

## Agenda: November 10 & 11 (Thursday & Friday)

Day 1, November 10	
11:30 – Noon	Lunch Served
Noon – 12:30 PM	Agenda Review & Introductions
12:30 – 1:30	Amber Mac Futurist Presentation (Part II)
1:30 – 2:30	Affordability CCO Panel
2:30 – 2:45	Break
2:45 – 4:00	Member Roundtable: 2023 Planning and Priorities
4:00 – 5:00	Utility Payment Strategy Panel
5:00 – 5:30	Annual State of the Customer Survey Findings
7:00 PM	Dinner, Tommy Bahamas
Day 2, November 11	
7:30 – 8:00 AM	Breakfast Served
8:00 – 8:30	Host Utility Presentation
8:30 – 9:00	Next Gen Customer Research
9:00 – 10:00	Vendor Updates & 2023 Planning
10:00 – 10:15	Break
10:15 – 11:00	Future Proofing the Utility Contact Center
11:00 – 11:30	Beyond the Meter (BTM) Recap
11:30 – Noon	2023 UCRC Scope & Next Steps
Noon	Adjourn
1:30 PM	Tee Time for confirmed golfers. <b>Deadline to confirm is October 7.</b>

## Meeting Venue and Hotel Location

The 2022 UCRC Annual Meeting will take place at the Westin Kierland Resort & Spa in Scottsdale, AZ. It is an approximate 35-minute drive (25 miles north) from the Phoenix Sky Harbor International Airport (PHX).

### Westin Kierland Resort & Spa

6902 E Greenway Pkwy,  
Scottsdale, AZ  
(480) 624-1000

### Meeting Location

Onsite



### Parking

- Hotel Self-Parking, available at \$20/night
- Valet Parking, available at \$35/night