

**PUG Agenda
April 23 - 25, 2007**

Joint Sessions

<u>Monday, April 23, 2007</u>		<u>Presenter</u>
8:00	Registration & Continental Breakfast	
9:00	Welcome	Sandy Myers
9:05	Guest Speaker	City of Santa Clara
9:20	Introductions, Logistics & Schedule, Election Info	Sandy Myers
	PUG Committee Report	Sandy Myers
	Open Forum Instructions	Sandy Myers
9:30	Introduction of Vendors	Sandy Myers / Vendors (See List)
10:00	Break	
10:15	Harris Corporate Report	Harris
	Report on Emerges Law Suit	Harris
11:00	New Products & Vision	Harris
12:00	Vendor Networking	Vendors Booths
1:00	Lunch - Provided	
2:00	Breakout Sessions (Workshops)	See Tabs Below for Workshops

6:00	Reception** (Santa Clara Convention Center) *Guest Welcome, See registration form*	Hors d'Oeuvres Provided/No Host Bar
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<u>Tuesday, April 24, 2007</u>		<u>Presenter</u>
8:00	Continental Breakfast	Provided
9:00	Welcome Back / Updates	Sandy Myers
9:10	Executive Steering Committee Report	Maria Hayes - Santa Clara
9:30	Elections & Next Year's Meeting	Sandy Myers
10:00	Break	
10:15	Breakout Sessions (Workshops)	See Tabs Below for Workshops

<u>Wednesday, April 25, 2007</u>		<u>Optional</u>
8:00	Continental Breakfast	Provided
9:00	Breakout Session	See Tabs Below for Workshops

PUB / Northstar Workshops

<u>Monday, April 23, 2007</u>		<u>Presenter</u>
2:00	Open Forum	Harris
3:30	Break	
3:45	5.2.19 Updates & Issues	Harris
4:15	North Star Installation/Issues Panel	Panel (Harris & Users)
5:00	Adjournment	

6:00	Reception	Hors d'Oeuvres Provided/No Host Bar
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<u>Tuesday, April 24, 2007</u>		<u>Presenter</u>
10:15	Open Forum Continued	Harris
12:00	Lunch	Provided
1:00	M Care / Meter Exchange	Harris
2:00	Data Flow Control	Harris, Valerie Apmadoc & Maria Hayes
3:30	Break	
3:45	Key Values	Harris
4:30	6.0 Security Changes	Harris
5:00	Adjournment	

<u>Wednesday, April 25, 2007</u>		<u>Presenter</u>
9:00	Meter Reading Setups	Harris
10:00	Harris Short Cuts /	Harris
	Navigation Tips & Tricks	Harris
10:30	Break	
10:45	Exchange of Expertise	All Users
12:00	Lunch	Provided
1:00	Tips & Tricks for Billing Accuracy	Michelle Rowen & Valerie Apmadoc
2:00	Deposits (Setups, Balancing & Tracking	Michelle Rowen & Valerie Apmadoc
3:00	Conference Wrap Up	Suggestions, Reviews
3:30	Adjournment	See you next year!! :0)

Financial Workshops

<u>Monday, April 23, 2007</u>		<u>Presenter</u>
2:00	Harris New Product - GEMS	Harris
	GEMS/Northstar Interface	Harris
3:30	Break	
3:45	Open Forum	Harris
5:00	Adjournment	

6:00	Reception	Hors d'Oeuvres Provided/No Host Bar
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<u>Tuesday, April 24, 2007</u>		<u>Presenter</u>
10:15	MV Query	Harris
12:00	Lunch	Provided
1:00	Tips & Tricks	Harris
2:00	Cayenta Demo	Harris
3:00	Break	
3:15	Open Forum	Harris
5:00	Adjournment	

<u>Wednesday , April 25, 2007</u>		<u>Presenter</u>
9:00	Crystal Report Writing	Valerie Apmadoc
10:30	Break	
10:45	Exchange of Expertise	All Users
11:30	Conference Wrap Up	Suggestions, Review
12:00	Lunch	Provided
1:00	Adjournment	See you next year!! :0)

Participating Company List for PUG 2007

Company Name	Address	Contact	Email	Phone #
1. AudioTel Payment Solution	26616 Alamo Cr Lake Forest, CA 92630	Roslyn Brown	roz@audiotel.com	800-250-4486 ext 157
2. HDL Business License Software	1340 Valley Vista Dr # 200 Diamond Bar, CA 91765	Marta Bonnin	marta.bonnin@hdlcompanies.com	888-861-0220 909-861-4335
3. Itron Automated Meter Reading	3034 S Canfield Cr Mesa, AZ 85212	Kevin Keim	kevin.keim@itron.com	480-353-7919
4. Loris Tech Document Management		Sal Bevin	sbevan@loristech.com	416-252-4701 ext 209
5. Nexlevel Project Management	2890 Kilgore Rd Ste 101 Rancho Cordova, CA 95630	Terry Hackelman	terry.hackelman@nexlevelit.com	
6. Syntellect IVR / ACD	16610 N. Black Canyon Hwy Ste 100 Phoenix, AZ 85053	Scott Brooks	sbrooks@syntellect.com	800-788-9733
7. Teleworks IVR / ACD	PO Box M Blackburg, VA 24063-1027	Eric Amelink	eamelink@tele-works.com	540-951-6463