



Chartered
Institute
of Credit
Management

All Ireland Utilities Conference

The Biggest Utilities Best Practice & Networking Event in Ireland

Tuesday 13th November 2018 at City North Hotel, Dublin



A CRIF company



Sponsored by



Recruiting experts
in Accountancy & Finance



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This is a full day “free” event focusing on the Utilities Sector, from Artificial Intelligence, Robotics & Automation to Attracting and Retaining the Best Talent, updates from the Commissioner for Regulation of Utilities and Dealing with Vulnerable Customers, this is a “NOT TO BE MISSED” day delivering the most up to date Best Practice

Speakers include

Robotics, Automation and Artificial Intelligence in Credit & Customer Management

Brian Morgan FCICM, Product Director, Rimilia

Break

Recruitment, Development & Retention Strategies

Orlagh Reynolds, Hays Recruitment

Vulnerable Customers & Indebtedness

Pauline Brown, Regional Manager, St. Vincent de Paul

Psychology of a Payer – What makes people pay?

Stephanie McGuinness, Lecturer, NWRC

Lunch

Insight into Consumer Spending

Richard Williams, Head of Energy, Consumer Council for NI

CICM Vulnerability Customer Framework

Debbie Tuckwood, Head of Education and Professional Development, CICM

Break

Impact of SMART Metering on Collections

Andy McNulty, Finalised Accounts Manager, SSE Airtricity

Update from Commission for Regulation of Utilities

Aoife MacEvilly, Commissioner, CRU

Close

**REGISTER TODAY TO SECURE
YOUR PLACES**

This event is free to attend

This event awards CICM Members 6 CPD Hours

To book, email

northernirelandbranch@cicm.com with the
names and job titles of those wishing to attend

**The first “Credit Focus” conference in Ireland: this year’s focus is Utilities
Look out for “Credit Focus 2019 – Shared Services”**