

CONTACT INFORMATION

Utility Registration

*Required Field

Name* Mr. Mrs. Ms. _____

Name for badge: _____

Title: * _____

Company: * _____

Mailing address: * _____

City: _____ State/Province: _____

Country: _____ Postal Code: _____

Telephone: _____ Cell Phone: _____

E-mail: * _____

Dietary Preferences or Needs: Vegetarian Meals (Options Available on Buffet)

CS WEEK CONFERENCE REGISTRATION – April 9 – April 12, 2019 (Tuesday afternoon – Friday morning)

The full registration fee includes admission to all breakfasts, lunches, general sessions, workshops, exhibits and social functions taking place on Tuesday afternoon, April 9th through Friday morning, April 12th.

- Early Registration Fee: *Payment received by February 28, 2019* \$1,095
- Regular Registration Fee: *Payment received by April 6, 2019* \$1,195
- Onsite Registration Fee: *Payment received after April 6, 2019* \$1,295

CS WEEK COLLEGE REGISTRATION – Monday, April 8, 2019

The full registration fee includes admission to the college, breakfast and lunch. Courses run concurrently. Please select only one. CS Week College is intended for utility employees. NOTE: If college is selected you will not be eligible for the SAP and Smart Energy Water Synergy Groups.

- Utilizing the Cloud to Maximize Your Digital Strategy \$349 Attending conference \$595 College only \$ _____
- Cracking the Code on Customer Loyalty in a Digital World \$349 Attending conference \$595 College only \$ _____
- Expanding the Role of Change Management in Your Implementation Strategy \$349 Attending conference \$595 College only \$ _____
- True Moral Courage: Leadership Lessons From Shackleton and the Endurance Expedition \$349 Attending conference \$595 College only \$ _____
- Sustaining a Healthy Culture Where Employees Flourish and Your Utility Thrives \$349 Attending conference \$595 College only \$ _____

CS WEEK SYNERGY GROUPS REGISTRATION – April 8 – April 9, 2019

SAP and Smart Energy Water Synergy Groups April 8, 2019; CS Week and Oracle Utilities Synergy Groups April 9, 2019 CS Week Synergy Groups are \$349 and include breakfast and lunch. Vendor Synergy Groups are complimentary. CS Week Synergy Group registration is for utility and governmental attendees only (with the exception of Analytics, which is open to Utility, Exhibitors and Non-Exhibitors). Vendor Synergy Groups are open to utility employees who are customers/clients/users or guests of the particular company hosting the group. Synergy Groups run concurrently. Please select only one unless they are on different days.

- Analytics (\$349) Digital Customer Engagement (\$349) Credit and Collections (\$349) Smart Energy Water (complimentary)
- Field Services (\$349) Outage Communications (\$349) NARPA (\$400) SAP (complimentary)
- Contact Center (\$349) Billing and Payments (\$349) Customer Assistance (\$349) Oracle Utilities (complimentary) \$ _____

CS WEEK WOMEN IN UTILITIES REGISTRATION – Thursday, April 11, 2019 7:00 – 8:00 am

CS Week Women in Utilities is \$20 and includes breakfast. Registration is open to all attendees of a participating utility or vendor company.

Women In Utilities (\$20) \$ _____

TOTAL (See payment information below) \$ _____

Track Interest (select all that apply):

- Billing & Payments Credit & Collections Digital Customer Engagement Analytics Field Services Strategies & Management
- Contact Center Water Focus Canadian Focus

Is this your first conference? * Yes No _____ # years attended **Birth Year?** _____

What is the size of your company? 0 – 40,000 customers 40,001 – 500,000 customers 500,001 – 1.5 million customer Greater than 1.5 million customers

What best describes your company? (select all that apply): Electric Gas Water Wastewater 311 Reseller Vendor

PAYMENT INFORMATION

Method of payment (select one) Check enclosed payable to CS Week Visa MC Amex Discover

Card #: _____ Expiration Date: _____

Security code: _____

Name as it appears on card (Please print): _____

Signature: _____

5 EASY WAYS TO REGISTER:

- 1. Web:** www.csweek.org
- 2. E-mail:** jshankles@csweek.org
- 3. Call:** 903-893-3214 or 903-821-8631
- 4. Fax:** 903-893-6136
- 5. Mail:** CS Week
2612 W Lamberth Rd Ste 300
Sherman, TX 75092

For questions or additional information regarding registration, please contact Julie Shankles, Registration Manager at (903) 821-8631.

CANCELLATION POLICY

CANCELLATION POLICY: Cancellations received in writing by the registrar before March 10, 2019 will receive full refund of registration fees, less a \$175 administrative processing charge. Cancellations received on or after March 10, 2019 will not receive a refund. Substitutions will be accepted. All refunds will be processed after CS Week Conference.

CS WEEK PRIVACY POLICY

Your information belongs to one person – you. 1. We believe your information belongs to you. 2. No one outside of CS Week has access to your e-mail or phone numbers. 3. We do not sell our attendee lists or share sensitive contact information.

Your personal data is a top priority. 1. The security of your personal data is important to CS Week. 2. We do not use cookies in our broadcasts to gather information. 3. We may share your personal information with third parties we hire to perform support services for us. These third parties are required to use the personal information we share with them only to perform services on our behalf and to treat your personal information as strictly confidential. 4. Any vendor contact outside the stated guidelines may originate from pre-existing information in a vendor's database.

Photographs and video will be taken at CS WEEK. By registering for this event, you agree to allow CS WEEK to use your image in any CS WEEK–related publication, promotion or web site.