

# Metering, Billing/CRM Australia & New Zealand 2009



Sydney, 21 and 22 October 2009

208 leading metering industry professionals gathered in Sydney to discuss the latest developments and trends in the Metering, Billing & CRM industry

## 7th Metering, Billing/CRM Australia & New Zealand conference: a resounding success!

Bringing together 208 metering industry experts from as far as the USA, Papua New Guinea, Europe, Tahiti, Taiwan and Korea, the 7th



Metering, Billing/CRM Australia & New Zealand conference ended on a high note. National electricity law amendments, the need for consumer protection, next generation metering communication technologies, smart water metering and advanced billing and customer services applications were all issues that came under the spotlight. Presentations and debates were often heated and passionate with enthusiastic participation from the delegates.

The overall consensus among the participants who attended the event, was that the two-day conference and exhibition had provided them with a vital insight into the latest metering, billing and CRM developments in the region and beyond. A number of attendees told the organizers that it had been a valuable eye-opener in gaining knowledge about new projects, industry developments, expectations and regulations. Particularly the international lessons learnt from Don Ballard, PUC Texas, Bob Frazier, CenterPoint Energy and Kim Dong Sub of KEPCO, Korea received much attention and praise.

Strong industry accolades were received on Metering Billing/CRM Australia & New Zealand 2009:

*"The conference was fantastic! The content was engaging and offered us an excellent insight to what smart metering is all about. Very well run and managed. "*

Glen Kennedy, Credit Services Manager, Australian Power and Gas

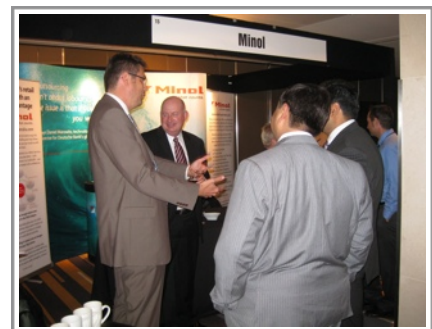
*"As a first timer I found it very interesting and educational"*

Klime Zengoski, Customer Solutions Manager, United Group Infrastructure

*"More than I expected. The brightest and most experienced views are presented"*

Don Ballard, Public Utility Counsel of Texas

The two track conference programme provided valuable resources and networking opportunities to identify



challenges, share experiences and evaluate possible solutions. Interactive discussion sessions provided an honest exchange of information and attracted a highly motivated and participative audience until the very end.

The targeted Metering, Billing/CRM Australia & New Zealand exhibition provided a focused technology showcase for utilities to source new products and services and meet current and new suppliers to stay updated with the latest technologies and industry developments.