

Utility Billing Track

MONDAY

11:15 AM – 12:00 PM

Introduction & New Release Review

This session will cover the latest release of CMI Utility Billing software. A CMI Utility Support Specialist will be on hand to demonstrate the new features and to answer questions. Additionally, users will have an opportunity to make suggestions for future enhancements to the software.

1:00 PM – 3:00 PM

Did You Know.....

This session is intended to highlight points of interest within the Utility Billing application that users may not be aware of or may not be using. A CMI Utility Support Specialist will cover topics on policies, collections, procedures, bill print, write-offs, user forums, WebCasts and general FAQs. Attendees are encouraged to share their knowledge and experiences as well.

3:15 PM – 5:30 PM

Authority Utility Presentation

CMI's Glen August and Duane Flesburg will lead this session that will review the status of the new Authority Utility Billing application, which is currently under development. They will update the group on the design specifications for the new system and the features that will be available. In addition, they will discuss the Beta process, the overall progress and time line for general release.

TUESDAY

9:15 AM – 10:15 AM

Novice User Tips & Tricks

This session is designed to deliver helpful tips and tricks to the novice user of CMI Utility Billing. A CMI Utility Billing Support Specialist will review processes and how to use the software to get the most out of your system.

10:30 AM – 11:30 AM

Advanced User Tips & Tricks

Similar to the earlier session, this session is designed to deliver helpful tips and tricks to the more advanced users of CMI Utility Billing. Again, a CMI Utility Billing Support Specialist will cover topics that will be of particular interest to users who are very familiar with the software, but would like to learn more about what the system is capable of delivering.

1:00 PM – 2:15 PM

Round Table Q & A

This session will be an open forum for users of CMI Utility Billing. Attendees of this session are encouraged to bring their questions about procedures and processes for discussion. This will be your opportunity to share your personal experience and knowledge with the group, and to learn from others based on their experiences. A CMI Support Specialist will also be available for input as needed.