

AS OF SEPTEMBER 11, 2025 – SUBJECT TO CHANGE

nisc mic 25

MEMBER INFORMATION CONFERENCE

50 YEARS OF LEARNING



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SUNDAY, SEPT. 21


12 p.m. – 5 p.m. Registration Open  Main Concourse - 4th St. Pre-function


MONDAY, SEPT. 22


8 a.m. – 7 p.m. Registration Open  Main Concourse - 4th St. Pre-function

11 a.m. – 12 p.m. Functional Sub-Committee Lunch at the Omni Hotel (Committee Members Only)  Omni Louisville Hotel


12 p.m. – 4 p.m. Functional Sub-Committee Meetings at the Omni Hotel (Observers Allowed)  Omni Louisville Hotel


3 p.m. – 4:15 p.m. Pre-Conference "Role" Call Networking Session  Upper Concourse - North Pre-function

5 p.m. – 6:30 p.m. Opening General Session  Upper Concourse - Hall B



6:30 p.m. – 8 p.m. Welcome Reception in the Partner Pavilion & Solutions Lab  Upper Concourse - Hall A

TUESDAY, SEPT. 23


7 a.m. – 4 p.m. Registration Open  Main Concourse - 4th St. Pre-function



7 a.m. – 8:30 a.m. Continental Breakfast  Upper Concourse - Hall D


7 a.m. – 8:30 a.m. Collaboration Over Coffee (Continental Breakfast Included)  Upper Concourse - Hall D


8:30 a.m. – 9:30 a.m. Energy Outlook & Concurrent 1 Sessions   Various Locations



10 a.m. – 11 a.m. Communications Outlook & Concurrent 2 Sessions   Various Locations


10 a.m. – 4 p.m. Partner Pavilion & Solutions Lab Open  Upper Concourse - Hall A



11:20 a.m. – 12:10 p.m. Concurrent 3 Sessions   Various Locations



11:30 a.m. – 12 p.m. Lunch Available for Partners  Upper Concourse - Hall D



12:10 p.m. – 1:10 p.m. Attendee Lunch  Upper Concourse - Hall D

1:10 p.m. – 2 p.m. Concurrent 4 Sessions   Various Locations

2 p.m. – 2:45 p.m. Break in Partner Pavilion  Upper Concourse - Hall A


2:45 p.m. – 4:10 p.m. Concurrent 5A & 'Round the World   Various Locations


2:45 p.m. – 3:20 p.m. Concurrent 5B Sessions   Various Locations

3:35 p.m. – 4:10 p.m. Concurrent 5C Sessions   Various Locations



4:10 p.m. – Free Night / Activity Night



WEDNESDAY, SEPT. 24


7:30 a.m. – 4:30 p.m. Registration Open  Main Concourse - 4th St. Pre-function



7 a.m. – 8:30 a.m. Continental Breakfast  Upper Concourse - Hall D


7 a.m. – 8:30 a.m. Collaboration Over Coffee (Continental Breakfast Included)  Upper Concourse - Hall D


8:30 a.m. – 9:20 a.m. Concurrent 6 Sessions   Various Locations



9:40 a.m. – 10:30 a.m. Concurrent 7 Sessions   Various Locations



10 a.m. – 4:30 p.m. Partner Pavilion & Solutions Lab Open  Upper Concourse - Hall A



10:50 a.m. – 11:40 a.m. Concurrent 8 Sessions   Various Locations


11:10 a.m. – 11:40 a.m. Lunch Available for Partners  Upper Concourse - Hall D

11:40 a.m. – 12:40 p.m. Attendee Lunch  Upper Concourse - Hall D

12:40 p.m. – 1:30 p.m. Concurrent 9 Sessions   Various Locations


1:50 p.m. – 2:40 p.m. Concurrent 10 Sessions   Various Locations



3 p.m. – 3:35 p.m. Concurrent 11 Sessions   Various Locations



3:35 p.m. – 4:30 p.m. Break & Raffles in the Partner Pavilion  Upper Concourse - Hall A


6 p.m. – 10 p.m. MICfest Fourth Street Live

THURSDAY, SEPT. 25

8 a.m. – 11 a.m. Registration Open  Main Concourse - 4th St. Pre-function

8 a.m. – 9 a.m. Breakfast   Upper Concourse - Hall D

9 a.m. – 10:30 a.m. Closing General Session   Upper Concourse - Hall B

10:30 a.m. – 1:30 p.m. Airport Shuttles  Main Concourse - 4th St. Pre-function

NISC MIC INTRODUCTION

At the 2025 MIC, more than 180 sessions will be offered to help you gain a better understanding of NISC solutions. You'll experience sessions led by NISC subject matter experts that will open the door to greater efficiency and understanding of the iVUE Enterprise System. The Member-led sessions are also key to the MIC. Hear firsthand what NISC Members are experiencing and how they are leveraging technology to address their critical business needs and better serve their members and customers.

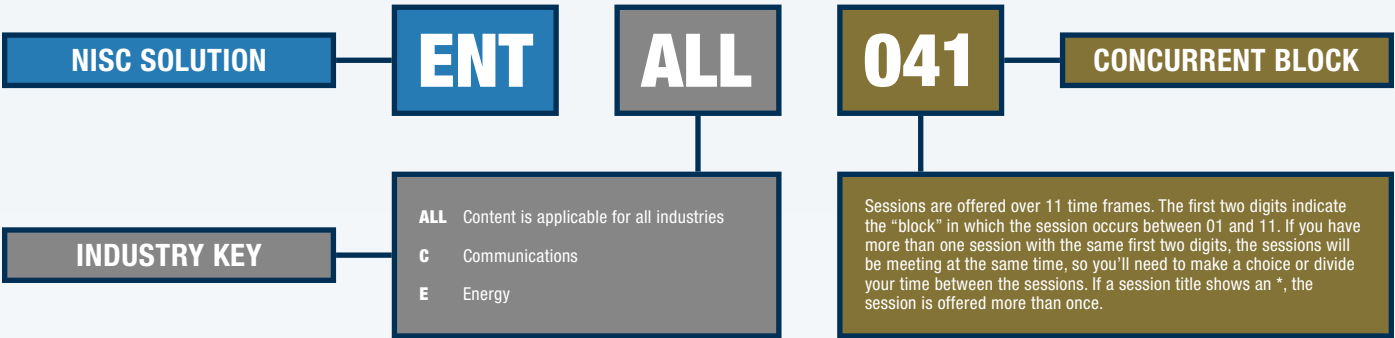
CONCURRENT SESSION SOLUTIONS

Review the complete list of more than 180 breakout sessions planned for the 2025 MIC or access the MIC website to review sessions by NISC solution or job role. During the MIC, you'll be able to create a personal schedule in the Conference app of the sessions you plan to attend. Sessions are identified by each major NISC solution as follows.

- **ENTERPRISE**
Labeled as ENT. Resources such as Business Intelligence & Reporting, NISC Community and Implementation.
- **FINANCIALS**
Labeled as FIN.
- **MARKETING**
Labeled as MKT.
- **OPERATIONS**
Labeled as OPS.
- **SERVICE**
Labeled as SERV. Includes Customer Care & Billing, Payments.
- **TECHNICAL**
Labeled as TECH. Includes CyberSecurity and IT Administrator Functions and Strategies.
- **PARTNER**
Labeled as PTNR.

UNDERSTANDING SESSION IDS

You can learn a lot from session IDs! Take Tuesday afternoon's session entitled, "Weaving AI into the Fabric of the NISC Enterprise." The session ID is **ENT-ALL 041**.



iVUE Operations - Broadband Network Health & SmartHub Managed WiFi**OPS-C 011****LOCATION:**  Ground Level - Kentucky Ballroom F**EXPERIENCE:** Introductory**INDUSTRY:** Communications Only 


Wish you had better information to help you solve customer issues? Come see the power of what Network Health and SmartHub have to offer in assisting your customers in resolving issues of adjusting configurations.

 Mbr. Exp: Prep for Your iVUE Connect Migration - Serialize Broadband Devices & Other Data Cleanup**OPS-C 012****LOCATION:**  Ground Level - Kentucky Ballroom E**EXPERIENCE:** Introductory**INDUSTRY:** Communications Only 

How do you get your iVUE Operations data ready to move to iVUE Connect? Join SRT Communications for this session to understand how to start preparing for this move and to make sure all the data ends up as clean as possible.

Broadband Mapping Connectivity: The Role of Accurate Data in Mapping & New Tools**OPS-C 013****LOCATION:**  Ground Level - Kentucky Ballroom D**EXPERIENCE:** Introductory**INDUSTRY:** Communications Only 


Join us to discover the importance of accurate data in broadband mapping connectivity. Learn how precise and up-to-date information can help identify coverage gaps, develop targeted strategies, and provide valuable insights for technicians, splicers, and outside plant operations. Don't miss this opportunity to enhance your understanding and improve your network's efficiency!

To AWS & Beyond! Where We Are & Where We're Going with NISC System Implementations***TECH-ALL 011****LOCATION:**  Second Level - Marriott Ballroom VI**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  


As NISC continues its journey toward the public cloud, we are actively working on deployments in Amazon Web Services (AWS). This includes NISC Hosted Services and microservices for the NISC applications. In this session we will look at where we've been, where we are, and where we are going with NISC deployments in AWS.

Use Your Data from Across the Enterprise - Get Started with Mosaic**ENT-ALL 011****LOCATION:**  Second Level - Marriott Ballroom VII**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Optimize your data across the enterprise! This session introduces the foundational knowledge and skills for working in Mosaic and is ideal for those looking to access and analyze data with the click of a mouse.

The Energy Outlook: Member & Solution Strategies**ENT-E 012****LOCATION:**  Upper Concourse - Hall B**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 


Join this energy general session for an update on NISC's most important solution objectives and the critical issues facing the industry today. This session will also guide you to key solutions and discussions throughout the week regarding the high-priority topics featured in the session.

Financials Monthly Closing***FIN-ALL 011** **LOCATION:**  Main Concourse - M103**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  


Do you always seem to be waiting for another iVUE Financials module to close so you can continue with your processes? In this session, find out the reasons why, and what steps don't need to wait. This is a high-level overview, from start to finish, of how each module affects the others with considerations and explanations of the monthly closing order.

Financials Tips & Tricks***FIN-ALL 012** **LOCATION:**  Main Concourse - M107**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Are you looking for ways to help increase your focus and efficiency in iVUE Financials and iVUE Connect - Financials? Whether you've been using these solutions for 10 months or 10 years, this session provides helpful tips and tricks for everyone!

iVUE Service - Broadband & iVUE Financials Integration**FIN-C 013** **LOCATION:**  KICC: Main Concourse - M111**EXPERIENCE:** Prior Experience**INDUSTRY:** Communications Only 

In this session, we take the reins on the Service to GL Balancing Report, breaking down where the data comes from and how you can use it. We also cover proven best practices for troubleshooting when your balances stray off course. No more betting on the balancing longshot – this session will give you the tools to cross the finish line with confidence.

Tips & Tricks for Increasing Customer Enrollments**MKT-ALL 011****LOCATION:**  Main Concourse - Ballroom D**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Supercharge end-user engagement and save your organization time and money with SmartHub marketing campaigns. This session shares best practices learned from hundreds of NISC Member SmartHub launches. Discover a library of free templates to build internal and external buy-in and learn tips to leverage traditional and digital marketing channels for increased SmartHub adoption.

New & Next: iVUE Service - Broadband**SERV-C 011****LOCATION:**  Main Concourse - Ballroom B**EXPERIENCE:** Introductory**INDUSTRY:** Communications Only 

New enhancements are made available with every iVUE Service - Broadband release. In this session we review some of the most recent enhancements available now and what is coming in the next releases.

 Members & Partners: Energy & Communications Providers Using Nokia & NISC Solutions to Improve our Communities**PTNR-ALL 011****LOCATION:**  Lower Concourse - L009**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

In this session South Central Power shares how Nokia and NISC collaborate and deliver solutions that help them run their entire business. Nokia's broadband solutions span distribution, aggregation, and access for end-to-end connectivity that is built to last. OLTs are 25G service capable and newest designs support 100G futures. Nokia's comprehensive suite of solutions for smart grid - including private wireless networks, industrial devices, and software platforms - enhance grid monitoring, automation, and efficiency. Learn more about how NISC's iVUE/iVUE Connect deliver auto-provisioning of Nokia networks and enable ease of operations.

Mbr Exp: Use Tailgate Form Builder for More than Tailgates


OPS-ALL 021

LOCATION:  Ground Level - Kentucky Ballroom F**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Learn how Cowlitz PUD has taken the Tailgate feature to the next level by using the Form Builder application to build multiple form types within a single form. They will share how they have transformed the safety form to be used as an intuitive inspection form for stakers to use on new electrical installation inspections as well as vegetation management forms with a live demo. They will discuss the challenges faced with the implementation of an electronic form as well as the benefits of using Tailgate for alternative uses. Please note: this feature is not available to iVUE Service - Broadband users.

New & Next: Outage Management


OPS-E 022

LOCATION:  Ground Level - Kentucky Ballroom E**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 

What's changed this year in NISC's Outage Management? Catch up on the latest new features in both iVUE and AppSuite.

To AWS & Beyond! Where We Are & Where We're Going with NISC System Implementations*



TECH-ALL 021

LOCATION:  Second Level - Marriott Ballroom VI**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

As NISC continues its journey toward the public cloud, we are actively working on deployments in Amazon Web Services (AWS). This includes NISC Hosted Services and microservices for the NISC applications. In this session we will look at where we've been, where we are, and where we are going with NISC deployments in AWS.

New & Next: Business Intelligence & Reporting

ENT-ALL 021

LOCATION:  Second Level - Marriott Ballroom VII**EXPERIENCE:** Prior Experience**INDUSTRY:** All Industries  

Check out the new items recently released in BI & Reporting, as well as future items coming soon soon to meet your reporting needs.

The Communications Outlook: Member & Solution Strategies

ENT-C 022

LOCATION:  Upper Concourse - Hall B**EXPERIENCE:** Introductory**INDUSTRY:** Communications Only 

Join this communications general session for an update on NISC's most important solution objectives and the critical issues facing the industry today. This session will also guide you to key solutions and discussions throughout the week regarding the high-priority topics featured in the session.

Subdivision Buildout Best Practices - Part 1

ENT-E 023

LOCATION:  Second Level - Marriott Ballroom V**EXPERIENCE:** Prior Experience**INDUSTRY:** Energy Only 

This is the first session in a two-part series covering the Subdivision Buildout Process within iVUE Service - Utility from start to finish. This session covers the following topics: Customer engagement and starting a New Service Workflow and Change of Service Workflow; Work Management best practices; Leveraging Scheduler and using AppSuite to complete the task assignment Service Order to Work Order Integration; Staking a job via AppSuite. This session helps you understand best practices on how customers can use SmartHub and iVUE Connect - Service, how Service Order data can be automated between Service, Financials, and Operations, and how to most efficiently use AppSuite in the field. Other sessions in this series include Part 2: ENT-E 033. While everyone is welcome at individual sessions, it is recommended to attend both parts for maximum value.

Financials Monthly Closing***FIN-ALL 021** **LOCATION:**  Main Concourse - M103**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  


Do you always seem to be waiting for another iVUE Financials module to close so you can continue with your processes? In this session, find out the reasons why, and what steps don't need to wait. This is a high-level overview, from start to finish, of how each module affects the others with considerations and explanations of the monthly closing order.

Financials Tips & Tricks***FIN-ALL 022** **LOCATION:**  Main Concourse - M107**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Are you looking for ways to help increase your focus and efficiency in iVUE Financials and iVUE Connect - Financials? Whether you've been using these solutions for 10 months or 10 years, this session provides helpful tips and tricks for everyone!

iVUE Service - Utility & iVUE Financials Integration**FIN-E 023** **LOCATION:**  Main Concourse - M111**EXPERIENCE:** Prior Experience**INDUSTRY:** Energy Only 


In this session, we'll take the reins on the Service to GL Balancing Report, breaking down where the data comes from and how you can use it. We'll also cover proven best practices for troubleshooting when your balances stray off course. No more betting on the balancing longshot – this session will give you the tools to cross the finish line with confidence.

 Mbr Exp: SmartHub Tips & Tricks for Energy Providers**MKT-E 021****LOCATION:**  Main Concourse - Ballroom D**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 


Discover practical ways to maximize SmartHub's functionality as Mid-Carolina Electric Cooperative shares various options and underutilized features within the application. Learn how to identify and enable different features, enhance communication, and leverage SmartHub's full potential for a seamless and engaging experience.

Optimizing Budget Billing for Energy Providers**SERV-E 021****LOCATION:**  Main Concourse - Ballroom A**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 


Whether you offer your customers a Budget Billing option or you're considering it, attend this session to learn how this contrasts with traditional billing and the options available to customize it to meet your business needs. If you haven't updated your Budget Billing settings in years or haven't enabled self-enrollment in SmartHub, learn what you're missing.

Empowering Utilities for the Future: Solar, DERMS & EV Readiness**SERV-E 022****LOCATION:**  Main Concourse - Ballroom B**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 



Over the last several years the energy landscape is shifting rapidly, with utilities facing new challenges and opportunities as solar power, Distributed Energy Resource Management Systems (DERMS), and electric vehicles (EVs) reshape the delivery and consumption of energy. We will explore how NISC and Members are navigating the evolving ecosystem, optimizing grid performance and enhancing consumer engagement leveraging NISC tools and partners. The session will also discuss best practices for preparation and execution for integration renewables, leveraging DERMS for real-time grid management and tracking and managing EVs.

iVUE Connect - Service Tips & Tricks for Energy Providers**SERV-E 023****LOCATION:**  Main Concourse - Ballroom C**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 

Learn helpful tips to take full advantage of what iVUE Connect - Service has to offer an energy provider. Whether you use iVUE Connect - Service every day or you will soon, you'll leave this session with a list of features you'll be excited to try or share with your organization.

iVUE Connect - Service Demo for Energy Providers**SERV-E 024****LOCATION:**  Lower Concourse - L014**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 


If you need to become more familiar with what iVUE Connect - Service offers, join this demo as we log in and access customer accounts, research billing questions, create service orders, take payments, create contact tracking, and more.

 Members & Partners: The Future of Collections through ONLINE Utility Exchange**PTNR-ALL 021****LOCATION:**  Lower Concourse - L009**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Debt collection is a necessary part of your business, but requires a significant amount of manual work, pulling staff away from more important aspects of their jobs. With ONLINE's automated collections solution, you can increase efficiency and recoveries. Join ONLINE and Wake EMC to learn how to save valuable time by utilizing ONLINE's integration with NISC to automate payment reporting processes, increase recoveries by consistently referring accounts, and improve your AR by receiving daily payment files automatically.

New & Next: Asset Management, Ticket Management, Provisioning**OPS-C 031****LOCATION:**  Ground Level - Kentucky Ballroom F**EXPERIENCE:** Prior Experience**INDUSTRY:** Communications Only 

Discover the latest features and upcoming innovations in iVUE Connect - Operations for Communications Members.

New & Next: Operations Analytics & DEW**OPS-E 032****LOCATION:**  Ground Level - Kentucky Ballroom E**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 


Join us for an in-depth update on the latest developments in Operations Analytics (OA) and Distributed Engineering Workstation (DEW). In this session, we will cover the transition of OA to Amazon Web Services (AWS) and the benefits this move brings. We'll also explore the new features added to OA and DEW in the past year, as well as the exciting enhancements planned for the coming year. Additionally, we'll provide an update on the ADMS Dashboard, including its current status and future direction.

Increase Awareness during Energy Outages with Messenger**OPS-E 033****LOCATION:**  Ground Level - Kentucky Ballroom D**EXPERIENCE:** Prior Experience**INDUSTRY:** Energy Only 

Join us for an insightful discussion on how standard Outage Management tools can significantly improve both internal and external communication. We'll delve into the capabilities of SmartHub, AppSuite, and Multi-Channel Messenger, covering everything from outage reporting to public notifications when power is restored.

New Feature Highlight: Discover the new scheduling feature in Multi-Channel Messenger for phone calls, designed to simplify communication management.

Learn how these tools provide versatile options for targeted communication, including email, push notifications, text messages, and phone calls. Don't miss this opportunity to understand how these solutions can streamline your communication processes!

 Mbr Exp: NISC Oracle Conversation**ENT-E 031****LOCATION:**  Second Level - Marriott Ballroom VII**EXPERIENCE:** Prior Experience**INDUSTRY:** Energy Only 



Join us for this session as Owatonna Public Utilities provides a practical guide to working with NISC's Oracle database. We will cover how to access the system, understand key tables and views, and explore the relationships between customers, meters, and billing data. Attendees will learn how to build useful queries and gain insights into energy usage and customer activity.

Print Services Best Practices for Special Mailings, Effective Delivery Addresses, USPS Updates & Delivery**ENT-ALL 032****LOCATION:**  Second Level - Marriott Ballroom IX**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  



Join us for an insightful session with Print Services where you'll learn about running Special Mailings. We'll cover the typical timeline for these projects, the necessary questionnaires and approval forms, and how to order inserts and other materials. Additionally, we'll discuss why some addresses change, how mail delivery expectations have evolved, the latest updates from the USPS, and potential alternatives. This session will equip you with the knowledge and tools needed to efficiently manage your Special Mailings and stay ahead of changes in the postal landscape.

Subdivision Buildout Best Practices - Part 2



ENT-E 033

LOCATION:  Second Level - Marriott Ballroom V**EXPERIENCE:** Prior Experience**INDUSTRY:** Energy Only 

This is the second session in a two-part series covering the Subdivision Buildout Process within iVUE Service - Utility from start to finish. This session covers the following topics: Customer engagement and starting a New Service Workflow and Change of Service Workflow; Work Management best practices; Leveraging Scheduler and using AppSuite to complete the task assignment Service Order to Work Order Integration; Staking a job via AppSuite. This session helps you understand best practices on how customers can use SmartHub and iVUE Connect - Service, how Service Order data can be automated between Service, Financials, and Operations, and how to most efficiently use AppSuite in the field. Other sessions in this series include Part 1: ENT-E 023. While everyone is welcome at individual sessions, it is recommended to attend both parts for maximum value.



 Mbr Exp: Preparing for an AuditFIN-ALL 031 **LOCATION:**  Main Concourse - M103**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Audits can be complex, but taking proactive steps throughout the year can make the process smoother and less stressful. Join Holy Cross Energy for an insightful session on how to streamline your audit preparation. Discover how small, strategic tasks can have a big impact, helping you stay organized and feeling prepared for your audit.

 Mbr Exp: Accounts Payable Intelligent Document Processing*FIN-ALL 032 **LOCATION:**  Main Concourse - M107**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Learn about NISC's latest initiative on improving and streamlining the Accounts Payable invoice process using Intelligent Document Processing. This session demonstrates how automation can help cut the cost of processing invoices, the implementation process and the opportunity to shift from data entry to data analysis.

Payroll Time Entry & Check Print for Beginners

FIN-ALL 033 **LOCATION:**  Main Concourse - M111**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Do you ever need to key in PL Time Entry Records and run a PL Check Print? Join this session to learn what options are available when keying into a Time Entry Batch, what to take into consideration, and when ready, what reports we can run and what to look for when running the PL Check Print Process.


Understanding the Capital Credit Escheat Process & the Enhanced Retain Unclaimed Process for Energy Providers

FIN-E 034 **LOCATION:**  Main Concourse - M112**EXPERIENCE:** Prior Experience**INDUSTRY:** Energy Only 

Join us as we review the standard Capital Credit Escheat and the Retain Unclaimed processes. The Retained Unclaimed process is an exciting new enhanced escheat process to allow for additional options when escheating unclaimed Capital Credits.

 Mbr Exp: Multi-Channel Messenger Tips & Tricks for Energy Providers

MKT-E 031

LOCATION:  Main Concourse - Ballroom D**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 


This session provides valuable insights and practical tips from Wake EMC and Cobb EMC on how to effectively use Messenger for enhanced communication and engagement. Learn about various features and functionalities that can help streamline your messaging processes and improve overall efficiency.

New & Next: iVUE Connect - Service**SERV-ALL 031****LOCATION:**  Main Concourse - Ballroom C**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

iVUE Connect - Service capabilities grow with every update. This session highlights key enhancements and new features released in the past year. We also preview the highlights of the next release and what's to come shortly. Whether you directly serve customers or support or manage those who do, join us to see what's new and next.

Getting More out of iVUE Service - Broadband**SERV-C 032****LOCATION:**  Lower Concourse - L014**EXPERIENCE:** Prior Experience**INDUSTRY:** Communications Only 

Looking to enhance productivity and streamline workflows? This session focuses on unlocking underutilized features in contact tracking, revenue area, available services, and work management.

 Members & Partners: Securing the Future – TrustGrid Technology and the Next Generation of Network Connectivity**PTNR-ALL 031****LOCATION:**  Second Level - Marriott Ballroom VI**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

As the demand for secure, efficient, and scalable connectivity continues to grow, NISC has adopted TrustGrid technology to modernize the way we connect with our Members. In this session, we explore what TrustGrid is, how it enhances security and performance compared to traditional VPN-based connections, and why NISC is transitioning to this solution as a foundational part of our infrastructure strategy.


Mid-Rivers Communications will share their experience implementing TrustGrid—from initial deployment to ongoing benefits—highlighting lessons learned and the impact on their operations. Whether you're just beginning to explore this transition or already on the path, this session provides valuable insights into how TrustGrid is shaping the future of connectivity across NISC.

 Members & Partners: Creating a Single Pane of Glass for Unified Subscriber Experience through the Calix – NISC Partnership**PTNR-C 032****LOCATION:**  Lower Concourse - L009**EXPERIENCE:** Prior Experience**INDUSTRY:** Communications Only 



This session explores the unified subscriber experience. Attendees will learn about new iVUE capabilities that integrate Wi-Fi Management from Calix Service Cloud, along with the ability to deep link directly into Service Cloud from within iVUE. The session also highlights updates to NISC's Network Operations tool, which now incorporates data from SMx, and provides a forward-looking view of Service Outage automation through the integration of NISC and Operations Cloud. This session will also look at the future of Service Outage automation with the integration of NISC and Operations Cloud as well as the SmartHub unified Billing and Wi-Fi.

 Members & Partners: DER Demand Management Program Implementation Journey & Lessons with OATI**PTNR-E 033****LOCATION:**  Main Concourse - Ballroom B**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 

Powered with purpose, Trico is dedicated to making a difference in the communities they serve by providing their Members cost-effective and sustainable energy solutions. One of three Strategic Priorities focuses on Power Supply by ensuring ample resources, incorporating traditional, distributed, and Member-owned assets. Learn how they are harnessing demand side assets through their DERMS, such as smart thermostats in their newly launched TEMP (Thermostat Energy Management Program) DR program. TRICO will share their DERMS journey experience and key lessons learned along the way, where they are headed next, and about the customer engagement intersection with the NISC/OATI DERMS integration.

New & Next: Work Management**OPS-ALL 041****LOCATION:**  Ground Level - Kentucky Ballroom F**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  


Discover the newest updates in Work Management Solutions, including AppSuite and get a sneak peek at what's coming next. Learn how these enhancements can streamline your workflow and boost productivity.

New & Next: Mapping & Staking**OPS-ALL 042****LOCATION:**  Ground Level - Kentucky Ballroom E**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Join us for a comprehensive update and get excited for upcoming features in your Mapping solutions, including ArcGIS Pro, iVUE Connect - Staking, AppSuite, and Enterprise Maps in iVUE Connect.

 Mbr Exp: Broadband Provisioning with iVUE Connect - Operations**OPS-C 043****LOCATION:**  Ground Level - Kentucky Ballroom D**EXPERIENCE:** Introductory**INDUSTRY:** Communications Only 


Learn how OEC Fiber is using iVUE Connect - Cloud Provisioning and Provisioning Business Rules to efficiently manage consumer services without needing to swivel to a third-party management interface. You will also see how provisioning audits are used to ensure consumers are being billed for the services they are receiving.

 Mbr Exp: Securing Success - Best Practices with iVUE Security**TECH-ALL 041****LOCATION:**  Second Level - Marriott Ballroom VI**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Proper security of your iVUE/iVUE Connect software is vital, and this session will equip you with essential best practices for data safeguarding. Member presenter Brendan Johnson of Columbia REA will lead an exploration of iVUE/iVUE Connect security fundamentals, best practices, and strategy. Whether you're an experienced administrator or new to iVUE/iVUE Connect security, join us to gain insights and strengthen your understanding.

Weaving AI into the Fabric of the NISC Enterprise**ENT-ALL 041****LOCATION:**  Upper Concourse - Hall B**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  



See how AI is shaping the future of NISC Solutions. This session provides insights into how AI is being built into your current NISC tools, what's coming soon for AI enhancements, and where we're headed with AI over the next few years.

 Mbr Exp: Breaking the Mold - Rethinking the Traditional Bill Print**ENT-E 044****LOCATION:**  Second Level - Marriott Ballroom IX**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 

In an age of rising customer expectations and digital transformation, the utility bill is more than just a statement—it's a critical touchpoint for communication, education, and engagement. This session explores the process and impact of bill print designs within the energy sector, highlighting how strategic design changes can improve clarity, drive customer satisfaction, and reduce call volumes. Central Lincoln PUD, who recently went through a Bill Re-Design, will share tips and recommendations to make your statements as successful as possible.

Payroll Period End & Secondary for Beginners**FIN-ALL 041** **LOCATION:**  Main Concourse - M103**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Do you want to gain a better understanding of the labor distribution process in iVUE? In this session, we break down the Period-End Labor and Secondary Distribution processes – what they do, why they matter, and the essential items to monitor and review each month.

Mbr Exp: Financial Statement Reporting Panel**FIN-ALL 042** **LOCATION:**  Main Concourse - M107**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Dig deeper into the future of financial statement reporting! Have you heard of or implemented the new GL Financial Statement Reporting tool, offering customizable, board-quality financial statements? Join us as we explore the capabilities of this tool from a panel of NISC Members just like you. Discover the different reports they have created and get genuine feedback from their personal experiences.

Communications Work Order Closing**FIN-C 043** **LOCATION:**  Main Concourse - M111**EXPERIENCE:** Introductory**INDUSTRY:** Communications Only 


Join this session to take a deep look at how the dollars on your Work Orders are spreading through the closing process. We review the screens that can be used to close Work Orders along with discussing the closing calculations.

Capital Credits - Common Processes & Adjustments for Communications**FIN-C 044** **LOCATION:**  Main Concourse - M112**EXPERIENCE:** Introductory**INDUSTRY:** Communications Only 

Attend this session to see what common processes and adjustments can be done for Communications Capital Credits

Mbr Exp: Implementing iVUE Connect - Marketing for Energy Providers**MKT-E 041****LOCATION:**  Main Concourse - Ballroom D**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 

Join this session to discover the compelling reasons to adopt iVUE Connect - Marketing and explore its potential for your organization. We delve into multiple use cases from San Isabel and Lee County Electric, showcasing how Marketing can address various needs and drive success. Don't miss this opportunity to learn how iVUE Connect - Marketing can elevate your marketing strategies and fulfill diverse use cases.

Mbr Exp: The Power of Messaging - Tools for Influence & Impact**MKT-E 042****LOCATION:**  Second Level - Marriott Ballroom V**EXPERIENCE:** Prior Experience**INDUSTRY:** Energy Only 

Providing timely, accurate information to your members has never been more important-or more achievable. In this session, CVEC explores how NISC's On-Demand messaging capabilities can be leveraged to enhance member communication across a variety of channels. Whether you're sharing outage updates, billing notifications, or announcements, NISC's integrated tools offer the flexibility and automation you need to deliver the right message at the right time. Join us to discover how on-demand messaging can streamline your operations, improve member satisfaction, and reduce call volume-all while maintaining a personalized touch your cooperative is known for.

Mbr Exp: Using iVUE Connect - Service at Our Office**SERV-ALL 041****LOCATION:**  Main Concourse - Ballroom C**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  


Hear how First Electric Cooperative uses iVUE Connect - Service in their office and how they transitioned to this application. Whether you have iVUE Connect - Service today or you'll implement it in the future, you'll take away practical tips for increasing user adoption and a better understanding of what iVUE Connect - Service can do for your users.

Payment Solutions Overview**SERV-ALL 042****LOCATION:**  Lower Concourse - L014**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Join us for an overview of the different payment channel options whether it be walk-in, online, or over the phone. Also learn about upcoming enhancements and changes relating to payments.

iVUE Connect - Service Demo for Communications Providers**SERV-C 043****LOCATION:**  Main Concourse - Ballroom E**EXPERIENCE:** Introductory**INDUSTRY:** Communications Only 

See an overview of iVUE Connect - Service from a Customer Service and an Operations perspective. We cover functionality such as payments, service orders, trouble tickets, facility updates, and much more!

New & Next: Meter Data Management**SERV-E 044****LOCATION:**  Main Concourse - Ballroom B**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 


See enhancements included in the latest Meter Data Management (MDM) releases and preview what you can look forward to in the future of MDM.

Members & Partners: Detecting & Responding to the Unknown with Rapid7**PTNR-ALL 041****LOCATION:**  Lower Concourse - L009**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Threat detect & response is 24x7x365 job to keep pace with malicious threat actors and their evolving techniques. Join this electrifying session to understand how NISC partners with Rapid7's SOC to keep your corporate users, infrastructure, and resources secure even when the lights are out. We'll unpack the team behind the scenes and how they triage unknown threats before they spark a major incident via strategy of natively included defense in depth + proactive security measures building top of your existing security investments.

Round the World of Mapping & Staking in 85 Minutes**OPS-ALL 051****LOCATION:**  Upper Concourse - Hall D**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Gain information in a short time on a variety of NISC solution topics, including iVUE Operations - Mapping & Staking, that interest you. In this Round the World in 85 Minutes session, you'll spend about 12 minutes at a table/topic and then move to another, participating in the topics you choose.


 Mbr Exp: Meet the NISC Operations Sub-Committee**OPS-ALL 052****LOCATION:**  Ground Level - Kentucky Ballroom E**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Are you curious about how the Operations Sub-Committee collaborates with the NISC Product Team? Do you want to learn how the subcommittee process can benefit you and your organization? This is your chance!

Come meet your dedicated Operations Sub-Committee Members and discover the inner workings of the subcommittee and its vital role in shaping NISC Solutions. After brief introductions and a short presentation, the Committee Members will be available to answer your questions directly and engage in meaningful one-on-one conversations.

Round the World of Security Reporting in 85 Minutes**TECH-ALL 051****LOCATION:**  Upper Concourse - Hall D**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  


Gain information in a short time on a variety of NISC topics, including Security Reporting, that interest you. In this Round the World in 85 Minutes session, you'll spend about 12 minutes at a table/topic and then move to another, participating in the topics you choose.

Cyber Resilience Starts Here: Key Tools to Mitigate Risk**TECH-ALL 052****LOCATION:**  Second Level - Marriott Ballroom VI**EXPERIENCE:** Prior Experience**INDUSTRY:** All Industries  



In today's threat landscape, visibility is everything, but many organizations don't see their vulnerabilities until it's too late. Learn how modern cyber defenses like EDR, IDR, and Security Awareness Training work together to expose hidden risks, neutralize threats, and empower employees. Walk away with practical strategies to strengthen your organizations security posture.

Round the World of Product Design - iVUE Connect User Experience in 85 Minutes**ENT-ALL 051****LOCATION:**  Upper Concourse - Hall D**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  



Gain information in a short time on a variety of NISC topics, including Product Design - iVUE Connect User Experience, that interest you. In this Round the World in 85 Minutes session, you'll spend about 12 minutes at a table/topic and then move to another, participating in the topics you choose.

Round the World of NISC Community & Pathways in 85 Minutes**ENT-ALL 052****LOCATION:**  Upper Concourse - Hall D**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  



Gain information in a short time on a variety of NISC topics, including NISC Community & Pathways, that interest you. In this Round the World in 85 Minutes session, you'll spend about 12 minutes at a table/topic and then move to another, participating in the topics you choose.

Round the World of Business Intelligence & Reporting - iVUE Connect - Reporting in 85 Minutes**ENT-ALL 053****LOCATION:**  Upper Concourse - Hall D**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Gain information in a short time on a variety of NISC topics, including Business Intelligence & Reporting - iVUE Connect, that interest you. In this Round the World in 85 Minutes session, you'll spend about 12 minutes at a table/topic and then move to another, participating in the topics you choose.

Round the World of Print Services in 85 Minutes**ENT-ALL 054****LOCATION:**  Upper Concourse - Hall D**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  


Gain information in a short time on a variety of NISC solution topics, including Print Services, that interest you. In this Round the World in 85 Minutes session, you'll spend about 12 minutes at a table/topic and then move to another, participating in the topics you choose.

Managing Temp to Perm Meter Processes**ENT-E 057****LOCATION:**  Second Level - Marriott Ballroom V**EXPERIENCE:** Prior Experience**INDUSTRY:** Energy Only 

Learn the best practice workflow for transitioning your end-consumers from a temporary service to permanent service once construction is complete. This session will cover how the Service, Financials, and the Mapping & Staking systems work together to convert temporary service to a permanent meter, ensuring a seamless flow of data between systems for accurate billing and work order updates.

Round the World of Financials in 85 Minutes**FIN-ALL 051** **LOCATION:**  Upper Concourse - Hall D**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  


Gain information in a short time on a variety of NISC solution topics, including Financials, that interest you. In this Round the World in 85 Minutes session, you'll spend about 12 minutes at a table/topic and then move to another, participating in the topics you choose.

New & Next: Customer Engagement & Marketing for Energy Providers**MKT-E 051****LOCATION:**  Main Concourse - Ballroom D**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 


Building stronger customer relationships starts here. Join us to explore the latest advancements and upcoming features in SmartHub, Multi-Channel Messenger and iVUE Connect - Marketing. Discover how these solutions can help you create and nurture meaningful relationships with your customers.

Round the World of Service for Communications Providers in 85 Minutes**SERV-C 051****LOCATION:**  Upper Concourse - Hall D**EXPERIENCE:** Introductory**INDUSTRY:** Communications Only 



Gain information in a short time on a variety of NISC solution topics, including Service for Communications Providers (includes iVUE Service - Broadband and iVUE Connect - Service), that interest you. In this Round the World in 85 Minutes session, you'll spend about 12 minutes at a table/topic and then move to another, participating in the topics you choose.

Round the World of Service for Energy Providers in 85 Minutes**SERV-E 052****LOCATION:**  Upper Concourse - Hall D**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 


Gain information in a short time on a variety of NISC solution topics, including Service for Energy Providers (includes iVUE Service - Utility and iVUE Connect - Service), that interest you. In this Round the World in 85 Minutes session, you'll spend about 12 minutes at a table/topic and then move to another, participating in the topics you choose.

 Mbr Exp: Multi-Service Energy Provider Panel**SERV-E 053****LOCATION:**  Main Concourse - Ballroom A**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 

This session is designed for Multi-Service Energy Providers. Hear from NISC Members sharing their experience using NISC software at organizations providing multiple utility services. Come prepared to ask our Member panelists questions about some challenges you may encounter. Be ready to leave with new perspectives on how to leverage NISC's software!

What NISC GIS Production Services Can Do for You**OPS-ALL 054****LOCATION:**  Ground Level - Kentucky Ballroom D**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  



Come meet the GIS Production Services Team as they showcase a variety of GIS Special Projects. Learn how you can leverage GIS Production Services to improve, clean, edit, and import GIS data. GIS Special Projects in Communications and Energy will be showcased. Learn how GIS data can impact NISC's Enterprise Solution.

Create Miscellaneous Service Orders from AppSuite for Utilities**OPS-E 055****LOCATION:**  Ground Level - Kentucky Ballroom F**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 


Do you want to empower your employees to create service orders from the field instead of calling into the office? This session will walk you through everything you need to know to set this up as well as highlight a recent enhancement which allows equipment service orders to be enabled for AppSuite users.

Interactive Data Exploration with Mosaic Active Reports**ENT-ALL 055****LOCATION:**  Second Level - Marriott Ballroom VII**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  


Greetings, explorers! Join us as we learn how to use Mosaic active reports to explore data and gain valuable insights. Anyone can do it! If you are new to Mosaic, then this is the perfect session to find out more about BI and become acquainted with one of the best features of Mosaic: active reports.

Introducing Member Information Capital Credits in iVUE Connect - Service**FIN-ALL 053** **LOCATION:**  Main Concourse - M112**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  



During this session you will be introduced to the Capital Credit information that is now available in iVUE Connect - Service.

Energy Resource Programs in iVUE Service - Utility**SERV-E 054****LOCATION:**  Main Concourse - Ballroom B**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 


Join us for an overview of Energy Resource Programs, which can streamline your operations if you have programs relating to Demand Response, Net Metering, Solar Interconnections, EV Chargers, Batteries, etc. Discover how they can be used, best practices, opportunities for tracking customer engagement and the potential efficiencies they can provide across NISC solutions.

 Members & Partners: Build Storm Operations & Resilient AMI Networks with Landis+Gyr & NISC**PTNR-E 051****LOCATION:**  Lower Concourse - L009**EXPERIENCE:** Prior Experience**INDUSTRY:** Energy Only 

This session delves into Clay Electric's effective storm operations plan, highlighting the role of NISC's Outage Management System (OMS) and AppSuite, as well as the critical impact of their AMI system in facilitating rapid recovery and restoration during three named storms over the past year. Attendees gain valuable insights into optimizing NISC, AMI, and network capabilities to enhance grid resilience and streamline storm recovery efforts.

Search Tips for AppSuite Compass Service Location**OPS-ALL 053****LOCATION:**  Ground Level - Kentucky Ballroom F**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  


This session will take a deep dive into the new AppSuite Compass Service Location Search and help you maximize all the search capabilities this new feature has to offer.

The Value You're Missing: Embedded Reports Across the Enterprise**ENT-ALL 056****LOCATION:**  Second Level - Marriott Ballroom VII**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  


It's time to take advantage of the value hidden in plain sight! In this session we will explore how to search for standard reports in Mosaic, Report Launcher, and in Service solutions. Ramp up your reporting prowess and walk away with new tools and new strategies.

Capital Credit Reports & Queries for Communications**FIN-C 052** **LOCATION:**  Main Concourse - M112**EXPERIENCE:** Introductory**INDUSTRY:** Communications Only 



Attend this session to see what information can be obtained using standard reports and queries for Communications Capital Credits.

Best Practices to Optimize & Integrate Meter Data Management**SERV-E 054****LOCATION:**  Main Concourse - Ballroom B**EXPERIENCE:** Prior Experience**INDUSTRY:** Energy Only 



Discover underutilized features within Meter Data Management that can help you increase efficiency and extract more value from this solution. Also learn the role MDM plays when integrating with other solutions.

 Members & Partners: Optimal Broadband for Energy Providers – Using Tantalus to Get the Greatest Return On Our Investment**PTNR-E 052****LOCATION:**  Lower Concourse - L009**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 


Hundreds of electric cooperatives are in the process of evaluating or deploying broadband services, such as high speed internet or phone service, across their territories. But once broadband is deployed, what more can utilities do with that asset to get the greatest return on their investment? What if there were additional use cases that make this investment event more attractive to both utilities and their customers? In this conversation, Randy Aeberhardt, VP of Strategic Initiatives at Tantalus, will lead a discussion with a utility deploying broadband regarding use cases they are evaluating.

NISC's Mapping Transition to ESRI ArcPro**OPS-ALL 061****LOCATION:**  Ground Level - Kentucky Ballroom E**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

In this in-depth session, we will showcase the significant progress made with ArcGIS Pro and new items you will see in iVUE Connect - Operations and Staking. This session will provide a comprehensive overview of our current projects, highlighting the innovative work being done to enhance our mapping and staking capabilities. Attendees will also gain valuable insights into the transition to ArcGIS Pro, including what to expect during the migration process. Don't miss this opportunity to get up to speed on the latest developments and future plans.

Deep Dive into Asset Management's New Features**OPS-C 062****LOCATION:**  Ground Level - Kentucky Ballroom D**EXPERIENCE:** Introductory**INDUSTRY:** Communications Only 

In this session, we'll explore key topics and exciting new features from Asset Management in iVUE Connect - Operations. Highlights include mass connectivity, advanced search, multi-dwelling assignments and broadband device search.

 Mbr Exp: Outage Management Performance Testing**OPS-E 063****LOCATION:**  Ground Level - Kentucky Ballroom F**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 



This session will explore Clay Electric's effective storm operations plan, emphasizing the role of NISC's Outage Management System (OMS) and AppSuite, and the significant impact of their AMI system in enabling rapid recovery and restoration during three named storms over the past year. Attendees will gain valuable insights into optimizing NISC, AMI, and network capabilities to enhance grid resilience and streamline storm recovery efforts. Additionally, the session will showcase the improvements made with NISC to enhance the system, particularly for large cooperatives.

Wide World of Document Management**TECH-ALL 061****LOCATION:**  Second Level - Marriott Ballroom VI**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  


Looking to clean out your filing cabinets? Do you have documents, not related to iVUE, you need to store digitally? If you said yes, this session is for you! Join us as we look at how to set up Document Management to store non-iVUE-related documents. We discuss best practices, attribute creation, and the use of custom lists to help with the storage and retrieval of your documents. We also cover how to ensure your documents are secure and other security options available in Document Management Admin.

Ask Us Anything About New Member Project Readiness**ENT-ALL 061****LOCATION:**  Second Level - Marriott Ballroom V**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  



Prospective Members will gain insights for building an implementation team to compliment the implementation process, as we hear from an NISC Professional Services panel about key readiness topics that will help prepare your organization for an implementation.

Meet NISC's AI Assistant**ENT-ALL 062****LOCATION:**  Upper Concourse - Hall B**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  



Begin harnessing the power of an AI that knows your organization's work processes and NISC Solutions. In this session, we will explore everyday use cases, how to upload your own content, and how to provide feedback to improve your results.

Next-Level Insights: Look Beyond the Basics by Creating Mosaic Charts**ENT-ALL 063****LOCATION:**  Second Level - Marriott Ballroom VII**EXPERIENCE:** Prior Experience**INDUSTRY:** All Industries  

Take your data visualization skills to the next level. This session is designed for Mosaic users who are ready to move beyond Mosaic basics and create charts that execute data summaries with simplicity and depth. You will learn more about designing Mosaic visualizations through a variety of settings and formatting.

Best Practices for Grant Reporting & Compliance**FIN-ALL 061** **LOCATION:**  Main Concourse - M103**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Effectively managing grants presents unique challenges, from navigating government regulations to tracking detailed expenses for grant-funded projects. In this session, NISC and BSGM (Certified Public Accountants) explore how iVUE Financials can streamline grant tracking, improve compliance, and enhance financial accountability. Gain insight into grant regulations and compliance (including certified payroll obligations under the Davis-Bacon Act) and learn how existing iVUE functionality supports grant tracking and reporting. Discover how iVUE Financials allows you to continue to pay some employees on your normal pay schedule and do weekly certified payroll for those employees who are working on federally funded projects in accordance with the Davis-Bacon and other related Acts.

Accounts Payable Expense Reporting**FIN-ALL 062** **LOCATION:**  Main Concourse - M107**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Incurring Company Expenses with a Company Credit Card or Personal Credit Card for reimbursement? Traveling to a conference? Attending the MIC? Filling a truck with fuel? Join this session to see how Accounts Payable Expense Reporting can equip your employees with the knowledge and details for how, where, and when we can record Employee Expenses in AppSuite and/or iVUE Connect - Financials.

Work Order Processes for Beginners**FIN-ALL 063** **LOCATION:**  Main Concourse - M111**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  


Let's celebrate being beginners together. This session lays the foundation for iVUE Financials: Work Order knowledge so you can get started with confidence. We discuss Assembly Units, balancing work orders to the general ledger, and recommended end of the month reports and processes.

 Mbr Exp: Leveraging Capital Credit Retirements for Energy Providers**FIN-E 064** **LOCATION:**  Main Concourse - M112**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 


Verendrye Electric Co-op and Cass County Electric Co-op lead this discussion on which Capital Credit retirements they use and how it benefits their cooperative and members.

SmartHub Order Management (SHOM) Overview for Communications Providers using iVUE Connect - Service**MKT-C 061****LOCATION:**  Lower Concourse - L014**EXPERIENCE:** Introductory**INDUSTRY:** Communications Only 


Learn about iVUE Connect - Service SmartHub Order Management (SHOM). We review similarities to SHOM in iVUE Service - Broadband and advantages that iVUE Connect - Service SHOM brings.

Mbr Exp: Contractor Portal for Energy Providers**MKT-E 062****LOCATION:**  Main Concourse - Ballroom D**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 


Join this session to explore the Contractor Portal available in iVUE Connect - Marketing. We discuss potential use cases with Ozarks Electric and Peace River Electric, while also providing a demo of the functionality. Discover how the Contractor Portal can streamline operations for energy providers.

Mbr Exp: Contact Tracking Across Your Organization**SERV-ALL 061****LOCATION:**  Main Concourse - Ballroom C**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  


Contact Tracking is not just a tool for noting customer interactions. Hear from Poudre Valley REA and Paulding Putnum Electric who are using Contact Tracking across their enterprise to add efficiencies to business processes. Leave this session inspired to get started with Contact Tracking or leverage more of this functionality.

Efficiencies & Best Practices for Multi-Service Energy Providers**SERV-E 062****LOCATION:**  Lower Concourse - L015**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 

As a follow-up to SERV-E 053, continue the conversation about efficiencies and best practices with NISC software for Members providing multiple utility services. Topics include delinquent and collections, payments, billing, service orders and more.

Best Practices for Net Meter Billing**SERV-E 063****LOCATION:**  Main Concourse - Ballroom B**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 

NISC has multiple standard net meter billing options for your customers who are generating electricity. Learn about the options available and how upcoming functionality will simplify the setup of new net metering accounts.

iVUE Service - Utility Tips & Tricks**SERV-E 064****LOCATION:**  Main Concourse - Ballroom A**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 


Learn how to get the most out of iVUE Service - Utility, and leave this session with multiple helpful features you can try back at your office.

Members & Partners: Streamline Non-Payment Disconnects: Adtran & NISC Automate Broadband Service Management using a Walled Garden**PTNR-C 061****LOCATION:**  Lower Concourse - L009**EXPERIENCE:** Prior Experience**INDUSTRY:** Communications Only 

This session provides an in-depth overview of Twin Lakes' Walled Garden disconnect process used in broadband service management leveraging Adtran & NISC technologies when a customer is suspended due to non-payment. Participants will gain a clear understanding of the policy triggers, service flow logic, customer experience, technical implementation of the Walled Garden environment, and benefits to both the service provider and customers.

Follow your Broadband Devices through iVUE Connect and SmartHub**OPS-C 071****LOCATION:**  Ground Level - Kentucky Ballroom D**EXPERIENCE:** Introductory**INDUSTRY:** Communications Only 


Join us with a ride along as we track your broadband device through iVUE Connect and SmartHub.

Great Outage Management Features You Might Not Be Using**OPS-E 072****LOCATION:**  Ground Level - Kentucky Ballroom F**EXPERIENCE:** Prior Experience**INDUSTRY:** Energy Only 


NISC's Outage Management system is constantly evolving, bringing new tools that can enhance efficiency and streamline operations. With so many updates, it's easy to miss powerful features that could improve your outage response. This session will highlight underutilized capabilities that can optimize workflows, strengthen communication, and boost restoration efforts—helping you get the most out of your outage management tools.

 Mbr Exp: How Mapping Cleanup Transformed Operations in Tornado Alley with use of DEW**OPS-E 073****LOCATION:**  Ground Level - Kentucky Ballroom E**EXPERIENCE:** Prior Experience**INDUSTRY:** Energy Only 



See how Northeast Oklahoma Electric in Tornado Alley put focus on all their mapping cleanup to allow their DEW Model Quality tool in Operations Analytics to help them in their business. They went from 5,000 errors to less than 100 in short time. Their mapping cleanup has helped with being able to hand off FEMA Jobs for replacement and funding not to mention much more accurate results in OA and DEW.

Understanding CVEs: Identifying & Mitigating Cybersecurity Threats**TECH-ALL 071****LOCATION:**  Second Level - Marriott Ballroom VI**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  



In today's rapidly evolving digital landscape, security vulnerabilities are an ever-present threat to systems and data. This presentation offers a comprehensive introduction to Common Vulnerabilities and Exposures (CVEs) - a standardized system used to identify and catalog publicly known cyber security vulnerabilities. Attendees will learn what CVEs are, how they are discovered and reported, and why they matter to organizations of all sizes. The presentation will also cover how to interpret CVE identifiers, assess vulnerability severity using CVSS scores, and implement best practices for vulnerability management. Real-world case studies will be used to illustrate the impact of critical CVEs and the importance of timely patching and proactive defense strategies. Whether you're an IT professional, developer, or cybersecurity professional, this session will equip you with the knowledge to better understand and respond to potential threats in your environment.

Efficiently Deliver Your Meeting Packets with CalltoOrder (CTO)**ENT-ALL 071****LOCATION:**  Second Level - Marriott Ballroom V**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  


Looking to clean out your filing cabinets? Do you have documents, not related to iVUE, you need to store digitally? If you said yes, this session is for you! Join us as we look at how to set up Document Management to store non-iVUE-related documents. We discuss best practices, attribute creation, and the use of custom lists to help with the storage and retrieval of your documents. We also cover how to ensure your documents are secure and other security options available in Document Management Admin.

Enhance Your Knowledge with the NISC Community & Pathways Learning**ENT-ALL 072****LOCATION:**  Second Level - Marriott Ballroom IV**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Onboarding more new employees than ever before? Need to train your staff on new skills? Want to take advantage of software changes faster? Want to take your own knowledge to the next level? In this session, we will explore how Pathways Learning and the NISC Community can help you keep your team equipped, informed, and trained on NISC Solutions.

From Data to Decisions: Advanced Mosaic Reporting Strategies**ENT-ALL 073****LOCATION:**  Second Level - Marriott Ballroom VII**EXPERIENCE:** Prior Experience**INDUSTRY:** All Industries  

Discover how reporting strategies can bridge the gap between raw data and impactful decisions. This session is designed for data professionals who want to tailor their data to elevate their Mosaic reports. You will learn more about Mosaic report techniques that help you create, analyze, and leverage reports for informed decision making.

Procurement for Beginners**FIN-ALL 071** **LOCATION:**  Main Concourse - M103**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Are you new to procurement management or looking to better understand your options within the system? Join us for an introductory session as we explore the procurement management tools available, discuss how they can support your workflow, and share best practices to help you get started. Whether you're just beginning or looking to spark new ideas for your team, this session provides a foundation for your procurement processes.

Empowering Payroll Admins with iVUE Connect - Financials**FIN-ALL 072** **LOCATION:**  Main Concourse - M107**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  


Are you using iVUE Connect - Financials HR to its fullest potential? Join this session to learn about exciting new and existing underutilized features you can implement to streamline your processes and empower your payroll administrators.

 Mbr Exp: Providing Relevant Financial Information to Your Board**FIN-ALL 073** **LOCATION:**  Main Concourse - M111**EXPERIENCE:** Prior Experience**INDUSTRY:** All Industries  

Learn from Adams-Columbia Electric Co-op and Lee County Electric Co-op how to deliver clear, actionable financial information that supports strong board governance and decision-making. We explore how to tailor reports to meet the diverse expectations of board members and share best practices for structuring content using NISC tools like Financial Statement Reporting and CalltoOrder. We cover how financial reporting supports effective board governance and decision-making; aligning board reporting with expectations and needs of diverse board members; and best practices in structuring and presenting board reports for clarity and impact. Whether you're new to board reporting or looking to enhance your current approach, this session offers practical insights and tools to help you deliver relevant, impactful financial information. Walk away with strategies and examples to better inform your board and support more confident decision-making.

SmartHub Order Management (SHOM) Features & Enhancements for iVUE Service - Broadband**MKT-C 071****LOCATION:**  Main Concourse - M112**EXPERIENCE:** Introductory**INDUSTRY:** Communications Only 



Learn how to upgrade your scheduling experience, add paperless billing, simplify your SHOM viewing experience, and check out two new updates, as well as an exciting new SHOM feature!

Mbr Exp: SmartHub Service Sign Up for Energy Providers**MKT-E 072****LOCATION:**  Main Concourse - Ballroom D**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 

Join Trinity Valley and NISC as they guide you through the process of requesting new service through SmartHub's Service Sign Up process. Key highlights include customizing the process to fit within your business needs, the ability to add custom questions during the sign-up process by service order type and the option to upload required documents directly into the process before sign up completion. Come and learn how to enhance customer interactions and leverage SmartHub's full potential for efficient service management.

Implementing & Optimizing Contact Tracking**SERV-ALL 071****LOCATION:**  Main Concourse - Ballroom C**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

After being inspired by Members who are making the most of Contact Tracking functionality in SERV-ALL 061, learn how you can get started with Contact Tracking or use more features available to you. Leave with practical next steps to help you take action at your organization.

Mbr Exp: Taking & Reversing Payments in iVUE Connect - Service**SERV-ALL 072****LOCATION:**  Main Concourse - Ballroom E**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  


Join us as we follow a Member through the payment flow in iVUE Connect - Service. You will gain an understanding of the enhancements made along the way and discover how the Payment Research Center can help you take action on a chargeback or a returned payment.

Mbr Exp: Communications Member Panel - Journey to iVUE Connect**SERV-C 073****LOCATION:**  Lower Concourse - L014**EXPERIENCE:** Introductory**INDUSTRY:** Communications Only 



Interested in the path from iVUE Service - Broadband to iVUE Connect - Service? Hear from Communications Members who have taken that journey about their experience working with NISC's implementation team on their migration, the value they've found in iVUE Connect - Service, lessons learned, best practices, and what they want you to know before you begin your journey.

What's New in Communications Service Orders in iVUE Connect - Service**SERV-C 074****LOCATION:**  Main Concourse - Ballroom A**EXPERIENCE:** Introductory**INDUSTRY:** Communications Only 


Join us for a deep dive into the latest enhancements in Communications Service Orders. In this session, our Product and Support Teams will walk you through new features focused on streamlining processes, improving efficiency, and enhancing service delivery. You'll also get a sneak peek at what's coming next!

Mbr Exp: Sharing Energy Resource Program Data via Multi-Tenant Meter Data Management**SERV-E 075****LOCATION:**  Main Concourse - Ballroom B**EXPERIENCE:** Prior Experience**INDUSTRY:** Energy Only 

Join Carroll White REMC and Wabash Valley Power Alliance as they share how they used Resource Programs and Multi-Tenant Meter Data Management to improve meter data sharing between Distribution Utility and Generation and Transmission Cooperative.

Members & Partners: Using Equifax Credit Data to Improve Decision Making**PTNR-ALL 071****LOCATION:**  Lower Concourse - L009**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Utility & Telecommunications companies face unique challenges in today's economy. Equifax understands you need to increase revenue potential, keep costs low, and minimize risk. In this presentation, Triangle Communications will share best practices while Equifax will discuss how you can more accurately assess a consumer's ability to pay by using SmartHub credit scores, which leverage National Consumer Telecommunications & Utility Exchange (NCTUE) data.

iVUE Connect - Dispatcher: Routing Optimization & More**OPS-ALL 081****LOCATION:**  Ground Level - Kentucky Ballroom E**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Join us for an exciting session where we'll look at the latest advancements in our new application, iVUE Connect - Dispatcher. We'll share our current progress and dive into our strategic roadmaps that outline both short-term and long-term goals. Plus, find out when you can start using iVUE Connect - Dispatcher.

Broadband Devices Tracking with iVUE Connect**OPS-C 082****LOCATION:**  Ground Level - Kentucky Ballroom D**EXPERIENCE:** Introductory**INDUSTRY:** Communications Only 

Join us for an in-depth look at how iVUE Connect streamlines broadband device tracking from start to finish. This session guides you through the full lifecycle of a device—from initial purchase and inventory management to installation and eventual return. Learn how enhanced tracking capabilities within iVUE Connect improve accuracy, efficiency, and operational visibility, ensuring seamless device management for broadband service providers. You will learn how iVUE Connect simplifies device tracking throughout its lifecycle; best practices for managing inventory, installation, and returns;; strategies to optimize workflows and enhance operational efficiency; and see live demonstrations of key features in action. Whether you're handling broadband device logistics daily or looking for ways to improve operational tracking, this session will provide valuable insights to maximize your efficiency with iVUE Connect

DEW Tools & Tips**OPS-E 083****LOCATION:**  Ground Level - Kentucky Ballroom F**EXPERIENCE:** Prior Experience**INDUSTRY:** Energy Only 

Distributed Engineering Workstation (DEW) is a powerful engineering analysis software that has many useful functions. This session covers some of the most useful tools and shows you how to use them to get the answers you need about your distribution system. Protection Coordination, Regulator/Capacitor Placement and other tools will be covered during this session.

 Mbr Exp: Enterprise Network Security Best Practices**TECH-ALL 081****LOCATION:**  Second Level - Marriott Ballroom VI**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  



In today's digital landscape, safeguarding enterprise networks is paramount to protect sensitive data, maintain business continuity and uphold customer trust. This presentation delves into the realm of enterprise network security best practices, offering a comprehensive guide to fortifying organizational networks against evolving threats.

 Mbr Exp: Unlock the Power of Pathways**ENT-ALL 081****LOCATION:**  Second Level - Marriott Ballroom IV**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Join us for an exciting session on the power of training and the benefits of Pathways, NISC's premier Learning Management System. Hear firsthand from Peace River Electric as we dive into the latest enhancements from our November update and explore the new features we've rolled out since then. Get an exclusive sneak peek at the new content creator capabilities that bring NISC training and your organization's learning resources together.

Mbr Exp: Enterprise Data Cloud (EDC) and the Future of Open Data Access and Analytics




ENT-ALL 082

LOCATION:  Second Level - Marriott Ballroom VII**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Join Members that are bringing their own B.I. tool and connecting with the Enterprise Data Cloud for reporting purposes. Listen as our Members share their best practices as well as their experiences as proof of concept partners testing this new technology.

Mbr Exp: Hit It Out of the Park - Making Changes to Your Bill Print



ENT-ALL 083

LOCATION:  Second Level - Marriott Ballroom IX**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

In this session we will walk you through the entire workflow that Print Services Support follows to make changes to a Member's bill print program. From the opening to the closing of a Service Center case, you'll learn about the specific details and criteria required to update or add to most Members' custom bill print programming. Along the way, Cowlitz PUD will present the Member's perspective on a bill print change case.

General Ledger Financial Statement ReportingFIN-ALL 081 **LOCATION:**  Main Concourse - M103**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Do you struggle preparing your monthly financial statements? Do you wish you had a solution that made preparation easy, providing you more time to focus on analysis? In this session, discover NISC's newest financial statement report writing tool allowing you to leverage your Excel knowledge to build the financial statements you need. Join us as we discuss how to get started, the benefits of using this solution, and examples of financial statement reports.

Mbr Exp: Accounts Payable Intelligent Document Processing*FIN-ALL 082 **LOCATION:**  Main Concourse - M107**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Learn about NISC's latest initiative on improving and streamlining the Accounts Payable invoice process using Intelligent Document Processing. This session demonstrates how automation can help cut the cost of processing invoices, the implementation process and the opportunity to shift from data entry to data analysis.

Mbr Exp: Broadband Device Integration with iVUE Financials PanelFIN-C 083 **LOCATION:**  Main Concourse - M111**EXPERIENCE:** Prior Experience**INDUSTRY:** Communications Only 

Managing accounting for Integrated Devices can feel like a high-stakes race – fast-paced, unpredictable, and full of hurdles. When serialized devices are in the mix, keeping financial records in sync takes more than luck and a good jockey – it takes strategy, coordination, and the right tools in the saddle. Our panel of industry peers share how they handle serialized device tracking, streamline GL accuracy, and stay audit-ready.

Launching Multi-Channel Messenger Two-Way Conversations

MKT-ALL 081

LOCATION:  Main Concourse - Ballroom D**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Join this session to explore the integration of multiple communication channels into a single interface for internal agents to manage and respond to. These channels include SMS, WebChat, and Facebook Messenger.

Service Orders & Work Management in iVUE Connect - Service**SERV-ALL 081****LOCATION:**  Main Concourse - Ballroom C**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  


See how your workflow templates translate into service order steps in iVUE Connect - Service. Learn how you can optimize your workflows for iVUE Connect - Service and get a preview of upcoming enhancements to streamline your interactions with the service order and new default tasks to help tailor workflows to your needs.

Tax Setup, Reporting Efficiencies & Optimizations in iVUE Connect - Service**SERV-ALL 082****LOCATION:**  Main Concourse - Ballroom E**EXPERIENCE:** Prior Experience**INDUSTRY:** All Industries  


From set up to reporting, learn how the approach to taxing in iVUE Connect - Service can meet simple to complex taxing needs and help you reduce errors by leveraging Tax District defaults that take out the guesswork when creating a new service location. If you have been using the Expanded Taxes model for a while, hear about recent changes that improve reporting and how you can get started with Tax Districts.

Maximizing Your Billing Efficiency: Layouts, Messaging & Paperless Options**SERV-C 083****LOCATION:**  Lower Concourse - L014**EXPERIENCE:** Prior Experience**INDUSTRY:** Communications Only 

Learn how to optimize your bill prints to save time, paper, and valuable resources. We'll dive into the 2-column bill print layout, craft effective bill messages, and look at paperless billing solutions. By the end, you'll be equipped with practical strategies to effectively streamline your billing features.

 Mbr Exp: Delinquents & Collections for Energy Providers**SERV-E 084****LOCATION:**  Main Concourse - Ballroom A**EXPERIENCE:** Prior Experience**INDUSTRY:** Energy Only 

Learn how to put the power of the delinquent and collection solutions in iVUE Connect - Service and iVUE Service - Utility to work for you! Hear about configuration and process changes Members have made that can simplify and streamline your work and better meet your business needs.

 Mbr Exp: Integrating NISC with DERMS**SERV-E 085****LOCATION:**  Main Concourse - Ballroom B**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 



Brunswick EMC shares their experience with the NISC DERMS Solution Integration, including how they prepared, how it's benefiting them today and their future plans.

 Members & Partners: Taking Advantage of ESRI Bundle Licensing**PTNR-ALL 081****LOCATION:**  Lower Concourse - L009**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Join us as Wheatland Electric and Berkeley Electric showcase how they leveraged ESRI bundle licenses to address business gaps and streamline their workflows. Additionally, come see how NISC is utilizing these solutions to develop dashboards that provide situational insights and enhance decision-making processes for the Membership.

Mbr Exp: Maximize Efficiency with Staking - Tools, Usage & Impact

OPS-ALL 091

LOCATION:  Ground Level - Kentucky Ballroom F**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Join us for an insightful session where Withlacoochee River Electric will showcase the benefits of transitioning to iVUE Connect - Staking. Discover how this transition has streamlined their work processes, including the training of team members and the implementation of new procedures. Learn about their favorite tools and explore the metrics that highlight significant time savings. This session promises to provide valuable insights and practical tips for enhancing efficiency and productivity.

Offer a Seamless Broadband Sign-Up Process by Combining SmartHub Order Management, Provisioning & SmartHub WiFi


OPS-C 092

LOCATION:  Ground Level - Kentucky Ballroom D**EXPERIENCE:** Introductory**INDUSTRY:** Communications Only 

In this session, we cover key topics related to new features of Asset Management in iVUE connect Operations. We will cover mass connectivity, advanced search, multi-dwelling assignments and the Broadband device search.

Best Practices for Managing Distributed Energy Resources (Solar, EV, etc.)

OPS-E 093

LOCATION:  Ground Level - Kentucky Ballroom E**EXPERIENCE:** Prior Experience**INDUSTRY:** Energy Only 

As energy systems evolve, cooperatives must effectively track, manage, and optimize Distributed Energy Resources (DERs) to ensure reliability and efficiency. In this session, NISC will explore best practices for integrating and analyzing DERs, highlighting innovative solutions that make the process seamless and valuable.

Attendees will learn how to use NISC's suite of solutions including iVUE Service, Mapping and Staking, Operations Analytics (OA) and Distributed Engineering Workstation (DEW) to simplify DER tracking and analysis, allowing organizations to gain insights, enhance operational efficiencies, and make data-driven decisions with confidence.

PCI DSS v4.0.1. What Does it Mean for Me?


TECH-ALL 091

LOCATION:  Second Level - Marriott Ballroom VI**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

PCI DSS v4.0.1 and all of the future-dated requirements (FDRs) have been effective since April 1, 2025. At NISC, we have worked hard to decipher the new standard and understand the impact it has on your NISC card payment solutions. Learn about each element of the PCI picture, what PCI means to you, how each requirement can fit into your daily operation to simplify the annual compliance validation process, and make a PCI Compliant business life less daunting in general. Also, hear how NISC's Cybersecurity offerings can play a major role in helping to satisfy many of the PCI requirements.

From Notes to Know-How: Navigating NISC Software Updates


ENT-ALL 091

LOCATION:  Second Level - Marriott Ballroom IV**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Great enhancements are constantly coming to your NISC Solutions, but how do you keep up with them? Join us for a special session focused on navigating and understanding release notes. We'll explore how to prepare for different release cycles, get a heads up about changes coming, and communicate changes to others in your organization. This session is ideal for any NISC Member who needs to stay on top of software changes with clarity and confidence.

GIS Integration Best Practices

ENT-ALL 092

LOCATION:  Second Level - Marriott Ballroom IV**EXPERIENCE:** Prior Experience**INDUSTRY:** All Industries  

Explore how NISC's Mapping & Staking integrates with Service and Financials, enhancing your workflow. This session will focus on the integration Mapping & Staking with Service for Energy and Communication Members, work order processing through Financials, and utilizing AppSuite for data collection and maintenance. Learn how these integrations can improve accuracy while gaining efficiency within your organization.

Mosaic - Getting Started with Drill Down Reports


ENT-ALL 093

LOCATION:  Second Level - Marriott Ballroom VII**EXPERIENCE:** Prior Experience**INDUSTRY:** All Industries  

This advanced session is for experienced Mosaic report writers that are ready to take the next step: building drill down reports. Join us for an introduction to designing and building drill down reports in Mosaic that will take your current knowledge of parameters and calculations and utilize them to configure drill downs.


 Mbr Exp: Address Hygiene - If You Can't Find Them, You Can't Serve Them

ENT-ALL 094

LOCATION:  Second Level - Marriott Ballroom IX**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

If your addresses aren't accurate, every department feels the impact. In this Member Experience session from Withlacoochee River Electric Cooperative, you'll learn how to identify and correct bad addresses before they affect service, leverage CASS and ACS tools to keep data clean, and improve accuracy across Operations, Customer Service, Billing, and Member/Customer Communications. Because if you can't find them—you can't serve them.

Empowering Employees with iVUE Connect - Financials

FIN-ALL 091 **LOCATION:**  Main Concourse - M107**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Are employees using iVUE Connect - Financials HR to its fullest potential? Do employees know what options and abilities they have within this solution and what iVUE Connect - Financials can do for them? Join this session to learn what employees can see, do, request, and update when using iVUE Connect - Financials.

Energy Work Order Closing

FIN-E 092 **LOCATION:**  Main Concourse - M103**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 

Join this session to take a deep look at how the dollars on your Work Order are spreading through the closing process. The screens you can use to close Work Orders are reviewed, and the closing calculations are discussed.

 Mbr Exp: Empowering Independent End-Users with SmarHub for Communications Providers

MKT-C 091

LOCATION:  Main Concourse - M112**EXPERIENCE:** Introductory**INDUSTRY:** Communications Only 

Hear how Carolina Connect has used the tools and processes that NISC has available, to put the power into the end users hands. From EFT, to paperless settings, and much more, learn how the Carolina Connect team has taken their processes to the next level while keeping members happy and engaged.

Mbr Exp: Leveraging Bidgely Solutions to Enhance Consumer and Internal Member Engagement**MKT-E 092****LOCATION:**  Main Concourse - Ballroom D**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 

Join us to learn how to optimize energy management with Bidgely's AI-driven solutions. Bidgely integrates seamlessly with SmartHub, providing detailed insights into energy usage through advanced disaggregation techniques. This helps identify high energy consumption areas, enabling customers to analyze their usage before contacting support. Customer service representatives can also access Bidgely widgets to assist with high bill inquiries. Additionally, see how Bidgely's Analytics Workbench has impacted our Member's internal data analysis and how they are utilizing this tool today.

Mbr Exp: iVUE Connect - Service Tips & Tricks for Communications Providers**SERV-C 091****LOCATION:**  Main Concourse - Ballroom A**EXPERIENCE:** Introductory**INDUSTRY:** Communications Only 

In a session designed for Members who provide Communication services with iVUE Connect - Service, learn directly from **BALDWIN LIGHTSTREAM** how you can make the most of this solution with practical tips and tricks you can try back home.

Preparing for iVUE Connect - Service as a Communications Provider**SERV-C 092****LOCATION:**  Lower Concourse - L014**EXPERIENCE:** Introductory**INDUSTRY:** Communications Only 

Attend this session to learn about the Implementation Pipeline. A process designed to introduce you to iVUE Connect - Service, prepare your iVUE Service data for the transition, and educate you on key decisions you will make when you transition to iVUE Connect - Service. This session will outline the "Pre Project Levels" that our team will lead you through, prior to getting on the schedule to go live with iVUE Connect - Service.

Prepaid Energy Billing Features**SERV-E 093****LOCATION:**  Main Concourse - Ballroom E**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 


Are you considering starting a prepaid energy billing program? Learn the basics of how the solution works and how it can benefit your organization and customers.

The Business Value of Meter Data Management**SERV-E 094****LOCATION:**  Main Concourse - Ballroom B**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 

How can Meter Data Management provide business value to your organization? Join us as we review example scenarios demonstrating ways your organization can benefit from MDM readings, both within the MDM/BI reporting and other enterprise applications such as Service Billing, OA/Dew, and Bidgely.

Members & Partners: Deploying NISC's Enterprise Using High Point Networks' VM Infrastructure for Business Continuity & Growth**PTNR-ALL 091****LOCATION:**  Lower Concourse - L009**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

In today's ever-changing technology landscape, maintaining a robust and efficient virtual infrastructure is crucial for business continuity and growth. High Point Network and Noble REMC dive into the upgrade process of virtual infrastructure, focusing on the deployment of new hardware for both production and disaster recovery (DR) environments. Attendees gain insights into the latest advancements in hardware technology and how these upgrades can significantly enhance performance, reliability, and scalability. Additionally, we discuss the benefits of virtualization and the strategic decisions involved in upgrading your organization's infrastructure. This session aims to ensure that you are well-equipped to meet future demands.

Explore the NISC Operations Product Suite**OPS-ALL 101****LOCATION:**  Ground Level - Kentucky Ballroom F**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  


In this session, we will share where we are in our journey of incorporating Operations solutions into iVUE Connect. Join us for an engaging session where we'll showcase our current progress and reveal why you should be excited about the future.

Build Efficiency with Work Management**OPS-ALL 102****LOCATION:**  Ground Level - Kentucky Ballroom E**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Looking to add efficiencies? Learn about the Work Management features and tips that maximize efficiency and improve productivity.

 Mbr Exp: How We're Taking Advantage of NISC GIS Services**OPS-ALL 103****LOCATION:**  Ground Level - Kentucky Ballroom D**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

See how Herber Light & Power have taken advantage of NISC's GIS Production Services Team to tackle system wide data clean-up projects. Our Member presenters will showcase a GIS Broadband Connectivity Project and a GIS Electric Connectivity Project. Learn about their experience, the data improvement process, and the efficiency & functionality gained as a result.

Operational Efficiency Meets Network Security: A Deep Dive into NISC's Managed Networking Services**TECH-ALL 101****LOCATION:**  Second Level - Marriott Ballroom VI**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Managing complex network environments while staying ahead of evolving security threats is a growing challenge. This session is built for technical professionals looking to simplify that burden through NISC's Member Networking Services.

We'll break down our managed offerings, including Duo MFA deployment and management, SonicWall firewall configuration and monitoring, and full-stack Aruba networking for switching and wireless access. Learn how these services integrate with your existing infrastructure, provide proactive monitoring, and offer expert-led incident response and updates—freeing up your team to focus on strategic priorities.

 Mbr Exp: New Member Panel - iVUE Implementation Lessons Learned**ENT-ALL 101****LOCATION:**  Second Level - Marriott Ballroom IV**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  


Prospective Members get first hand feedback from recently implemented NISC Members about their experiences, lessons learned and other key insights to help prepare for the NISC implementation.

Mosaic - Scheduling Date Driven Ad-Hoc Content**ENT-ALL 102****LOCATION:**  Second Level - Marriott Ballroom VII**EXPERIENCE:** Prior Experience**INDUSTRY:** All Industries  

Automate content distribution and streamline reports using Mosaic. Learn how to efficiently create and schedule ad-hoc content while leveraging field calculations to specify date filters and organize data.

Prompt Engineering: Help Your AI Assistant Help You**ENT-ALL 104****LOCATION:**  Upper Concourse - Hall B**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  


It's been said AI is like an eager intern: guidance is needed to get the desired results. Thankfully with a few thoughtful approaches and techniques, you can quickly get what you need. This session explores strategies you can use to get the most out of your interactions with NISC's AI Assistant, and other AI tools such as ChatGPT, Claude, and Copilot.

Bandwidth Meets Design: A Smarter Communications Bill Experience**ENT-C 105****LOCATION:**  Second Level - Marriott Ballroom IX**EXPERIENCE:** Introductory**INDUSTRY:** Communications Only 

As Communications Providers seek to improve customer experience and reduce support inquiries, the printed bill remains a powerful but often underutilized tool. This session will explore how modern bill designs—focusing on clarity, layout, and messaging—can transform customer communications. Attendees will gain insights into best practices for user-centered design, compliance considerations, and aligning print with digital channels to deliver a consistent and engaging billing experience.

Understanding Budget Projects**FIN-ALL 101** **LOCATION:**  Main Concourse - M103**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  


Are you looking for a better way to budget and track capital and operating expenses? Budget Projects could be the answer! Budget Projects can start with a Budget Request that goes through approval, be pushed into a CFC Budget Pro Draft, carryover multiple years, and have actual costs tracked against it. Join this session to learn more!

Preparing for Payroll Year-End**FIN-ALL 102** **LOCATION:**  Main Concourse - M107**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Feeling unprepared for payroll year-end? This session is designed to help you stay ahead of the game and streamline your W-2 and ACA reporting processes within Financials. Learn essential steps to ensure a smooth year-end close, including key items to review, proactive tips to get a head start, and a comprehensive overview of the payroll closing process.

Multi-Channel Messenger Underutilized Features & Enhancements for Communications Providers**MKT-C 101****LOCATION:**  Lower Concourse - L014**EXPERIENCE:** Introductory**INDUSTRY:** Communications Only 


Today's Messenger offers a range of features designed to enhance how you connect with your members. From detailed performance metrics to outbound calling capabilities, we'll take a deep dive into the tools available—some of which you may have overlooked. Discover how Messenger can help you communicate more effectively and build stronger member relationships.

Mbr Exp: Rebates & Energy Audit Programs in iVUE Connect - Marketing**MKT-E 102****LOCATION:**  Main Concourse - Ballroom D**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 


Join this session to discover how Clay Electric and Middle Tennessee are leveraging iVUE Connect - Marketing to streamline their rebate processing and energy audits. Through real-world examples, you see how this powerful tool has simplified workflows and improved efficiency for everyone involved. Don't miss this opportunity to learn how iVUE Connect - Marketing can transform your rebate and energy audit processes.

Searching & Reporting in iVUE Connect - Service for Communications Providers**SERV-C 101****LOCATION:**  Main Concourse - Ballroom A**EXPERIENCE:** Prior Experience**INDUSTRY:** Communications Only 


Let's focus on the basics with Business Intelligence & Reporting (formerly Mosaic) and review standard reports for Communications providers. We will also demonstrate how to enable custom reports so that they can be executed from Report Launcher in iVUE Connect - Service.

Mbr Exp: Interval Data Billing with Meter Data Management**SERV-E 102****LOCATION:**  Main Concourse - Ballroom B**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 

Hear from a Member using Meter Data Management's Calculated Units of Measure feature for interval data billing. Learn how this functionality can benefit your organization.

Jumping Into iVUE Connect - Service for Energy Providers**SERV-E 103****LOCATION:**  Main Concourse - Ballroom C**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 

Are you an energy provider who is ready to jump into iVUE Connect - Service? Or are you interested in learning about the process? Hear from NISC's Professional Services group about how you can prepare for the engagement process, how to get the ball rolling, what to expect throughout the project and more.

Mbr Exp: Prepaid Energy Billing Panel**SERV-E 104****LOCATION:**  Main Concourse - Ballroom E**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 

In this panel, NISC Members who use NISC's prepaid energy billing solution share their experiences. Join them for this valuable peer-to-peer opportunity.

Lightning Round: AppSuite Tips**OPS-ALL 111****LOCATION:**  Ground Level - Kentucky Ballroom F**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  


Lightning Rounds are focused, concise, fast-paced presentations where the presenter uses 20 slides and only spends 20 seconds on each slide. During this session, you will experience multiple Lightning Round presentations about this topic.

This session will provide a comprehensive overview of the wonderful tools available in AppSuite. Whether you're a new user or looking to maximize your efficiency, you'll gain valuable insights and practical tips to enhance your workflow. Don't miss this opportunity to explore the full potential of AppSuite in a concise and engaging format.

Lightning Round: Finding Quick Answers in Operations Analytics**OPS-E 112****LOCATION:**  Ground Level - Kentucky Ballroom D**EXPERIENCE:** Prior Experience**INDUSTRY:** All Industries  

Lightning Rounds are focused, concise, fast-paced presentations where the presenter uses 20 slides and only spends 20 seconds on each slide. During this session, you will experience multiple Lightning Round presentations about this topic.

Operation Analytics has many tools for finding answers to common questions like: Where are my overloaded or underloaded devices? Where do I have high or low voltages? What about losses? In this session we demonstrate how to find the answers to these questions and more using Operations Analytics dashboards and tools.

Lightning Round: Spot the Phish**TECH-ALL 111****LOCATION:**  Second Level - Marriott Ballroom VI**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Lightning Rounds are focused, concise, fast-paced presentations where the presenter uses 20 slides and only spends 20 seconds on each slide. During this session, you will experience multiple Lightning Round presentations about this topic.

In today's digital world, phishing attacks are more sophisticated than ever - and anyone can be a target. In this interactive session, participants will learn how to recognize common phishing tactics, and respond effectively to potential threats. Through real-world examples and live quizzes, you'll sharpen your instincts and gain practical tips to stay secure online. Whether you're a cybersecurity beginner or just want a quick refresher, this presentation will help you spot the phish before its too late!

Lightning Round: Elevate Your Learning**ENT-ALL 111****LOCATION:**  Second Level - Marriott Ballroom V**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Lightning Rounds are focused, concise, fast-paced presentations where the presenter uses 20 slides and only spends 20 seconds on each slide. During this session, you will experience multiple Lightning Round about this topic.

See how Pathways, the NISC Community, Release Notes, and User Experience Sessions can take your knowledge of NISC Solutions to the next level.

Power Moves: Elevate Your Data Insight & Analysis with Mosaic Pages & Portals**ENT-ALL 112****LOCATION:**  Second Level - Marriott Ballroom VII**EXPERIENCE:** Prior Experience**INDUSTRY:** All Industries  

Unlock the full potential of your data storytelling with power moves. This session is designed to empower individuals in data driven roles to leverage Mosaic's unique ability to bring context and visual clarity to their data through pages and portals. You will learn how to create assembled views that elevate your data insight with a variety of intentional content on custom dashboards.

Mbr Exp: Optimizing Your NISC Solutions and Keeping Up With Change**ENT-ALL 113****LOCATION:**  Main Concourse - Ballroom C**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Transform the inspiration from this week's sessions into action! In this engaging session, learn how a Member has made significant process improvements by forming optimization teams and leveraging NISC's Business Process Consultations. Leave this session with practical approaches to staying attuned to your users' needs, keeping pace with software changes and stay ahead of the curve.

Lightning Round: Secure & Protect Your Financials Data**FIN-ALL 111** **LOCATION:**  Main Concourse - M107**EXPERIENCE:** Prior Experience**INDUSTRY:** All Industries  


Lightning Rounds are focused, concise, fast-paced presentations where the presenter uses 20 slides and only spends 20 seconds on each slide. During this session, you will experience multiple Lightning Round about this topic.

Get rapid, focused insights on effective methods to secure and protect your financial data. This is your chance to quickly gain actionable knowledge and boost the security of your financial operations. Whether you're in finance, IT, or administration, this session will help you fortify your systems against vulnerabilities.

Lightning Round: Tips & Tricks for iVUE Connect & iVUE Service - Utility**SERV-ALL 111****LOCATION:**  Main Concourse - Ballroom A**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

Lightning Rounds are focused, concise, fast-paced presentations where the presenter uses 20 slides and only spends 20 seconds on each slide. During this session, you will experience multiple Lightning Round presentations about this topic.

If you missed any of the prior Tips & Tricks sessions for iVUE Connect - Service or iVUE Service, or you need a reminder of the key takeaways before you head back home, this fast-paced session is for you.


Ask Us Anything About iVUE Connect - Service**SERV-ALL 112****LOCATION:**  Main Concourse - Ballroom E**EXPERIENCE:** Introductory**INDUSTRY:** All Industries  

In this informal session, ask the questions on your mind about iVUE Connect - Service, whether you have it today or you will in the future. NISC staff and your fellow Members will help fill in the blanks and point you to resources with more information.

Lightning Round: iVUE Service Broadband Pro Tip Express - Rapid Lessons, Real Results**SERV-C 113****LOCATION:**  Lower Concourse - L014**EXPERIENCE:** Prior Experience**INDUSTRY:** Communications Only 

Lightning Rounds are focused, concise, fast-paced presentations where the presenter uses 20 slides and only spends 20 seconds on each slide. During this session, you will experience multiple Lightning Round presentations about this topic.

Get ready for a fast-paced, high-impact session packed with practical tips to help you navigate and optimize key system features! This session delivers quick, practical tips to help you work smarter in Job Manager, Query Builder, EFT processes, and Payment Settings.

Ask Us Anything About Meter Data Management & Interval Data**SERV-E 114****LOCATION:**  Main Concourse - Ballroom B**EXPERIENCE:** Introductory**INDUSTRY:** Energy Only 

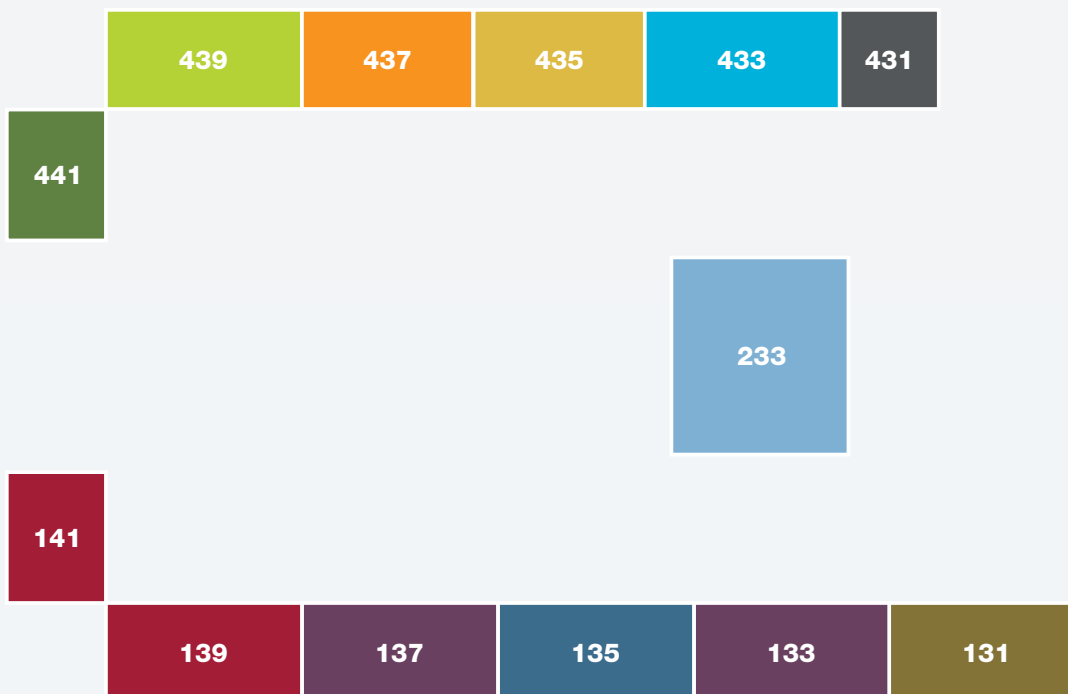
Join this informal session to ask your burning questions about Meter Data Management and interval data. Get the answers you need to unlock the value of MDM and your meter data.

 Members & Partners: Smart Warehouse Operations with MyBarcode App from Yuga Solutions**PTNR-ALL 111****LOCATION:**  Lower Concourse - L009**EXPERIENCE:** Prior Experience**INDUSTRY:** All Industries  

Want to accelerate Purchase Order receiving, charge-outs, and physical inventory counts? Discover how the MyBarcode application, with real-time iVUE integration, optimizes warehouse operations to expedite customer support and ace inventory audits. Learn from SLEMCO, a Yuga Solutions partner for two decades, and their successful journey in transforming their warehouse efficiency. In this session, we'll share best practices and new workflows and essential tools for seamless barcoding integration and adoption. Join us if you are ready to cut costs and boost efficiency with mobile barcode solutions.

SOLUTIONS LAB

The Solutions Lab has NISC subject matter experts ready to chat, answer questions and show you the latest NISC innovations. Not sure where to start? Stop by the NISC booth and we will connect you with the right people.



Member Value (131)

Business Process Consultations, Training Services, Project Services, Enterprise Best Practices, Untapped Value.

Service – Utility (133)

Customer Care & Billing, Capital Credits, Payments, Delinquent & Collections, Services Management, Key Account Management, Meter Data Management and SmartHub.

Marketing (135)

Lead Management, Sales Opportunities, Campaign Management, Market Segmentation, Marketing Services, Program Management and SmartHub Crowdsourcing.

Service – Broadband (137)

Customer Care & Billing, Capital Credits, Delinquent & Collections, Services Management, Payments, SmartHub, SmartHub Order Management and Measured Broadband.

Operations – Broadband (139)

Work Management, Asset/Ticket Management, Provisioning, Mapping & Staking and User Services System.

Operations – Utility (141)

Work Management, Asset/Ticket Management, Operations Analytics, Mapping & Staking and Outage Management.

NISC (233)

Information and demos.

Community & Pathways (431)

NISC Community and Pathways.

Service Center (433)

With NISC's Service Center, getting the support you need is simple and seamless.

Product Design (435)

Research, Requirements, Design, Enterprise, Service, Operations, Financials and Marketing.

Enterprise Applications (437)

CalltoOrder, Document Management, iVUE AppSuite, Business Intelligence & Reporting and Multi-Channel Messenger.

Business Services (439)

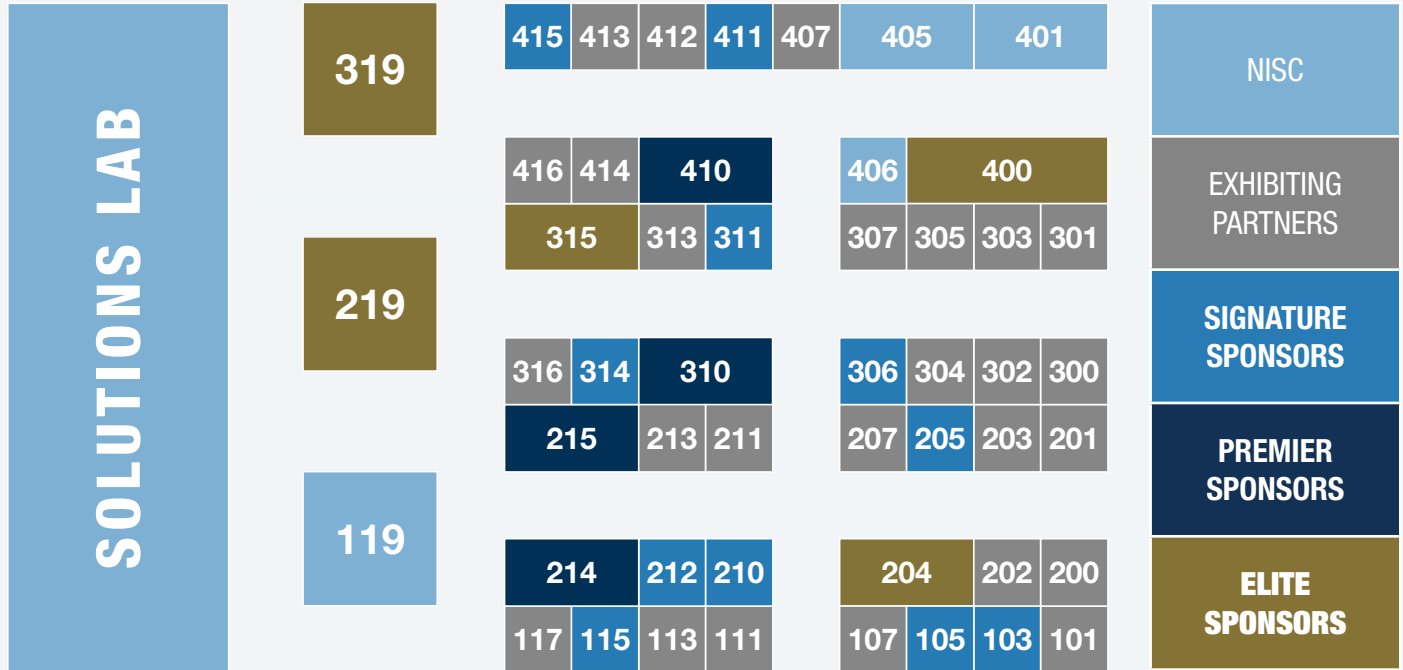
Payroll Services, Cybersecurity Services, Hosted Services, Mapping Services, Disaster Recovery Services, Print & Mailroom Services and Technical Services.

Financials (441)

General Accounting, Plant Accounting, Purchasing, Material Management and Human Resources & Payroll.

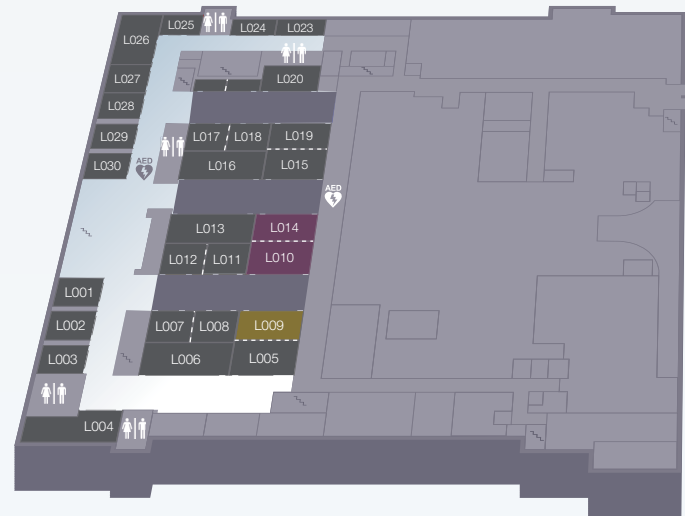
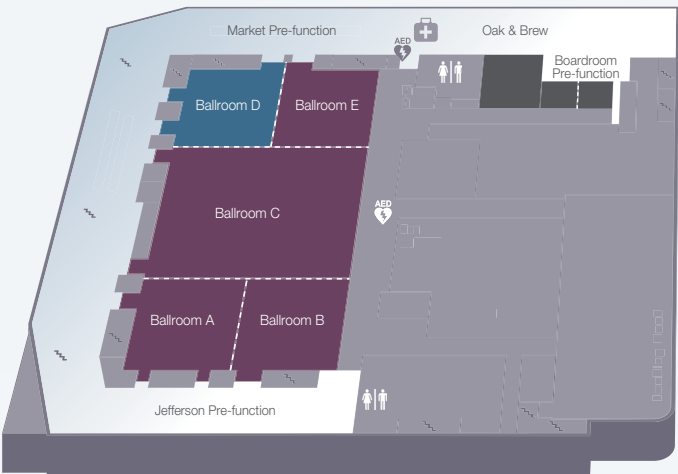
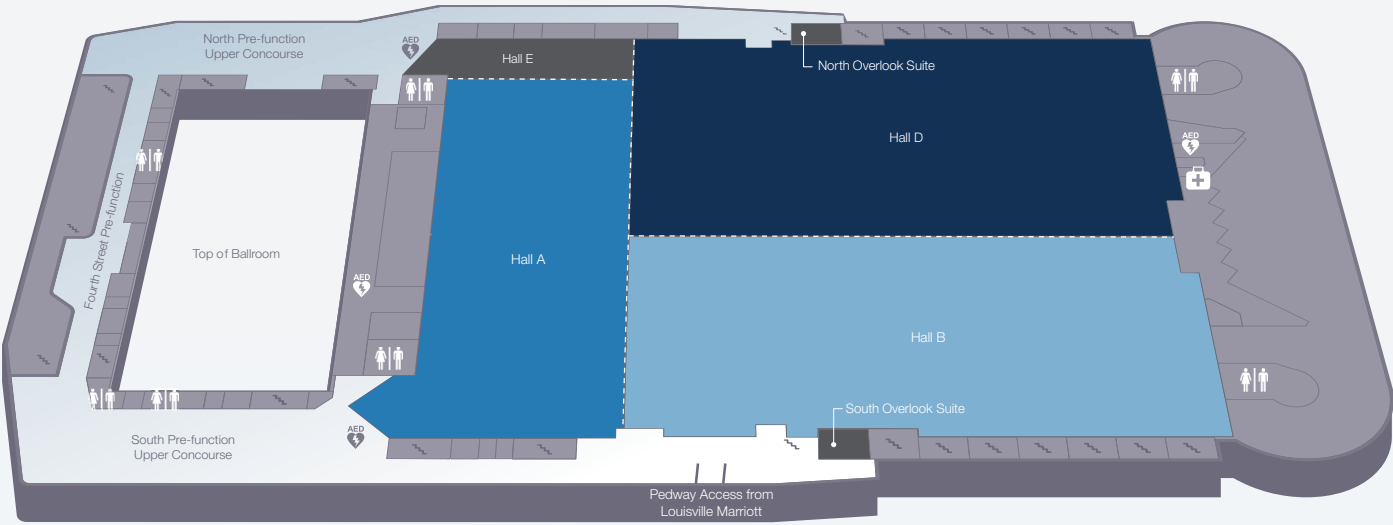
PARTNER PAVILION

Our partners play a vital role in the MIC, and each year we proudly showcase them in the Partner Pavilion. Dedicated expo hours give our partners the opportunity to connect directly with NISC Members. Special thanks to AWS, Osmose and Pioneer Utility Resources who are attending sponsors for the 2025 NISC MIC!



101	Virtual Peaker	211	Davey Resource Group	314	ONLINE Utility Exchange
103	Equifax	212	Trustgrid, Inc.	315	Esri
105	High Point Networks	213	NRTC	316	RMA Engineering
107	Security & Response Services	214	Cooperative Response Center (CRC)	319	OATI
111	Spark Analytics	215	Nokia	400	iGEAR
113	Nex-Tech	219	Calix	401	Artist - Kim Perry
115	Tantalus Systems	300	Fiserv	405	Co-op Strong
117	Irby	301	Eaton	406	Swag Stop
119	Interactive Zone	302	Discover Network	407	Aclara - Hubbell Utility Solutions
200	Survey & Ballot Systems	303	ID Solutions (Integrity Data Solutions)	410	Howard Technology Solutions
201	CNI	304	U.S. Payments	411	Rapid7
202	HB NEXT	305	JSI	412	Zealous Edge
203	Border States Electric	306	Landis+Gyr	413	Bidgely
204	Adtran	307	Transworld Systems, Inc.	414	EMPACT Engineering
205	Emulate Energy	310	BrilliT	415	NinerStar Connect
207	ISP Network Services	311	Yuga Solutions	416	Power System Engineering, Inc. (PSE)
210	GigTel	313	Tri-Global Technologies		

KENTUCKY INTERNATIONAL CONVENTION CENTER



GREATER LOUISVILLE ATTRACTIONS MAP



HOTELS

- 1 21C Museum Hotel
- 2 AC Hotel Louisville Downtown
- 3 Aloft Hotel
- 4 Canopy by Hilton Louisville
- 5 Cambria Hotel Louisville Downtown
- 6 Courtyard by Marriott Downtown
- 7 Econo Lodge Downtown
- 8 Embassy Suites Downtown
- 9 Fairfield Inn & Suites Downtown
- 10 Galt House Hotel & Suites
- 11 Hampton Inn Downtown
- 12 Hilton Garden Inn Downtown
- 13 Holiday Inn Express
- 14 Holiday Inn Louisville Downtown
- 15 Home2 Suites by Hilton Louisville
- 16 Homewood Suites
- 17 Hotel Disti
- 18 Hotel Genevieve
- 19 Hyatt Regency Louisville
- 20 Louisville Marriott Downtown

- 21 Moxy
- 22 Omni Hotel
- 23 Residence Inn by Marriot
- 24 Springhill Suite
- 25 Tempo by Hilton Louisville
- 26 The Brown Hotel
- 27 The Grady Hotel (51 RMS)
- 28 The Seelbach Hilton (308 RMS)
- 29 TownePlace Suites

ATTRACTIONS

- A Actors Theatre of Louisville
- B Angel's Envy
- C Bardstown Bourbon Company
- D Belle of Louisville
- E Brown Theatre
- F Buzzard's Roost Distillery
- G Derby City Gaming Downtown
- H Evan Williams Bourbon Experience
- I Flame Run Glass Studio

- J Fourth Street Live!
- K Frazier History Museum
- L Kentucky Center for the Performing Arts
- M Kentucky Peerless Distillery
- N Kentucky Science Center
- O KFC Yum! Center
- P KMAC Contemporary Art Museum
- Q Louisville Comedy Club
- R Louisville Slugger Field
- S Louisville Slugger Museum & Factory
- T Michter's Fort Nelson Distillery
- U Muhammad Ali Center
- V Museum Row
- W NuLu
- X Old Forester Distilling Company
- Y Riverfront Plaza/Belvedere
- Z Roots 101 African American Museum
- AA The Louisville Palace
- AB Water Front Park
- AC Whiskey Row



**DOWNLOAD THE
2025 MIC APP!**

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MEMBER INFORMATION CONFERENCE