



Uncollectibles Workshop

Agenda

Monday, October 3, 2005

12:00 Welcome Greeting and Introduction

Grady Reid, Manager, Revenue Collections, Cinergy
Immediate Past Chair, AGA/EEI Customer Service Committee



12:15 Lunch – sponsored by **IEI Financial Services**

12:45 Keynote Speech – Utility Industry Uncollectibles Overview
PA's Best Practice Study –

Adherence to Policies and Practices is as Important as Adopting Best Practices
Jerry Sullivan, Managing Consultant Global Energy Practice, PA Consulting

1:15 Behavioral Scoring and Credit Scoring Panel

(moderated by Bruce Gay, President, Monticello Consulting Group)

Panelists:

Laurie Karman, Managing Supervisor, Credit & Collections, Ameren
Tucker Blair, Credit Manager, CenterPoint Energy
Blanca Perez, Manager Collections, FPL
Gary Folden, Revenue Recovery Analyst, Vertex / NiSource
John Zagancyk, Director, Credit and Collections, We Energies

3:00 Afternoon Break – sponsored by **Intelligent Results**



3:15 Process Optimization/Improvement and Six Sigma Panel

(moderated by Bruce Gay, President, Monticello Consulting Group)

Panelists:

Denise Ralston, General Manager, Credit & Collections, Allegheny Power
Sharon Eberman, Director, Credit and Collections Services,
Baltimore Gas & Electric Company

4:30 Using Energy Burden in a Sector Map Approach to Set Low Income Gas Rates

H. Gil Peach, PhD, Principal, H. Gil Peach & Associates

5:00 Energy Bill / LIHEAP Update

Richard Taglienti, Vice President of Revenue Assurance, Peoples Energy



5:30 End of day 1

6:30 Reception – sponsored by **Van Ru**

Tuesday, October 4



7:30 Breakfast available – sponsored by **Bottom Line Impact**

8:00 Opening remarks – day 2
Grady Reid, Manager, Revenue Collections, Cinergy
Immediate Past Chair, AGA/EEI Customer Service Committee

8:15 Auto Skip Trace
Joan Sweeney, Manager -- Customer Service and Collections, South Jersey Gas

9:00 Agency Management Panel
(pre collection, primary collection, secondary collection, selling receivables)
(moderated by Bruce Gay, President, Monticello Consulting Group)

Panelists:

Danny Gillam, Business Analyst, Aquila
Nasser Akari, Department Head, Washington Gas
Wally Hartory, Supervisor - Revenue Operations, FirstEnergy

10:45 Break – sponsored by **Great Seneca Financial**



11:00 Using AMR for Non Pay Remote Disconnect
Jeff Evans, Project Manager, Exelon Energy Delivery
Ed Vaughn, Sr. Analyst, ComEd

11:45 Closing remarks
Grady Reid, Manager, Revenue Collections, Cinergy
Immediate Past Chair, AGA/EEI Customer Service Committee

12:00 Adjourn

Special thanks to Bruce Gay, President, **Monticello Consulting Group**,
for moderating our panel discussions.



Special thanks to Jerry Sullivan, Managing Consultant, **PA Consulting**,
for sharing our keynote.



Attendees List sponsored by **Harris & Harris**



Pens sponsored by **Elster** and **Van Ru**



10/5/2005