

**Harris Pug**



# 2010 PUG Conference Carlsbad, California

Tuesday, April 20, 2009		
8:00 am	<b>Registration and Continental Breakfast</b>	
8:30 am	Opening Address	PUG Committee
8:35 am	Introduction of Guest Speaker	Carlsbad
9:00 am	ESC Report / Introduction	ESC Member
9:10 am	NorthStar Corporate Report	Serge Babineau
10:00 am	<b>Break</b>	
10:20 am	NorthStar New Products and Vision - Roadmap	Serge Babineau
11:00 am	Meter Sense Demo	Miqdad Jaffer
12:00 pm	<b>LUNCH</b> <b>Vendor Presentation</b>	<b>Itron</b>
1:00 pm	NorthStar Product Demo (mCARE & Mtr Exchange) <ul style="list-style-type: none"> <li>• Detail SO Set-up</li> </ul>	Miqdad Jaffer
2:00 pm	AMI Utility Initiatives (Are you implementing? How is your utility preparing?)	NorthStar / Group Discussion
2:30 pm	Automations: <i>Job Scheduler</i>	Diane Vieson
3:00 pm	<b>Break</b>	
3:15 pm	Automations: <i>Rules engine</i>	Diane Vieson
4:00 pm	Group Discussion – Hot Topics <ul style="list-style-type: none"> <li>• <i>Net Metering</i></li> <li>• <i>Budget &amp; Levelized Billing / Subject Experts</i></li> </ul>	<b>Round Table Discussion</b>
5:00 pm	Adjournment	
6:00pm	<b>Dinner Reception (TBA)</b>	<b>PUG Committee</b>



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<b>Wednesday, April 21, 2009</b>		
<b>7:45 am</b>	<b>Hot Breakfast Provided</b>	<b>PUG</b>
8:00 am	Payment Processing/Collections Demo	System Innovators Online Utility Exchange
9:00 am	NS Cashiering & Payment Processing <ul style="list-style-type: none"> <li>• Deposits</li> <li>• Transferring Payments</li> <li>• Balancing</li> <li>• Cash processing</li> <li>• Troubleshooting</li> </ul>	Diane Vieson Group Discussion Subject experts
<b>10:30 am</b>	<b>Break</b>	
10:40 am	Continue Payments Processing and Collections	Group Discussion
11:00 am	NS Cashiering Improvement Suggestions	Diane Vieson / Group Discussion
11:30 am	Payment & Collection Options	Paymentus
<b>12:00 pm</b>	<b>Lunch – Provided</b>	
12:30 pm	Document Management Solution - Second half of lunch	File Nexus
1:00 pm	IVR Solutions	TeleWorks
1:30 pm	NS 6.3 Encryption/ Red Flag/ Fact Act Compliance	Group Discussion/ Round Table
2:00 pm	My NorthStar: Customizing your menu	Diane Vieson
2:30 pm	NorthStar v6.3.1 Upgrade <i>New Features and Enhancements</i>	Diane Vieson
<b>3:15 pm</b>	<b>Break</b>	
3:30 pm	Preparing for NS Upgrade to 6.3 <i>Process and Recommendations</i>	Diane Vieson /Group discussion
4:15 pm	Continue User Round Table	Group Discussion
<b>5:00 pm</b>	<b>Adjournment</b>	

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