't afford to miss!

Plus Four Optional Half-Day Interactive Workshops!

PRE-CONFERENCE WORKSHOP I

Advanced Predictive Analytics and Dynamic Modeling for Utilities: New Scoring Applications and Technologies Revolutionizing the Credit, Collection and Recovery Industry
September 21, 2005

DINNER WORKSHOP 2

Selling Consumer Debt – Why it Makes Sense and How to Get Started

September 22, 2005

POST-CONFERENCE WORKSHOP 3

Impact Your Bottom Line by Partnering with Community Organizations

September 23, 2005

POST-CONFERENCE WORKSHOP 4

Successful Strategies for Vendor Selection and Management

September 23, 2005

Atlanta Marriott Suites Midtown, Atlanta, GA

4th ANNUAL CREDIT & COLLECTIONS FOR UTILITES

Maximize Revenue Recovery and Minimize Bankruptcy's Impact Through Bad Debt Analysis and Reforming Internal Processes

September 22 – 23, 2005

Greetings!

I would like to welcome you to attend **EUCI's 4th Annual Credit & Collections for Utilities** conference, being held in Atlanta on September 22 – 23rd. As the Chairperson and Sponsor of this event, I am excited to participate in this event, and we have an outstanding lineup of speakers. Building on the success of previous conferences, this year we focus on trends and best practices specifically related to Utility Credit & Collections issues. This event promises to offer invaluable networking and peer-to-peer experiences.

This year, our experienced speakers from the utility industry lead our discussion on such topics as future strategies in credit and collections, bankruptcy issues, reducing delinquencies and write-offs, using automation to increase collections and reduce expense, selling bad debt, and benchmarking. Attendees will leave the conference with innovative ideas on improving your own collection efforts.

This year, the conference in Atlanta will be held at the Marriott Midtown Suites. If you have any questions regarding the conference, please contact EUCI directly at (303) 770.8800. This 2005 conference promises to be a great learning experience, and I hope to see you in Atlanta!

Sincerely,

Juli Collins
Director, Utility Services
TeleVox

OVERVIEW

Every year, utility credit and collections professionals are under increased scrutiny to protect our companies from risk and to collect as much revenue as possible. Yet with pressures to decrease departmental costs, it becomes progressively more difficult to balance the investments involved with new methods, technologies or outsourcing partnerships.

EUCI is proud to bring you its **4th Annual Credit & Collections for Utilities Conference.** This is the only conference on the market today presented by an independent conference firm that brings you as many as 11 utility case study presentations. As an independent group, we have no axe to grind, no agenda to push. We simply present what you in the industry have told us you want to hear – critical business issues that directly impact your credit and collections, presented by your peers in the utility sector.

This conference highlights the strategies of major U.S. utilities that have struggled to set new rules for extending credit and collecting revenues and the applications that have allowed them to succeed in this tightened economy. By learning from 11 utility case studies how to ensure optimal decision-making that new tools and processes can provide, attendees learn how to tackle their current credit and collections challenges. Extend your learning by attending our four workshops, designed to give you an in-depth education on the credit and collections process.

Invest in this two-day conference that brings together credit and collections professionals from a diverse and respected group of electric and gas companies in the country to learn how you can implement strategies and solutions to bring your credit and collections operations into the 21st century.

TARGET AUDIENCE

The target audience for this conference includes:

- General Managers, Managers, Directors and Supervisors of Credit & Collections
- Revenue Management
- Revenue Protection
- General Counsel
- Directors, Managers and Supervisors of Customer Services
- Training and Development
- Call Centers
- Low Income Assistance Programs
- Debt Management

DO YOU PROVIDE CREDIT & COLLECTIONS CONSULTING OR SOLUTIONS?

Join **TeleVox, Twenty First Century Communications, Genesis Financial Solutions** and **Deceased Credit Management LLC** in showcasing your products and services to senior-level decision makers. **EUCI's 4th Annual Credit & Collections for Utilities** conference offers you an excellent opportunity to maximize your 2005 marketing dollars through these sponsorship opportunities:

- Luncheon Host
- Table Top Exhibits
- Breakfast Host
- Networking Break Host

If you are interested in sponsorship and exhibit opportunities, please contact Raj Mrig at (303) 770.8800 or via email at rmrig@euci.com

FEATURED EXHIBITOR: Deceased Credit Management, LLC

Register Today! Call (303) 770.8800 or visit www.euci.com

THURSDAY, SEPTEMBER 22, 2005

Registration and Coffee 8:00 – 8:30 a.m.

Conference Chairperson:
Juli Collins, Director, Utility Services, **TeleVox**

SESSION I: 8:30 a.m. – 12:00 p.m.
AUTOMATED COMMUNICATION – ITS ROLE IN EFFECTIVE CREDIT & COLLECTION STRATEGIES

Impact Collections Revenue Directly with Automated Outbound Calls

You hear the news every day...delinquencies and bad debt are on the rise, budget cuts are forcing call centers to do more with less, and customers are demanding better communication from their utility company...but is there really a customer friendly use of automated technology that can address these issues? This session explores the latest trends in automated communications, and how the use of this technology can increase the effectiveness of your delinquent payment reminders, reduce disconnects, increase cash flow, and reduce costs.

Juli Collins, Director, Utility Services, **TeleVox**

Using Automated Outbound Notification Calls for Increased Revenue Recovery

Georgia Power currently uses automated outbound notification calls in both its active collection efforts as well as its revenue recovery efforts. This presentation shares insights on making the decision to use automation, choosing a vendor, defining success rates, and also the results of active collections automated notification strategy.

John Helms, Active Collections Supervisor, Customer Care Center, **Georgia Power**

Break 10:00 – 10:30 a.m.

Using Automated Outbound Calling Systems to Increase Collections and Contact Rate

Aquila had a staff of 40 FTEs making outbound calls to customers for reminder calls and disconnects. By deploying an automated alert messaging system, it was able to dramatically reduce its outbound calling staff level, significantly increase its contact rate and collections and decrease incoming calls to the call center. Hear how Aquila is now better able to manage its customers in seven states and 11 tariffs at a lower cost.

Kayla Hughes, Manager, Credit & Collections, **Aquila**

Using Multiple Processes to Increase Collections and Reduce Aged Receivables

The collections of aged receivables in the utility industry today can be tricky. This presentation focuses on two processes that OUC has implemented that have helped to reduce aged receivables. OUC is using a Predictive Dialer system to strategically call customers who have become past due on their utility bills. The presentation also discusses the recent successful sale of bad debt accounts to an outside agency specializing in the purchase of utility debt.

Cynthia Henry, Director of Collections, **Orlando Utilities Commission (OUC)**

Group Luncheon 12:00 – 1:00 p.m.

SESSION II: 1:00 – 3:00 p.m.
MANAGE, REDUCE AND IMPROVE ADMINISTRATION OF BAD DEBT

Manage Bad Debt in a Utility Environment

Managing bad debt in today's utility environment has become a very complex process. Hear how NSTAR's credit and collections strategy has developed and how it now utilizes multiple tools to better manage its bad debt in a challenging regulatory environment by:

- Increased focus on the customer at the time of application including greater emphasis on security deposits
- Establishment of an "Early Out" program for final bills
- Outsourcing the collections call center
- Robust outbound calling campaigns
- Targeted shut-offs for non-payment to better utilize field resources
- Sale of bad debt

Bill Van Dam, Director, Credit, Collections & Revenue Protection, **NSTAR**

Leverage Benchmarks and Metrics to Improve Administration of Bad Debt

Utilities can benefit from the development of benchmarks and metrics to understand bad debt and examine the processes necessary to control it. Learn about Puget Sound Energy's internal initiative to determine the impacts of write-offs and develop strategies to reduce them.

- Benchmark against other utilities' receivables data and EEI/AGA industry average write-off to revenue ratios
- Develop new internal bad debt metrics for closed credit, active credit and field collection data
- Examine cost percentages of credit processes – Labor costs and ROI of field visit/collection processes

Tom Yocum, Supervisor, Corporate Credit, **Puget Sound Energy**

Break 2:30 – 3:00 p.m.
Sponsored by:

GENESIS FINANCIAL SOLUTIONS

SESSION III: 3:00 – 4:30 p.m.
MITIGATE RISK OF REVENUE LOSSES FROM BANKRUPTCY

Examine Bankruptcy Issues in Utility Collections

An increased number of consumer and corporate bankruptcies are taking place as the economy "corrects itself", making it more difficult for utilities to recover revenue. Learn how a customer's bankruptcy filing affects your business relationship, examine the core bankruptcy issues for utilities and review strategies to be employed in response.

- Examine pre-bankruptcy alternatives such as letters of credit, debt-restructure agreements and prepayments
- Learn how to acquire post-petition adequate assurance of future payment through 11 U.S.C. Section 366
- Discuss strategies for responding to preference actions
- Discuss filing claims for amounts due prior to and after the bankruptcy filing, including responses to claim objections
- Discuss assumption/rejection of contract issues

John M. Merritt, Associate, **Troutman Sanders LLP**

Bankruptcy from a Creditor's Perspective – Duquesne Light Mitigates Against Commercial and Residential Bankruptcy Risk

Case Study

When customers file for protection under the federal bankruptcy laws, creditors are presented with a difficult, overwhelming and unique set of issues to resolve. These issues can be intimidating and complex enough that creditors might not give enough consideration to mitigating the effect bankruptcy has on the credit and collection function. Learn about Duquesne Light's policy and procedure for the processing of bankrupt accounts to mitigate bankruptcy risk and improve credit and collection effectiveness.

- Segment pre-petition from post-petition debt
- Request adequate assurance
- File a proof of claim for pre-petition debt
- Closely monitor the status of the post-petition account
- Track the bankruptcy case to its conclusion

Michael F. Houpt, Supervisor – Bankruptcy, Credit Reporting & Final Billed Accounts, **Duquesne Light Company**

Cocktail Reception 4:30 – 5:30 p.m.
Sponsored by:

Twenty First Century
communications

FRIDAY, SEPTEMBER 23, 2005

SESSION IV: 8:30 a.m. – 12:45 p.m.
STRATEGIES TO REDUCE DELINQUENCIES AND WRITE-OFFS AND TO IMPROVE CREDIT & COLLECTIONS

Creating a Successful Credit & Collections Group From the Ground Up

Case Study

Westar Energy's mission after splitting off credit from the contact center one year ago was to research, design and implement a cutting edge transformation of credit and collections philosophy. The objectives were to analyze its situation on where it wanted to be and needed to be. Hear about how Westar Energy conducted a gap analysis, set priorities and implemented solutions.

- Segment credit customers and implement "behavioral scoring" from internal criteria
- Conduct Internal Data Matching of information to locate bad debt customers to increase recoveries
- Redesign deposit policy for Commercial and Industrial customers in regard to State Economic Development issues
- Initiate the IVR application where customers can enter phone check or payment receipt smart number into its system, set up their own pay agreement, or have their service dispatched for restore using automation
- Establish external pay stations
- Revamp collection efforts of all outsourced bad debt charge offs and get money moving
- Implement champion/challenge award program

Jill Frasco, Director Credit & Collections, **Westar Energy**

Avoid Delinquencies with Next-Generation Prepay System

Case Study

With more than 33,000 prepay customers, SRP operates the largest prepay system in North America. Next-generation prepay systems are now available and are being deployed at SRP to provide continued support and growth for this popular program. In this session, learn about:

- The history of prepay at SRP and why SRP offered prepay for its customers
- How SRP's advanced prepay system works
- Benefits of prepay to both the utility and the customer
- Day-to-day operations with prepay

John R. Soethe, Manager, Revenue Cycle Services, **Salt River Project**

Break 10:00 – 10:30 a.m.

Employing Several Powerful Tools into Place in Credit & Collections Operations

Case Study

Though implementing a new tactic to reduce costs or increase collections can be effective, many utilities are finding that an optimal strategy is to pursue several at once. Vendors now offering dedicated products and services for utilities create the opportunity to pursue proper balance between in-source and outsourced processes. Hear about how Entergy is using several methods to reduced aged receivables and increase collections by using:

- Dunning decisions based on likelihood of payment predictors
- An in-house predictive dialer
- Outsourced in-bound customer calls for credit and collection issues
- Segmentation of customers for call volume reduction
- Late stage final bill collection supported by scoring models
- Sales of specific bankrupt debt portfolios

Steve Lee, Credit Manager, **Entergy**

Take Control of Collection Agencies to Best Manage Collections Revenue

Case Study

It's a challenge for a utility of any size to ensure that it is maximizing ways to collect revenue. Hear from Great Lakes Energy, a small coop that had limited experience with collection agencies. By bringing in an experienced consultant, Great Lakes has done its due diligence in assessing its needs for collection agencies and selecting the one or two that fits best with company goals.

- Assess performance of current collection agencies
- Inspect agencies to ensure alignment with utility's goals
- RFI and RFP process
- Results and lessons learned

Bill Scott, CFO, **Great Lakes Energy**

Automate Field Services Using Next-Generation Smart Meters

Case Study

SRP purchased and is deploying 25,000 REX (Residential EXcellence) meters from Elster Electricity, LLC. The REX meter is a next-generation smart meter capable of two way communications using 900 mHz communications and a mesh network. SRP will use the REX technology to complete monthly meter reads, off-cycle reads, and for disconnect/reconnect activity. SRP will also use REX to improve customer service levels and streamline back office operations. In this session, hear about:

- How REX technology works and its functionality
- Business case justification for Automated Field Services
- The success of SRP's REX pilot
- How SRP will use this technology to provide enhanced customer service and operational efficiencies
- Things to consider when deploying next-generation meters on a large scale

John R. Soethe, Manager, Revenue Cycle Services, **Salt River Project**

PRE-CONFERENCE WORKSHOP I

Advanced Predictive Analytics and Dynamic Modeling for Utilities: New Scoring Applications and Technologies Revolutionizing the Credit, Collection and Recovery Industry

WEDNESDAY, SEPTEMBER 21, 2005
Registration: 12:30 – 1:00 p.m.
Workshop Timing: 1:00 p.m. – 5:00 p.m.

In this important interactive workshop, the workshop leaders introduce the latest analytics and technologies designed to predict who, when and how much a customer or debtor will pay, and determine which collection technique will be the most effective.

Workshop attendees learn how sophisticated analytics and advanced scoring technology can help them:

- Optimize business processes & activities, including letter and calling campaigns
- Prioritize treatment of customer accounts, including the non-pay disconnect process
- Improve collection & recovery performance
- Allocate & conserve resources
- Measure effectiveness & performance
- Improve customer service

This hands-on workshop examines:

- **Implementing Effective Scoring Programs**
  - Explore the benefits of scoring and why scoring works
  - Examine the project process, including business and strategy planning
  - Learn the basics of data modeling and scoring
  - Review actual savings examples and several case-study results

- **Identifying Opportunities for Advanced Analytics & Scoring**
  - Learn how scoring can be used across the entire customer lifecycle from customer application to collections on active accounts to bad debt recovery
  - Examine the limitations of traditional scoring applications such as rules-based, generic and pooled scoring models
  - Learn how to measure the ROI (return on investment) of a scoring application

- **New Technologies in the Scoring Environment**
  - Discover how new technologies and analytics have revolutionized scoring and the ability to predict customer and debtor behavior
  - Learn how new technology allows the use of valuable internal data, which was previously ignored
  - Examine how technology produces more accurate scores that drive better decision-making

- **Build an Actual Working Scoring Model**
  - Witness advanced scoring technology in action
  - Discover how to build an actual scoring model using real data

WORKSHOP INSTRUCTORS

Bruce A. Gay is the Founder and President of **Monticello Consulting Group, Limited.** He has over 25 years of progressive management experience in businesses ranging from start-up firms to Fortune 500 companies. In 1997, he joined PECO Energy Company (a division of Exelon Corporation, NYSE: EXC) where he managed all collection activity for delinquent inactive accounts, including agency management and bad debt sales. While at PECO Energy, Mr. Gay became one of the utility industry debt-sale pioneers, directing over $500 million in bad debt sales. In addition, he designed and implemented a number of collection strategies and process improvements based on account scoring and segmentation and time-sensitive analysis.

Don Davey serves as the Director of Collections and Recovery Solutions at **Intelligent Results,** a customer analytics and decision management provider, where he is responsible for defining and positioning the solutions they bring to market. He was previously the director of market management at Fair Isaac, where he provided operational and business expertise in the business strategy, strategic partnerships, product development and business development areas to successfully launch three new products and services in the collections and recovery markets. Prior to Fair Isaac, he was chief operations officer at Asset Management Outsourcing, a multi-site collections and business process outsourcing company.

DINNER CONFERENCE WORKSHOP 2
Selling Consumer Debt – Why it Makes Sense and How to Get Started

THURSDAY, SEPTEMBER 22, 2005
Registration: 5:30 – 6:00 p.m.
Workshop Timing: 6:00 p.m. – 9:00 p.m.

This workshop discusses the ins and outs of debt sales as a dynamic strategy in consumer debt portfolio management programs, with strong emphasis on explaining the essential steps in the process and identifying benefits for the seller. The presenters share their expertise in diverse disciplines ranging from traditional collections to strategic analysis and debt sales/acquisition as they discuss:

- Market conditions that recommend this strategy
- Customer loyalty issues
- How to score and value portfolios
- When and how to position or sell accounts
- Essential steps involved in selling debt
- Practical advice for maximizing the price of your portfolio
- Helpful tips for first-time sellers
- Potential pitfalls and how to avoid them
- How to incorporate balance transfer cards in customer payment alternatives
- Bridging buyers' collection strategies – valuable knowledge for you

WORKSHOP INSTRUCTORS

Bob Nemhauser is Director of Business Development at **Genesis Financial Solutions.** His background includes a variety of sales-related and general management positions. Prior to joining Genesis, he served as Managing Director of the Portland Venture Equipment Leasing office of FirstCorp, an equipment leasing company. Before that, he was President of executive search firm VIP International in Portland. Earlier in his career, Mr. Nemhauser was a Division Manager for United Detector Technology, an electro optics company in Santa Monica, CA. He holds a B.S. in Electrical Engineering from Case Western Reserve University.

Ryan Hansen is a Business Analyst in the Marketing and Debt Recovery department at **Genesis Financial Soultions.** In this role, he is responsible for accurately valuing consumer receivables through data analysis and due diligence for front-end purchases, as well as conducting sales. He computes the net present value model the company uses to project cash flow and determine the reserve price for potential sales the company may conduct. Mr. Hansen has been with Genesis since November 2003. Prior to joining the company, he received his B.A. in Economics and Business Administration from Hastings College in Hastings, NE.

POST-CONFERENCE WORKSHOP 3
Impact Your Bottom Line by Partnering with Community Organizations

FRIDAY, SEPTEMBER 23, 2005
Registration: 12:45 – 1:00 p.m.
Workshop Timing: 1:00 p.m. – 5:00 p.m.

Utilities can significantly impact their bottom lines by partnering with community organizations. Through partnerships that provide an assortment of services to low-income ratepayers, utilities benefit from more robust cash flows, reduced terminations and their associated risks, greater payment agreement compliance, reduced operational costs and a great deal of positive public relations.

Participants in this workshop learn about:
- The large and growing market of community based organizations partnering with utilities
- The role that these organizations play as intermediaries in the Credit and Collections process
- The specifics of a return-on-investment model for fuel funds and other assistance programs
- How to save money by outsourcing low-income, critical care programs to non-profit groups
- How these programs assist all ratepayers and not just the targeted base

During the workshop, attendees are given an in-depth familiarity on:
- Introduction
- Brief overview of the history of Dollar Energy Fund Inc, its programs and partnerships.
- The Non-profit/Utility Partnership Market
- Leveraging community, foundation and government resources
  - Holistic approaches to sustainable solutions
- Fuel Funds are More Than Cost Effective
  - ROI analysis
- Customer Assistance Programs are Not a Necessary Evil
  - Social Return on Investment
  - Intermediary between customers and collections
- Use of technology in program administration
  - I-partner and web-based systems

WORKSHOP INSTRUCTORS

Cindy Datig is the Executive Director of **The Dollar Energy Fund.** From a background in psychiatric nursing to government, and finally, into the world of nonprofit, Cindy has been committed to serving disadvantaged populations. She is active as a Board Member on the State and National level. Cindy is responsible for overseeing all aspects of the organization specializing in energy issues and workforce development including community involvement, teaching, research, fundraising and lead spokesperson. Cindy serves as the liaison between 130 community based organizations and 15 corporations. She reports to a 21 member Board of Directors.

Jeff Jameson is the Director of Development for **The Dollar Energy Fund** and focuses on fundraising, public & media relations and consumer and business services development. He has an extensive background in community organizing, non-profit management, human resources management, consulting and workforce development work. Jeff is involved with several civic organizations including: The Bayer Center for Non-profit Management at Robert Morris University, Venture Outdoors, and The University of Pittsburgh's Human Capital Policy Institute.

POST-CONFERENCE WORKSHOP 4
Successful Strategies for Vendor Selection and Management

FRIDAY, SEPTEMBER 23, 2005
Registration: 12:45 – 1:00 p.m.
Workshop Timing: 1:00 p.m. – 5:00 p.m.

Using an outside vendor to integrate improvements into the credit and collections operations can bring both challenges and opportunities. On one hand, vendors tend to have a wide perspective on how solutions can be integrated as they work with a range of clients. This perspective can be advantageous to a utility by ensuring best-of-breed solutions tailored to the company's specific needs. On the other hand, vendor relationships have the potential for miscommunication, budget overruns and underachievement of the primary company goal.

This workshop is designed to educate utility attendees how to select and manage their vendors for success. It details:

- **Vendor Selection**
  - Need definition
  - Internal next steps
  - Due diligence: RFI/RFP process
  - Review
  - Selection and notification
- **Vendor Management**
  - Communication
  - Structure win-win partnerships
  - Performance evaluation
  - Process improvement
  - Exit strategy

Learn the most effective strategies to gain the advantages and avoid the pitfalls of working with vendor partners in your credit and collections operations.

WORKSHOP INSTRUCTOR

Roxanne Bartley is Vice President of Business Development at **KCA Financial Services, Inc.** The Chicago-based agency represents utility, telecom, financial and healthcare clients in third party collection services. Roxanne is responsible for all new business development and client relationship management. She has been in the collection industry since 1996.

PAST ATTENDEES HAVE SAID IT ALL...

"In the world of deregulation – new ideas and alternate ways of doing collection can be the difference between profit and loss. This conference gave me new ideas that will make a difference to my client's bottom line."
– Marc St. Amand, Manager, **Accenture Business Services for Utilities**

"It was interesting to learn about the issues other companies in our industry are facing and the solutions used to resolve them."
– DeWayne Dawkins, Manager, Collection Portfolio, **Reliant Energy**

"The conference is ideal for hearing best practices utilized by the participants."
– Tony Simas, Director, Credit, Collections & Revenue Protection, **NSTAR**

"Well put together, knowledgeable speakers."
– Adam Carte, Vice President and Treasurer, **Texas-New Mexico Power**

"Excellent interaction in the utility experience."
– Bill Barkley, Account Executive, **NCO Financial Systems**

PROCEEDINGS

The proceedings of the Conference and the Workshops will be published and one copy will be distributed to each registrant at the conference. Extra copies of the composite proceedings will be available at $595.00 each.

CONFERENCE LOCATION

A room block has been reserved at the Atlanta Marriott Suites Midtown, 35 15th Street, Atlanta, GA 30309 for the nights of September 21 – 23, 2005. The rate is $149 single or double occupancy, plus applicable tax. Call the Marriott, (404) 876.8888 for reservations and mention the Electric Utility Consultants, Inc. Conference to get the group rate. Make your reservations prior to September 9, 2005. Reservations after this date will be on a space available basis and **cannot be guaranteed at the conference rate.**

ABOUT OUR CO-SPONSOR

TeleVox® CRM
CUSTOMER RELATIONSHIP MESSAGING

TeleVox, an innovative leader in Messaging Technology, has been delivering automated customer message for 14 years. To date, TeleVox has over 10, 000 customers and can deliver over a million calls per day. Calls are delivered in recorded human voice via landlines, or cells phones, or may also be delivered via e-mail, fax, pager or text message. TeleVox's hosted messaging technology requires no expensive hardware or software, no contracts or minimums, and can be set up in only a few short weeks. Typical utility applications include delinquent payment reminders, service call reminders and follow-ups, customer surveys, outage and restoration calls, and more.

REMEMBER, EVERY 4TH REGISTRANT IS FREE!

REGISTRATION INFORMATION

For instant registration, call (303) 770.8800 or fax the Registration Form to (303) 741.0849.

Register 3, Send 4th Free!!

Any organization wishing to send multiple attendees to these conferences may send 1 FREE for every 3 delegates registered. Please note that all registrations must be made at the same time to qualify.

All cancellations received on or before August 19, 2005 will be subject to a $195 processing fee. Written cancellations received after this date will create a credit of the tuition (less processing fee) good toward any other EUCI conference or publication. This credit will be good for six months. In case of conference cancellation, Electric Utility Consultants' liability is limited to refund of the conference registration fee only.

MAIL DIRECTLY TO:

Electric Utility Consultants, Inc.
5555 Preserve Drive
Greenwood Village, CO 80121

FAX TO:

(303) 741.0849

PHONE:

(303) 770.8800

REGISTRATION CODE:
YOUR REGISTRATION CODE IS W57
PLEASE USE THIS WHEN REGISTERING FOR THE CONFERENCE

☐ Discounted Registration for Attending All Four Events (conference + 3 workshops): $2,695, **Early Bird Before September 9, 2005: $2,395**
Select one:
☐ Workshop 3 **OR** ☐ Workshop 4

☐ Discounted Registration for Attending Three Events (conference + 2 workshops): $2,195, **Early Bird Before September 9, 2005: $1,995**
☐ Workshop 1 ☐ Workshop 2
☐ Workshop 3 ☐ Workshop 4

☐ Discounted Registration for Attending Conference and One Workshop: $1,795, **Early Bird Before September 9, 2005: $1,595**
☐ Workshop 1 ☐ Workshop 2
☐ Workshop 3 ☐ Workshop 4

☐ Credit & Collections for Utilities Conference September 22 – 23, 2005: $1,395, **Early Bird Before September 9, 2005: $1,195**

☐ Sorry, I cannot attend, but please send me the proceedings for $595.00

☐ Check here if you have any dietary or accessibility needs. We will contact you for more details.

REGISTER THE FOLLOWING

Name ____________________

Title ____________________

Name Preferred for Badge __________ E-Mail __________

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Please charge my credit card: ☐ Visa ☐ MC ☐ American Express ☐ Discover

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Signature ____________________

Billing Address ____________________

Billing Zip Code ____________________

Or enclosed is a check for $ __________ to cover __________ persons. W57