

RegistrantType	CompanyName
exhibitor	Metrix Matrix, Inc.
exhibitor	Televox Software, Inc.
exhibitor	NCO Group, Inc.
exhibitor	Bass & Company Management Consultants, LLC
exhibitor	Experian
exhibitor	Conversant, Inc.
exhibitor	Wolpoff & Abramson, L.L.P.
exhibitor	First Data Corporation
exhibitor	National Recovery Agency, Inc.
exhibitor	Western Union Payment Services
exhibitor	Helvey & Associates, Inc.
exhibitor	AUS Consultants
exhibitor	American Payment Systems
exhibitor	NCO Group, Inc.
exhibitor	OSI
exhibitor	Metrix Matrix, Inc.
exhibitor	Internet Transaction Solutions
exhibitor	Collection Bureau of America
exhibitor	First Data Corporation
exhibitor	First Data Corporation
exhibitor	OSI
exhibitor	InoVision
exhibitor	Equifax
exhibitor	Internet Transaction Solutions
exhibitor	Neptune Technology Group Inc.
exhibitor	Van Ru Credit Corporation
exhibitor	Fort Knox National Co
exhibitor	CustomerLink
exhibitor	GC Services
exhibitor	First Data Corporation
exhibitor	RCH Outsourcing Services
exhibitor	Collection Bureau of America
exhibitor	Contract Callers, Inc.
exhibitor	Platts
exhibitor	Customer Relationship Metrics
exhibitor	Chartwell, Inc.
exhibitor	InoVision
exhibitor	Carina Technology, Inc.
exhibitor	PHONE PRO
exhibitor	EnvoyWorldWide
exhibitor	Chartwell, Inc.
exhibitor	Van Ru Credit Corporation
exhibitor	Tele-Interpreters
exhibitor	Tele-Interpreters
exhibitor	Nexus Energy Software
exhibitor	Twenty First Century Communications
exhibitor	Nexus Energy Software
exhibitor	PHONE PRO
exhibitor	International Communications Research
exhibitor	Peace Software
exhibitor	American Payment Systems

exhibitor	Helvey & Associates, Inc.
exhibitor	National Recovery Agency, Inc.
exhibitor	Western Union Payment Services
exhibitor	RUI Credit Services
exhibitor	SPL WorldGroup
exhibitor	Deceased Credit Management, LLC
exhibitor	DocuCorp International
exhibitor	Conversant, Inc.
exhibitor	Detectent
exhibitor	Sterling Audits
exhibitor	Sterling Audits
exhibitor	Datria Systems, Inc.
exhibitor	EnvoyWorldWide
exhibitor	Van Ru Credit Corporation
exhibitor	Equifax
exhibitor	Virtual Hold Technology
exhibitor	Twenty First Century Communications
exhibitor	High Cotton
exhibitor	Global Express Financial Services
exhibitor	BearingPoint
exhibitor	Experian
exhibitor	Experian
exhibitor	Fort Knox National Co
exhibitor	GC Services
exhibitor	CustomerLink
exhibitor	Convergent Resources, Inc.
exhibitor	Customer Relationship Metrics
exhibitor	NetworkOmni Multilingual Communications
exhibitor	Carina Technology, Inc.
exhibitor	RUI Credit Services
exhibitor	Experian
exhibitor	NetworkOmni Multilingual Communications
exhibitor	Neptune Technology Group Inc.
exhibitor	BearingPoint
exhibitor	SPL WorldGroup
exhibitor	Deceased Credit Management, LLC
exhibitor	ER Solutions
exhibitor	High Cotton
exhibitor	Virtual Hold Technology
exhibitor	Platts
exhibitor	DocuCorp International
exhibitor	Contract Callers, Inc.
exhibitor	Datria Systems, Inc.
exhibitor	Wolpoff & Abramson, L.L.P.
exhibitor	Detectent
exhibitor	Global Express Financial Services
exhibitor	First Contact, Inc.
Exhibitor Full Price	Equifax
Exhibitor Full Price	Western Union Payment Services
Exhibitor Full Price	SPL WorldGroup
Exhibitor Full Price	Equifax
Exhibitor Full Price	First Data Corporation

Exhibitor Full Price	Par3 Communications
Exhibitor Full Price	Collection Bureau of America
Exhibitor Full Price	First Data Corporation
Exhibitor Full Price	Fort Knox National Co
Exhibitor Full Price	Par3 Communications
Exhibitor Full Price	RUI Credit Services
Exhibitor Full Price	Waterfield Technologies
Exhibitor Full Price	CheckFree Corp
Exhibitor Full Price	American Payment Systems
Exhibitor Full Price	InoVision
Exhibitor Full Price	Par3 Communications
Exhibitor Full Price	First Data Corporation
Exhibitor Full Price	Western Union Payment Services
Exhibitor Full Price	Western Union Payment Services
Exhibitor Full Price	Deceased Credit Management, LLC
Exhibitor Full Price	Virtual Hold Technology
Exhibitor Full Price	Nexus Energy Software
Exhibitor Full Price	OSI
Exhibitor Full Price	Conversant, Inc.
Exhibitor Full Price	Conversant, Inc.
Exhibitor Full Price	Experian
Exhibitor Full Price	Neptune Technology Group Inc.
member	Fayetteville Public Works Commission
member	Alabama Power Co
member	PPL Electric Utilities Corp
member	Puget Sound Energy
member	Northeast Utilities
member	Southern California Edison Co
member	LG&E Energy LLC
member	Yankee Gas Services Co
member	Sierra Pacific Power Co
member	Southern California Edison Co
member	Sierra Pacific Power Co
member	FirstEnergy Corp
member	Aquila, Inc.
member	Southern California Edison Co
member	Intermountain Gas Co
member	Cinergy Corp
member	Public Service Elec & Gas Co
member	Duke Power
member	Florida Power & Light Co
member	Arizona Public Service Co
member	Dominion
member	Aquila, Inc.
member	Southern California Edison Co
member	Cinergy Corp
member	Puget Sound Energy
member	Nevada Power Co
member	CapGemini Energy
member	Puget Sound Energy
member	Puget Sound Energy
member	Georgia Power Co

Member	Southern Company Services Inc
Member	Public Service Elec & Gas Co
Member	Public Service Elec & Gas Co
Member	Kansas City Power & Light Co
Member	Gulf Power Co
Member	National Grid USA
Member	Puget Sound Energy
Member	Pepco
Member	Southern California Edison Co
Member	Citizens Gas & Coke Utility
Member	Vectren Corp
Member	Entergy Corp
Member	Baltimore Gas & Electric Co
Member	Arizona Public Service Co
Member	Southern California Edison Co
Member	Aquila, Inc.
Member	Arizona Public Service Co
Member	Connecticut Light & Power Co
Member	Southern California Edison Co
Member	Public Service Co of New Hampshire
Member	Public Service Elec & Gas Co
Member	Dominion
Member	Duke Power
Member	Washington Gas Light Co
Member	PNM Resources Inc
Member	Puget Sound Energy
Member	Union Gas Limited
Member	Georgia Power Co
Member	Ameren Services
Member	City of Clearwater, FL
Member	Mississippi Power Co
Member	Korea Electric Power Corporation KEPCO
Member	Florida Power & Light Co
Member	NorthWestern Energy
Member	Dominion Resources Services, Inc.
Member	FirstEnergy Corp
Member	Central Hudson Gas & Electric Corp
Member	Arizona Public Service Co
Member	The Gas Company
Member	Southern California Edison Co
Member	Montana-Dakota Utilities Co
Member	Dominion
Member	Kansas City Power & Light Co
Member	National Fuel Gas Company
Member	Georgia Power Co
Member	Southern Company Services Inc
Member	Wisconsin Public Service Corp
Member	Arizona Public Service Co
Member	Central Vermont Public Service Corp
Member	Western Massachusetts Electric Co
Member	Georgia Power Co
Member	The Gas Company

Member	PPL Electric Utilities Corp
Member	TXU Energy
Member	Arizona Public Service Co
Member	Southern California Edison Co
Member	Sierra Pacific Resources Inc
Member	Memphis Light, Gas and Water Division
Member	Public Service Elec & Gas Co
Member	Southern California Edison Co
Member	Cinergy Corp
Member	Puget Sound Energy
Member	Aquila, Inc.
Member	Arizona Public Service Co
Member	NiSource Inc
Member	Arizona Public Service Co
Member	Southern California Edison Co
Member	Southern Company Services Inc
Member	Chubu Electric Power Co Inc
Member	Puget Sound Energy
Member	National Grid USA
Member	Baltimore Gas & Electric Co
Member	Entergy Corp
Member	Cinergy Corp
Member	Georgia Power Co
Member	Gulf Power Co
Member	Citizens Gas & Coke Utility
Member	Public Service Elec & Gas Co
Member	Aquila, Inc.
Member	Arizona Public Service Co
Member	Puget Sound Energy
Member	Washington Gas Light Co
Member	Intermountain Gas Co
Member	Columbia Gas of Ohio, Inc
Member	NSTAR
Member	AmerenUE
Member	Duke Power
Member	NW Natural
Member	Pepco Holdings Inc
Member	KeySpan Corporation
Member	DTE Energy Co
Member	Wisconsin Public Service Corp
Member	Puget Sound Energy
Member	Memphis Light, Gas and Water Division
Member	Nevada Power Co
Member	Sierra Pacific Power Co
Member	Aquila, Inc.
Member	Aquila, Inc.
Member	Citizens Gas & Coke Utility
Member	Questar Gas
Member	Pepco
Member	Arizona Public Service Co
Member	Baltimore Gas & Electric Co
Member	Westar Energy

Member	Kentucky Utilities Co
Member	Black Hills Corp
Member	Dominion Delivery
Member	NorthWestern Energy
Member	Arizona Public Service Co
Member	Xcel Energy
Member	Nevada Power Co
Member	Cinergy Corp
Non-Member	City Public Service
Non-Member	Salt River Project
Non-Member	SRP
Non-Member	Public Works Commission
Non-Member	Accenture Business Services for Utilities
Non-Member	Cascade Natural Gas
Non-Member	Salt River Project
Non-Member	SRP
Speaker	Call Center Industry Advisory Council
Speaker	Griffin Group, Inc.
Speaker	E Source
Speaker	CapGemini Energy
Speaker	Ropson & Associates
Sponsor	IEI Financial Services, LLC
Sponsor	IEI Financial Services, LLC
Sponsor	IEI Financial Services, LLC
Sponsor	Bottom Line Impact, LLC
Sponsor	Bottom Line Impact, LLC
Sponsor	Harris & Harris, Ltd.
Sponsor	IEI Financial Services, LLC
Sponsor	The Response Center
Sponsor	WeatherWise USA LLC
Sponsor	IEI Financial Services, LLC
Sponsor	Harris & Harris, Ltd.
Sponsor	Genesis Financial Solutions
Sponsor	Par3 Communications
Sponsor	Mercer Management Consulting
Sponsor	Par3 Communications
Sponsor	IEI Financial Services, LLC
Staff	Edison Electric Institute
Staff	Edison Electric Institute
Staff	American Gas Association
Staff	Edison Electric Institute
Staff	Edison Electric Institute
Staff	American Gas Association
Staff	Edison Electric Institute
Staff	American Gas Association
Staff	Edison Electric Institute

Title
President
Director, Utility Services West Coast
Account Executive Sales
Chief Executive Officer
Strategic Industry Consultant
Executive Vice President
National Sales Manager
VP, Business Development
Manager, Business Development
President & CEO
Vice President
Account/Project Manager
Regional Vice President
VP, Sales
Director, Sales
VP, Sales & Marketing
Regional Sales Manager
VP, Business Development
Vice President
VP, Sales
Executive VP, Marketing
Director, Sales
VP, Client Services
Business Development Manager
Director, National Accounts
Regional Manager, Sales Division
Director, Business Development
Managing Vice President
Marketing Director
VP, New Business Development
VP, Sales
Director, Field Services
ESource Associate Research Director
CTO
Director of Business Development
Vice President, Marketing
SVP, Business Development
Trainer
Utility Practice Manager
Editor
Director, National Accounts
National Accounts Manager
Director, National Accounts
VP, Sales & Business Development
Manager, Utility Sales
Sr Account Manager
Marketing
Vice President
VP, Business Development
Regional VP - West

VP, Sales & Marketing
President
VP, Business Development
Pre-Sales Consultant
Sales Associate
Practice Leader - Utilities
Director, Sales
President
EVP, Chief of Research
Chief Operating Officer
Director, Marketing Communications
Business Development Manager
VP, Sales & Marketing
Strategic Account Manager
Account Executive
Director, Utility Sales
Account Executive
Manager
Account Executive
VP, Telecom, Energy/Cable
Regional Manager, Sales Division
Director, Business Development
Marketing Manager
Vice President, National Sales
Vice President
Regional Sales Manager
Sales Director
Director, Sales
Strategic Industry Consultant
Regional Sales Manager
Director, Marketing
Managing Director
Pre-Sales Consultant
VP, Sales
Vice President, Sales
Product Manager
Business Applications Engineer
Director, ESource Business Development
Sales Executive
Chief Financial Officer
VP, Marketing & Product Management
Utility Sales Manager
VP, Sales & Marketing
VP, Sales & Marketing
VP, Operations
Sales Consultant
Account Executive
Sr Business Consultant

Corporate Sales Representative
Sales & Marketing Executive
Vice President
Marketing Specialist
Communications Manager
SVP, Client Services
Director, Business Development
Managing Account Executive
Marketing Coordinator
President
Marketing Specialist
Vice President
New Business Development
New Business Development
Sales Associate
Business Applications Engineer
Sales Director
VP, Major Accounts
Director, Marketing
VP, Business Development
Marketing Communications Manager
Development Manager
Customer Service Supervisor
Information System Analyst
Manager, Revenue Collection
Supervisor, Customer Construction Services
Customer Services Integration Project Director
Manager, Strategy & Metric Support
Director, Revenue Collection
Customer Service Manager
Manager, Customer Contact
IT Specialist
Team Leader
Director, Contact Centers
Credit & Collections Dept
Director
Credit & Collection Manager
Supervisor, Call Center Operations
Customer Operations Supervisor
Manager, Debt Management
Director, Customer Care
Business Analyst
Manager, Revenue Protection
Process Manager
Regional Manager
Manager, Cinergy Meter
Supervisor, Access Center
Team Leader, Field Services
Director
Manager, Corporate Credit
Supervisor, Meter Services
Resource Management Specialist

Assistant to Director - CSS
District Manager
Vice President. Customer Operations
Supervisor, Billing Services
Customer Service Supervisor
Director, CIS Consolidation Project
Manager
Manager, External Affairs
Regional Manager
Manager of Customer Billing Services
Contact Center Manager
Manager, Field Data Acquisition
Gas Operations Manager
Section Leader, Revenue Recovery
Manager
Lead CSA, Credit & Collections
Customer Care Center Supervisor
Customer Service Center Manager
Manager
Director of Customer Services
Mgr. Process Improvement, Cust Servs
Director, Customer Credit Services
Manager, Billing & Account Maintenance
Dept Head, Cust Support Svcs
Quality Assurance Analyst
Director, Customer Service Infrastructure & Technology
Director, Customer Care
VP, Marketing and Customer Service
Manager, Customer Relations
Director, Customer Service
Mgr. Revenue Accounting
Director
Director, Customer Billing
Coordinator
Vice President, Customer Service
Director, Customer Service
Division Manager Customer Account Services
Manager, Revenue Recovery
Director, Customer Affairs
Project Manager
Customer Service Manager
Sr Business Performance Analyst
Assistant Manager, Customer Care Center
General Manager, Call Center
Manager, Revenue Protection
Manager, Customer Service Support
Call Center Planner/Financial Leader
Customer Care Center Supervisor
Team Leader Customer Relations
Analyst, Customer Business Services
Supervisor, Revenue Prdocutions
Supervisor, Meter Reading

Director, Customer Operations
Director, Strategic Partnership Management
Manager, Meter Operations
Manager
Executive, Customer Service
Administrator, Customer Care Center
Manager, Customer Ops Planning & Performance
Project Manager
Supervisor of Quality Assurance & Training
Supervisor
Business Analyst
Customer Care Center Supervisor
Business Performance Analyst
Business Technology Supervisor
Manager
Director, Customer Service Support
Representative, Washington Office
Manager, Customer Construction Services
Director, Customer Applications
Director, Customer Care Department
Manager, Customer Invoicing
Manager, Revenue Collections
Manager, Resource Management
CSC Manager
Director of Customer Services
Operations & Resource Manager
Business Analyst
Director, Customer Service Operations
Director, Revenue Management
Division Head, Customer Services
Director, Customer Services
Manager, Revenue Recovery
Director, Meter Reading & Billing Services
Managing Supervisor, Customer Service
Manager
Call Center Manager
VP, PHI Power Delivery Customer Care
Director
Director, Customer Care
Customer Care Staff Leader
Access Center Manager
Supervisor, Credit Operations
DA Manager, Billing Operations & Credit
Team Leader
Project Manager
Customer Services Manager
Manager, Customer Relations
Manager, Customer & Community Relations
Regional Vice President, Maryland Montgomery County Affairs
Manager, Customer Care
Director, Investigations & Billing Services
Vice President Customer Care

Revenue Collection Leader
Director of Customer Services
Director Customer Service and Information
CS Financial Analyst
General Manager - Construction, Maintenance & Operations
Director, Billing Services
Team Leader, Electric Meter Operations
VP, Cinergy Ventures & Cinergy Broadband
Director
Credit Counselor
Customer Billing Specialist
Director of Customer Service
Director, Billing Operations
Call Center Manager
Credit Counselor
Manager Special Billing Services
Vice President
President
Director, Customer Satisfaction Services
Director, Org Change & Communication
President
VP, Operations
Chief Operating Officer
President
VP, Business Development
National Account Manager
Chief Financial Officer
Vice President
Director of Sales
Director, Business Development
National Account Manager
Director of Business Development
CEO
Principal
National Accounts Manager
Vice Chairman
Editor & Publisher, Electric Perspectives
Administrative Assistant.
IT Director
Administrative Assistant
Manager, Customer Operations
Managing Director, Policy Analysis
Sr. Dir., State Competitive & Regulatory Policies
Senior Staff Associate
Manager, Energy Solutions