NEADA
National Energy Assistance Directors’ Association
Annual Meeting
June 4-5

Sheraton Denver Downtown Hotel
Denver, CO
LEADING THE WAY

Vectren Corporation is a forward-thinking energy company providing gas and electric service to more than 1 million customers in central and southern Indiana and west central Ohio. Our more than 5,000 employees play a key role in the way we do business and build toward the future. Learn more about us at www.vectren.com.
Welcome to the 2016 Annual Conference

Building Bridges: The New Frontier!

On behalf of the National Energy and Utility Affordability Coalition’s Board of Directors, staff and local organizing committee, welcome to the 2016 annual Conference of the National Energy and Utility Affordability Coalition (NEUAC), and welcome to Denver, “The Mile High City.”

This year’s conference is entitled “Building Bridges: The New Frontier.” As we join together, we will be exploring new technologies and solutions to energy poverty. During this week we have the opportunity to learn from experts in our field, to learn from each other, and to celebrate our work and our unique cultures. We are pleased to have as our keynote speaker, Majora Carter; urban revitalization strategy consultant, real estate developer, and Peabody Award winning broadcaster. Undoubtedly her presentation will inspire us all.

The conference this year has many new offerings. One session is designed for kids. Kids will participate in an interactive Energy Efficiency Workshop while conference attendees observe. On Wednesday, we will have two sessions you won’t want to miss: “The Power of Storytelling” where you will learn new ways to make sure your message is heard, and the 3Rs regional breakout session where you will join other attendees from your area of the country to explore low-income energy poverty problems specific to your region of the country and best practices. We will round out the conference with two tours, one to the National Renewable Energy Lab and the second a walking tour to visit nearby energy efficiency projects near the hotel.

Please take full advantage of the 2016 NEUAC annual conference to enhance what you do for others.

We hope you will also find time to visit sites in our host city. Take your time as you explore the rich culture and history of Denver, from the Denver Art Museum to enjoying the sights and sounds of this vibrant city, making new friends along the way.

Sincerely,

John Rich

P.S. Be sure to follow along with our downloadable LumiShow NEUAC2016 App.
About NEUAC (The Coalition)

The National Energy and Utility Affordability Coalition (NEUAC) is a broad-based coalition of diverse member organizations and individuals dedicated to heightening awareness of the energy needs of low-income energy consumers, fostering public-private partnerships and engaging in other activities to help address these needs. Led by a dedicated Board of Directors, the NEUAC’s goals are:

- To increase awareness and understanding of the nature and magnitude of low-income energy problems.
- To formulate and advance low-income energy policy through compilation, analysis and dissemination of data and information.
- To provide information and technical assistance in the creation and development of fuel funds.
- To promote the development of statewide and regional fuel funds.

NEUAC is located in Denver, Colorado.
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Denver, CO 80203
720-402-3125
Info@NEUAC.org
www.NEUAC.org

Denver Skyline

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Chad Quinn, Second Vice President, Dollar Energy Fund
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Salvation Army National, Petra DeCaille-Poleon
Sacramento Municipal Utility District, Rian Troth
Southern California Gas Company, Carmen Rudshagen
THAW - The Heat and Warmth Fund, Saunteel Jenkins
TXU Energy, Kim Campbell
Vermont Energy Investment Corporation, Mary Sprayregen/Eлизabeth Chant

Ex-Officio Members
American Gas Association, Brian Caudill
American Public Power Association, John Godfrey
Edison Electric Institute, Chris Hickling
Federal Energy Regulatory Commission, Jacqueline Holmes/Edward Gingold
National Assoc. of Regulatory Commissioners
NEADA, Susan Brown
NRECA, Tammy Embrey
U.S. Department of Energy
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San Diego Gas and Electric
United Services Community Action Agency, Clifton Campbell
Xcel Energy, Patrick Boland
General Information

NEUAC Conference App
Generously sponsored by Columbia Gas of PA/MD. we are excited to use our Conference App again in 2016. Make the most of your conference experience! Be sure to download the App at the Apple App Store or Google Play Store and search for ‘Lumi Show’ (if you are using a non-Apple/Android device, go to www.getlumi.com). Open the Lumi Show App and use the Event ID button to enter: NEUAC2016. After finding the event, click download; your username is the email you used to register for the conference and the password is NEUAC2016. You will find everything you need at your fingertips! If you have questions or need help, there is a NEUAC2016 App table in the registration area.

Workshops & General Sessions Locations
All workshop and general session information and locations are available on your conference App and are listed in the “Detailed Conference Schedule” section of this program and on the program grid contained on pages 6 and 7 of this booklet. Information will also be posted on the hotel’s reader boards.

Conference Exhibits
A variety of firms and agencies important to servicing our low-income clients and customers and supporting you to do your job better are exhibiting during the conference. Please support our exhibitors by visiting them during refreshment breaks to learn more. Note: Some firms and agencies have paid exhibitor fees or have provided major support for the conference. Featuring their displays does not constitute an endorsement of their products or services.

Continuing Legal Education Registration
NEUAC is seeking Continuing Legal Education (CLE) credit from the accrediting authorities of many states. The conference will assist in securing credit for lawyers from other jurisdictions which participate in the American Bar Association reciprocity agreement. Conferees seeking CLE credit must sign in and out of the CLE sessions which they attend to verify their attendance. For more information, please visit the Conference Registration Desk.

Evaluation Forms & Raffles
Evaluation forms are important in developing a conference that benefits all our attendees. This year you will instantly be able to share your feedback through the conference APP. Raffles will be held throughout the conference for those who have completed the surveys. (Paper evaluations will be available as well.)

You must be present at the drawings held during general sessions to win any of the prizes.

Badges & Ribbons
Badges are required for admittance to all meetings, sessions, meals and the reception. If you lose your badge, please go to the Conference Registration Desk for help. Conference staff, members of the NEUAC Board of Directors, Conference Planning Committee members and other volunteers will be identified with ribbons on their name badges. Please do not hesitate to approach these individuals for information or assistance.

Spouses & Guests
Spouses and guests of registered NEUAC attendees are welcome to attend any of the conference receptions, continental breakfasts or luncheons. Tickets and conference badges for each event may be purchased at the on-site Conference Registration Desk. Fees are:

- $25 for each continental breakfast, $40 for each luncheon and $40 each for Monday evening’s reception and Wednesday morning’s sit-down breakfast. These tickets do not grant participation in any sessions.

Recording
NEUAC and NEADA may photograph, videotape and/or audiotape attendees and materials at the functions of these conferences. The productions of such may be freely disseminated for purposes including, but not limited to, future outreach, education and informational efforts.

Hotel Parking
Hotel guest parking rates are $37/day for self-parking and $45/day for valet parking.

Check Out Without Missing Out
Check-out time at the hotel is 12:00 noon. Please ask the bell captain to store your luggage so you may attend the exciting sessions and be present for the raffles on Wednesday.

Special Assistance
The registration staff is available to assist with any special needs. Please notify staff at the conference registration desk of any dietary restrictions or needs related to sensory or mobility impairments that, as addressed, would enhance your conference experience. If you need a smoke detector designed for someone with a hearing or visual impairment, please contact the hotel’s front desk.

“ICE” – In Case of Emergency
No one likes to think about it, but an emergency can happen at any time. Help your colleagues to help you by adding an emergency contact phone number with the heading “ICE” (which stands for “In Case of Emergency”) to your cell phone list of pre-programmed numbers. If possible, list more than one number for your emergency contact. If you don’t know how to program a number into your cell phone directory, ask a conference colleague to help you with it. It could save your life.

For a life threatening event, call 911. For other illnesses or injury the closest urgent care facility is: Concentra Urgent Care at 1730 Blake Street #100, Denver, CO 80202. (Phone: (303) 292-2273).

Also, please review the emergency information in your guest room to familiarize yourself with emergency procedures. Acquaint yourself with the locations of the closest emergency exits in the public areas of the hotel, and follow the instructions of the hotel’s security staff.

Hiking in Colorado
NEUAC Agenda

Monday, June 6, 2016
7:00 – 5:00  Registration/Exhibits
7:00 – 8:30  Continental Breakfast
8:30 – 10:30  § Opening General Session
10:30 – 11:00  Break in Exhibit Area
11:00 – 12:15  Workshops (see grid)
12:15 – 12:30  Break in Exhibit Area
12:30 – 2:00  Luncheon Program – Keynote Speaker
2:00 – 3:15  Workshops (see grid)
3:15 – 3:45  Break in Exhibit Area
3:45 – 5:00  Workshops (see grid)
5:30 – 7:30  Evening Reception: “Karaoke Kraze”

Tuesday, June 7, 2016
7:00 – 5:00  Registration/Exhibits
7:00 – 8:45  Continental Breakfast
8:00 – 8:15  Salvation Army Awards
8:15 – 9:00  Membership Meeting
9:00 – 10:30  § Plenary Session
10:30 – 11:00  Break in Exhibit Area
11:00 – 12:15  Workshops (see grid)
12:15 – 12:30  Break in Exhibit Area
12:30 – 2:00  Luncheon Program
2:00 – 3:15  Workshops (see grid)
3:15 – 3:45  Break in Exhibit Area
3:45 – 5:00  Workshops (see grid)
5:15 – 6:00  AGA/EEI Meeting

Wednesday, June 8, 2016
8:00 – 9:00  Full Breakfast
9:00 – 10:00  Plenary Session
10:00 – 10:15  Break
10:15 – 11:30  The 3 R’s
11:30 – 12:00  Closing Remarks
Enhanced Sessions
12:30 – 4:00  Tour 1
12:30 – 3:00  Tour 2

NOTE: § Continuing Legal Education (CLE) credit included for sessions noted by this symbol.

Conference Workshops

Monday, June 6, 2016

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<th>Track B: Energy Efficiency and Renewables</th>
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<td>Session 1</td>
<td>Outreach: Rural and Urban Populations</td>
<td>Zero Energy Modular Homes to Replace Mobile Homes</td>
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<td>11:00AM – 12:15PM</td>
<td>Room: Plaza D</td>
<td>Room: Governor’s Square 12</td>
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<tr>
<td>Session 2</td>
<td>Providing Self-Sufficiency Services to Vulnerable Populations</td>
<td>Evaluating Impact - Do It Right or Not at All!</td>
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<td>Room: Plaza D</td>
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<tr>
<td>Session 3</td>
<td>Partnering to Provide Self-Sufficiency Services to Low-Income Populations – Creating Opportunities and Independence Through Internet Adoptions</td>
<td>Residential Engagement Energy Savings in Subsidized Public Housing</td>
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<td>3:45PM – 5:00PM</td>
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<td>Session 4</td>
<td>Generational Communication Differences - Latino Population</td>
<td>Health and Safety: Who Pays the Bill</td>
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<tr>
<td>11:00AM – 12:15PM</td>
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<td>Session 5</td>
<td>§ Addressing the Unique Issues of Domestic Violence Victims</td>
<td>Painting the U.S. Energy Affordability Landscape: Opportunities for Alleviating Fuel Poverty with Energy Efficiency</td>
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**Monday, June 6, 2016**

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<tr>
<th>Track C: Energy Policy and Advocacy</th>
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<tr>
<td>§ Pre-Paid Electricity: The Future of Low-Income Energy Delivery</td>
<td>Energy Workshop for Children</td>
<td>Pioneering Partnerships to Fund Energy Assistance</td>
<td>Energy Efficiency Through Technology</td>
<td>Managing a Non-Profit: Navigating the Unique HR Challenges</td>
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<td>Want to Raise a Million? See How Several States Directed Utility Escheats to Assistance Programs</td>
<td>Helping Low to Moderate-Income Families with Utility Service</td>
<td>Employee and Customer Campaigns</td>
<td>$ Leveraging Smart Meters to Benefit Low-Income Customers</td>
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Detailed Conference Schedule

Monday, June 6, 2016

7:00AM – 8:30AM  Continental Breakfast
Room: Plaza Foyer Exhibit Area

8:30AM – 10:30AM  Opening General Session
Room: Plaza ABC

Welcome and Introductions
John Rich, National Energy and Utility Affordability Coalition
David Eves, President Public Service Company of Colorado
Skip Arnold, Energy Outreach Colorado
“American Winter”

§ Utility Rates of the Future and Their Impact on Vulnerable Households
Moderator and Speaker: Bill Malcolm, AARP
Speakers: Barbara Alexander, Consumer Affairs Consultant
Phil Hanser, The Brattle Group

In the face of flat or declining sales, utilities across the country are approaching rate design in new ways. These new approaches can impact low-income households’ ability to afford their home energy bills, both positively and negatively. Our panelists will discuss these issues from different perspectives.

11:00AM – 12:15PM  Session 1

1A  Outreach: Rural and Urban Populations
Room: Plaza D
Moderator: Winston Feeheley, DTE Energy
Presenters: Jamie Curtis, The Salvation Army - WMNI DHQ
Chere Coleman, Michigan Community Action

This session will explore the challenges and the opportunities of outreach efforts in both rural and urban communities. Find out about lessons learned and the best practices that have been developed. This in-depth look at strategies for outreach will have you going home with key takeaways on how you can improve outreach in your area.

1B  Zero Energy Modular Homes to Replace Mobile Homes
Room: Governor’s Square 12
Moderator: Jo-Ann Choate, JAI Software
Presenter: Elizabeth Chant, Vermont Energy Investment Corporation
Alison Donovan, Vermont Energy Investment Corporation

In 2012 in Vermont, Tropical Storm Irene destroyed more mobile homes than any other housing type in the state. Mobile and manufactured homes are an important part of Vermont’s affordable housing stock. The effort to rebuild those homes lost in the storm focused on creating something that was more durable, affordable, and sustainable. Affordable housing providers successfully partnered with energy efficiency experts and a modular homebuilder to create the VerMod, which is a modular home built to fit on the original footprint of a mobile home. With solar photovoltaic the home is net zero in energy use, even in Vermont’s harsh winter climate. Most important, this all-electric healthy home can be financed as real property. The Vermont program is successful, with more than two dozen homes placed. Learn how this team is now working to bring this successful model to other states.
The proliferation of distributed energy resources, for example, solar photovoltaic, demand response and energy storage, is challenging the traditional electric industry business model, where sales growth pays for infrastructure investment and increased utility profit. People are starting to contemplate what the utility of the future should look like. Take a deeper dive into this workshop that is a follow up to the plenary session on this topic.

1D § Dialogue With the Feds
Room: Governor’s Square 14
Moderator: Jacqueline Holmes, Federal Energy Regulatory Commission
Presenters: Lauren Christopher, US Department of Health and Human Services - Administration for Children and Families
Akm Rahman, US Department of Health and Human Services - Administration for Children and Families

The U.S. Department of Health and Human Services’ Office of Community Services oversees more than $3 billion per year in funding for the Low Income Home Energy Assistance Program (LIHEAP) in 50 states and the District of Columbia, five insular areas, and with approximately 160 direct-funded Tribes and Tribal Organizations. Representatives of this office will discuss LIHEAP funding and answer attendees’ questions on administrative and programmatic issues.

1E Power Up! Connecting Your Community Through Volunteers
Room: Governor’s Square 17
Moderator: Michael J. Bradford, Project SHARE - The Salvation Army Georgia Division
Presenters: Trish Lindvall, SMUD
Trisha Koizumi, Habitat for Humanity of Metro Denver

"Winston Churchill said "we make a living by what we earn, but we make a life by what we give." A well-known benefit of volunteering is the impact on the community and society as a whole. Volunteering also has a long-lasting impact on the individual who volunteers. This session will address how to identify volunteers who connect to your mission, how to successfully recruit them, and how to retain their interest and their efforts.

1F Effective Strategy for Customer Outreach
Room: Plaza E
Moderator: Joshua Wolfe, Project Energy Savers
Presenters: Bill Bradshaw, NJ Natural Gas
Nicole O’Connor, Energy Outreach Colorado
Howard Brooks, The Energy Resource Center

Interested in learning strategies on how to reach clients through local nonprofit agencies by partnering with their low-income efficiency and assistance programs? Join this session as the panelists describe outreach and implementation tactics and review effective messaging focusing on hard to reach low-income individuals and families.

1G § Understanding the Impact of Tribal Nations: A Guide to Federal Advocacy
Room: Governor’s Square 16
Moderator: Bob Gough, InterTribal Council on Utility Policy (COUP)
Presenter: Ben Nuvamsa, Kiva Institute

Legalizing Sustainability and Resilience! This session will take a broad look at existing contemporary legal frameworks and concepts found in statutes, regulations and codes designed for utilities, infrastructure and resource development institutions deeply rooted in the realities of the 19th and 20th centuries but which present challenges facing the developing realities of the 21st century, using examples in the areas of energy transmission, water usage and building codes. Participants will be invited to discuss examples from their own areas and experience, and will collaborate at considering both potential changes and how to advocate for and/or implement such solutions.
Majora Carter is an urban revitalization strategy consultant, real estate developer, and Peabody Award winning broadcaster. She is responsible for the creation and successful implementation of numerous green-infrastructure projects, policies, and job training and placement systems. Her 2006 TEDtalk was one of the first 6 videos to launch their groundbreaking website.

After establishing Sustainable South Bronx and Green For All (among other organizations) to carry on that work, she built on this foundation with innovative ventures and insights into urban economic developments designed to help move Americans out of poverty. This is a presenter who will show all of us what can be done to help those we serve!

Raffle prizes will be awarded after Keynote address. Must be present to win.

2:00PM – 3:15PM Session 2

2A Providing Self-Sufficiency Services to Vulnerable Populations

Room: Plaza D
Moderator: Kelly Caplan, Washington Gas
Presenters: Diane Fleser, TrueNorth Community Services
David Wingard, Ph.D., TrueNorth Community Services

An innovative service delivery approach is needed to promote independence for vulnerable citizens needing to reduce their energy bills. Learn how one organization has effectively operationalized a self-sufficiency project through data driven interventions. Through research and evaluation their service-delivery approach supports a process that has expanded and reinvented client-centered services. Join this valuable workshop and learn how their service-screening instrument is able to accurately identify households capable of reducing dependence on financial assistance and how that service-delivery approach is working to provide measurable outcomes.

2B Evaluating Impact - Do It Right or Not at All!

Room: Governor’s Square 12
Moderator: Elizabeth Chant, Vermont Energy Investment Corporation
Presenters: Jackie Berger, APPRISE, Inc.
David Carroll, APPRISE, Inc.
Khalil Shahyd, Energy Efficiency for All

It can be challenging to estimate the impact that weatherization programs have on energy usage. Changes in weather must be taken into consideration to ensure that impact estimates reflect changes due to the program as opposed to changes due to a warmer or colder winter. A comparison group is needed to ensure that other exogenous factors, such as changes in energy prices, are not confused with the actual program impact. This session will break the evaluation process down, explain the important factors to take into consideration, provide examples of where one can go wrong, and discuss how to do it right.
LIHEAP, a critical federal energy assistance program, helps hundreds of thousands of families across the US every year. Learn from national experts about the program's history, guidelines, implementation, and how Congressional appropriations influence the formulation and distribution of LIHEAP funds. The presenters will also explain how LIHEAP's block-grant structure gives grantees flexibility in designing their programs to maximize the impact for low-income households. An excellent session for new conference attendees or those who want to brush up on their LIHEAP background.

**2D Outreach Projects: New Approaches Meeting Unique Challenges**

Room: Governor’s Square 14  
Moderator: Greta Shelton, Southern California Gas Company  
Presenters: David DeLind, DTE Energy  
Debra Morrison and Todd Morrison, Alliance for Deaf Services  
Jennifer Rodriguez, Con Edison

In this session, you will learn how two utilities identified challenges and designed solutions. First, working with leaders from the Alliance for Deaf Services (ADS) representing Michigan's Deaf community, DTE Energy is leading the way in providing energy efficiency services for this population. There are over 100,000 people in Michigan who use American Sign Language (ASL) to communicate. DTE developed a two-phase pilot with the goal of increasing customer service to an underserved market segment. Join this session to learn how DTE engaged the Deaf community to design a program and is using Video Remote Interpreting (VRI) technology to ensure this unique customer group is able to understand and receive energy efficiency services. Then learn how to use the ConEdison approach to reach out and educate children in the community about energy and conservation issues. Both approaches are new and exciting.

**2E Do Solar Gardens Grow Funds for Energy Assistance?**

Room: Governor’s Square 17  
Moderator: Jennifer Gremmert, Energy Outreach Colorado  
Presenters: Jason Edens, Renewable Energy Alliance  
Tom Figel, GRID Alternatives Colorado  
Theodore Trabue, Jr., DC Sustainable Energy Utility

What exactly is a solar community garden? Can solar gardens help stretch or even grow energy assistance funds? This workshop will explore how solar gardens may help low-income individuals and families. Learn about what a solar garden is and how they work, if there are mandated models and if there are related laws and policies that should be considered.

**2F How to Successfully Implement a Low-Income Rate and Why**

Room: Plaza E  
Moderator: Pat Boland, Xcel Energy  
Presenters: Roger Colton, Fisher Sheehan & Colton  
Skip Arnold, Energy Outreach Colorado

Many utilities have specially designed rates or subsidized payment programs to assist low-income customers. Come listen to experts that helped design, regulate and implement these programs across the country. Hear why these were first implemented, their successes and the future of these types of programs from those most involved in the process.
2G Dialogue with the Federal Officials: Tribal Issues and Technical Assistance
Room: Governor’s Square 16
Moderator: Shannon Francis, Energy Outreach Colorado
Presenters: Lauren Christopher, US Department of Health and Human Services - Administration for Children and Families
        Akm Rahman, US Department of Health and Human Services - Administration for Children and Families

Representatives from the U.S. Department of Health and Human Services will provide an overview of the responsibility and flexibility of the LIHEAP block grant. Tribal LIHEAP coordinators will receive practical guidance on developing programs and drafting policies specific to the needs of individual tribes.

3:45PM – 5:00PM Session 3

3A Partnering to Provide Self-Sufficiency Services to Low-Income Populations – Creating Opportunities and Independence Through Internet Adoptions
Room: Plaza D
Moderator: Emma Ponco, Southern California Gas Company
Presenters: Christina Mills, California Foundation for Independent Living Centers

SMUD and the California Foundation for Independent Living Centers, Digital Access Project developed an innovated partnership that offers Sacramento's low-income customers the opportunity to become more self-sufficient, connect with friends, loved ones, medical professionals and educational institutions while also becoming digitally literate in today's growing virtual world. Together they have reached out to thousands of low-income individuals and families of all ages and backgrounds and provided an affordable way to stay connected by way of internet access.

3B Residential Engagement Energy Savings in Subsidized Public Housing
Room: Governor’s Square 12
Moderator: Luke Ilderton, Energy Outreach Colorado
Presenters: Nicole O’Connor, Energy Outreach Colorado
        Rachelle Macur, Group 14 Engineering
        Chris Jedd, Denver Housing Authority

Affordable housing is being designed or rehabbed to be as energy efficient as possible, so the human factor towards home energy use is an important factor for low-income communities. The Denver Housing Authority is working to reduce their residents' energy and water consumption through tactics such as community-based social marketing, incentives and value-driven beliefs, social psychology, and behavioral economics. Learn more about what motivates communities and individuals to change their habits toward home energy use and the successful approach that has resulted in 9% energy savings for this community. The panel will discuss strategies to motivate residents who are financially responsible for their utility bills and for those who live in subsidized housing with a utility allowance.

3C § Effective Advocacy - How to Get Wins in Your State
Room: Governor’s Square 15
Moderator: Kelli Fritts, AARP Colorado
Presenters: Rep. Faith Winter, Colorado House of Representatives
        Greg Glischinski, AARP
        Senator Linda Newell, Colorado State Senate

Making an appointment with a legislator is just the first step. Once you have your meeting, you only have a few moments to get your message across. It takes skill and practice to be able to engage with public officials on the issues of energy assistance and affordability. Learn from seasoned professionals and legislators about what strategies work best to get your message across effectively.
3D LIHEAP Assistance for U.S. Veterans
Room: Governor’s Square 14
Moderator: Chad Quinn, Dollar Energy Fund
Presenters: Mark Wolfe, National Energy Assistance Directors’ Association
Rebecca R. McNamara, Dominion Energy Share

Despite living in our land of plenty, a growing number of US military veterans and their families qualify for energy assistance to help pay their utility bills. Mark Wolfe, Executive Director, National Energy Assistance Director’s Association has testified before Congress about the gravity of the situation and the critical need to face up to our responsibilities to serve this particularly vulnerable population which has risked so much for our beloved country. Dominion has recognized an obligation to assist those men and women who have served our country and now are low-income by creating Dominion’s Energy Share program - a helping hand up rather than a handout. The Energy Share program has proved to be a highly successful year-round energy assistance program for those veterans who face financial hardship.

3E Effective Oral Presentations
Room: Governor’s Square 17
Moderator: Edward G. Gingold, Federal Energy Regulatory Commission
Presenter: Susan Gove, Ph.D., Gove Group, Inc.

Are you pleased with the presentations you give? Effective presentation skills are imperative to master for those meeting with community groups, boards of directors, presenting at conferences and funders. Most presenters are passionate about the subject matter they are presenting and can’t wait to share every detail of the subject with their audience. However, sometimes it is just too much information and can overwhelm the listener. This workshop, brought back by popular demand, will help you hone in on the information needs of each individual audience, capture and hold attention of the audience and feel comfortable and confident during your presentation.

3F Increasing Low-Income Self-Sufficiency
Room: Plaza E
Moderator: Elizabeth Berube, Citizens for Citizens, Inc.
Presenters: Jennifer Espelien, Smart Utility Systems
Kurt Sweester, Smart Utility Systems
Kristen Boldis, United Way for Southeastern Michigan
Lindsey Vaclav, United Way for Southeastern Michigan

This workshop will include discussions on the Smart Customer Mobile Bill Savings Navigator (App for the smart phone). The App empowers income qualified residents to participate in energy efficiency programs from a mobile, device agnostic application, providing innovation at an affordable cost to utilities. To provide even greater value to customers, the App offers ADA compliant functionality to increase accessibility. The presentation will include quantified results from a utility that deployed the App. The United Way worked with DTE Energy to provide customized and scalable self-sufficiency interventions to help low-income customers resolve a crisis through the free community resources of 211. Customers are also taught how to set and manage a budget. Interventions are measured using a best practice tool from the Arizona Index for Self-Sufficiency.

3G eLab Leap: Facilitating a Social Change Lab Approach to Low-Income Energy Challenges
Room: Governor’s Square 16
Moderator: Rian Troth, SMUD
Presenter: Kendall Ernst, Rocky Mountain Institute

Rocky Mountain Institute is focused on creating a clean, prosperous, and secure energy future…for all, not for some. RMI is launching eLab Leap in New York by convening partners and critical stakeholders through the change lab approach, including low-income and consumer advocates, environmental groups, community-based organizations, federal, state, and local government entities, housing authorities, utilities, regulatory agencies, foundations, financiers, and distributed energy resources service providers. eLab Leap is developing solutions that empower and improve the lives of low-income households and communities in a clean energy future. eLab Leap’s approach is collaborative and complementary, with a goal to support, enhance, and accelerate local organizations and resources already working in this space. eLab Leap is focused on real people in real places working on real issues and solutions, starting in New York and then expanding scaling beyond to other targeted U.S. regions. Come learn about a success story in the making with valuable and practical takeaways.
Join us for our “Karaoke Kraze” reception. Talk with old friends and make new ones while singing your favorite songs or just cheering on others. There will be a photo booth so bring your best pose to capture a memory. Refreshments will be served. The silent auction will be ending so be sure to check out the auction table and place your final bids. This will be an event you won’t forget!

Tuesday, June 7, 2016

7:00AM – 8:45AM Continental Breakfast
Room: Plaza Foyer

8:00AM – 8:15AM Salvation Army Awards
Room: Plaza ABC

8:15AM – 9:00AM NEUAC Membership Meeting
Room: Plaza ABC

9:00AM – 10:30AM Plenary Session
Room: Plaza ABC

§ Clean Power Plan: Low-income Opportunities in the Development of State Plans
Moderator: Rep. Faith Winter, Colorado House of Representatives
Speakers: Jennifer Gremmert, Energy Outreach Colorado
Pam Kiely, Environmental Defense Fund
Franz Litz, Great Plains Institute
Ali Zaidi, White House Office of Management and Budget

The historic Clean Power Plan is being discussed widely these days. Included in the Clean Power Plan are incentives for states to provide benefits to low-income homes. The speakers in this Plenary Session will discuss the status of the Clean Power Plan, the benefits available to low-income households, and how advocacy can help shape state plans to the benefit of our most vulnerable neighbors.

11:00AM – 12:15PM Session 4

4A Generational Communication Differences - Latino Population
Room: Plaza D
Moderator: Edward G. Gingold, Federal Energy Regulatory Commission
Presenters: Cec Oriz, Confluence Denver, Inc.
Maritza Gutierrez, Community Enterprise
Alejandra Lopez, Focus Points

What influence does someone’s culture have on how one evaluates his or her need for assistance? How important is it for you to understand cultural differences? In this workshop similarities and differences between cultures will be examined. Following a brief presentation, Cec Ortiz will ask questions and lead a discussion with attendees on the impact of culture on our work. Please join this session as Ms. Ortiz shares her experiences and insights in working in and with the Hispanic Community. The session should be as provocative as it will be informative.
Health and Safety: Who Pays the Bill

Room: Governor’s Square 12
Moderator: Luke Ilderton, Energy Outreach Colorado
Presenters: Michael Levinson, Group 14 Engineering
Shelly Miller, Ph.D., University of Colorado-Boulder

Weatherization of low-income single family homes and apartments is a vital offering to meet a utility’s energy efficiency goals and can benefit the customer base, as well as, generate substantial energy savings. However, low-income homes and affordable housing buildings may have serious environmental health and safety concerns that may present a barrier to implementing energy efficiency measures and create life threatening situations for the occupants. With state and federal weatherization programs scaling back their funding since ARRA expired, utilities are being asked to continue their low-income energy efficiency programs’ momentum. So who pays for the environmental health and life safety concerns found in these homes and buildings? In this presentation, we will discuss recent health assessments conducted to tackle this issue and hear the utility’s perspective on how to overcome these health and safety concerns in a ratepayer funded program.

Clean Power Plan: Clean Energy Incentive Program: Deeper Dive

Room: Governor’s Square 15
Moderator: Rep. Faith Winter, Colorado House of Representatives
Presenters: Jennifer Gremmert, Energy Outreach Colorado
Pam Kiely, Environmental Defense Fund
Franz Litz, Great Plains Institute
Ali Zaidi, White House Office of Management and Budget

The historic Clean Power Plan is being discussed widely these days. This session, a follow-up from the Plenary Session, will demonstrate how to ensure that low-income families in your state can engage in the Plan and ensure that these households have a voice in the process.

Energy Assistance and Education: “21st Century Results = Customer Engagement”

Room: Plaza E
Moderator: Dan Alderson, Atmos Energy
Presenters: Rochel Ditmore, Atmos Energy
Janell Igoe, Atmos Energy
Alita Corbett, Pepco

This informative session will provide a valuable exchange of ideas from Atmos Energy Corporation and Pepco Holdings, communicating how both companies are engaging in non-traditional ways to reach customers. Session dialogue will provide those attending with examples and new possibilities to extend customer outreach building upon their organization's brand and community good will while providing a hand up not out! Hear about Atmos Energy's mobile office approach and how Pepco’s efforts to engage face-to-face with its customers and communities is making a difference! Added bonus, Atmos Energy will share best practices/results using social media to engage customers/communities.

Fundraising for Disaster Recovery

Room: Governor’s Square 17
Moderator: Barbara Gomes, NJ Shares
Presenters: Joe Guarinello, HeartShare Human Services of New York
Patty Riddlebarger, Entergy Services, Inc.

Natural Disasters affect utility customers, low-to-moderate income households, social service providers and utility companies in many ways. This workshop will examine the response of two non-profit organizations after Superstorm Sandy made landfall in 2012. The panel will discuss their accomplishment: HeartShare’s innovative boiler replacement program helped 12,000 low-income households have their utility service restored and Catholic Charities in New Jersey secured government and private funding for their Extended Disaster Response Program. In addition, Entergy will share their experience during Hurricane Katrina and how the utility company recognized and paid tribute to the healing of New Orleans 10 years after Hurricane Katrina.
Assisting Low-Middle Income Households with Utilities Using Cloud Computing Technology

Room: Governor’s Square 14
Moderator: Jennifer Ward, Southern California Gas Company
Presenters: Maria Delaplain, Affordable Housing Alliance
Rosa M. Pagnillo-López, PSE&G

Since 2009, the Affordable Housing Alliance (AHA) has provided utility assistance across the state of New Jersey through LIHEAP, TRUE, PAGE and other programs. To address and manage increasing need, AHA sought additional grant funding; added affiliate agencies; partnered with utilities; and implemented cloud computing. These systems enable AHA to reach a broader population as well as enhance accuracy, convenience and accessibility for those in need. Workshop presenters will explain how utilities help identify clients; multiple methods for serving clients; and how state of the art systems streamline operational procedures and maximize the efficiency and effectiveness of all programs.

The Talking Circle: Cultural Competence and a Sensitive Approach to Serving Tribal Nations

Room: Governor’s Square 16
Moderator: Ben Nuvamsa, Kiva Institute
Presenters: Ernest House, Jr., Colorado Commission of Indian Affairs
Gary Collins, Arapahoe Alliance

A Conversation about Energy and Justice: Conversations about energy policy always seem to begin with the “low-hanging fruit,” energy efficiency and energy conservation. But are those “low-hanging fruit” for Indian tribes and economically marginalized urban communities? This discussion is designed to identify the benefits of energy efficiency and energy conservation to such communities, the impediments to the attainment of those benefits, and approaches by which those benefits can be realized. For example, what are the problems unique to renters or those living in public housing? How can tenants realize the benefits of tenant-installed technologies or home improvements? What does a just energy policy for economically marginalized communities look like?

Luncheon Program

Room: Plaza ABC
Introduction: Chris Hickling, Edison Electric Institute
Luncheon Speaker: Bill LeBlanc, E-Source (Boulder, Colorado)

The Energy-Behavior Connection: Embracing Irrationality

Most of us tend to think that as humans, we make rational decisions about the things we buy, how we use energy, and on ways to save money. But actions don't bear this out. How can we, as energy professionals, work within the parameters of real human behavior and overcome barriers to saving energy? This session will be both entertaining and enlightening. You won't want to miss this presentation.

Raffle prizes will be awarded at the conclusion of presentation. Must be present to win.

Session 5

Addressing the Unique Issues of Domestic Violence Victims

Room: Plaza D
Moderator: Jacqueline Holmes, Federal Energy Regulatory Commission
Presenter: Elizabeth Marx, PA Utility Law Project (PULP)

Victims of domestic violence face unique challenges in establishing and maintaining utility service, especially when attempting to leave an abusive home environment. In this valuable session, the presenter will describe these difficulties and the stark consequences to the victims and children. Using Pennsylvania as a case study, the presenter will describe the legal protections that can assist domestic violence victims in accessing and maintaining utility service and will compare advocacy in other states. The presenter will share the results of a pilot program between the PA Public Utility Law Project and local domestic violence service agencies to provide legal assistance to victims of domestic violence with utility issues and will discuss best practices for replicating similar projects across the country.
Energy affordability remains an important area of focus for ensuring that underserved communities receive equitable and affordable access to energy sources. The utilization of energy efficiency programs and technologies can aid states in alleviating fuel poverty among vulnerable communities. This session will highlight research that ACEEE has just completed on energy affordability in the US, with a focus on how energy efficiency can be used as a strategy for addressing affordability. Energy affordability in the 50 largest cities across the United States was analyzed as a percentage of household income, with data on low-income households, communities of color, subsidized households, and multifamily residents. The analysis provides visibility both within and among cities and regions. Discrepancies in energy affordability between cities and communities were analyzed to determine regional and national affordability patterns. After painting the affordability landscape, we will then discuss how utilities, states, and local governments can use energy efficiency as a tool to address energy affordability.

With expansion of advanced metering infrastructure, some utilities are offering prepaid energy services. Pre-paying has the possibility to be an effective tool for customers to monitor their use and energy budget. The panel will review how pre-paying works. Then listen to how Colorado’s energy assistance agencies and the electric associations are partnering to provide a low cost, high flexibility option to low-income consumers.

This session is for the next generation. Children ages 7-9 are invited to attend and participate in this interactive workshop. This session will teach children the importance of energy, natural resources and environmental resources. Each participating child will receive an energy efficiency kit with technologies to install at home with their family. Conference attendees are welcome to come and observe as energy educators engage children to "think about energy, talk about energy, and take action." A totally new and different session for the conference! Space is limited.

Two large energy affordability/social profit organizations have managed to shatter funding silos – bringing together federal, state, local, private foundations both energy and non-energy funds with a low income focus. This workshop will share how these funding streams working together exponentially increase the effectiveness of efforts. It also shares how to get non-energy funders to contribute funds for energy when it fits with their low-income mission.
5F  Energy Efficiency Through Technology

Room: Governor’s Square 14  
Moderator: Rhonda Harper, Citizens Energy Group  
Presenters: Joe Pereira, Colorado Energy Office  
Troy Sherman, Evolve Technologies  
Andrew Rietz, Cadmus  

Advancements in technology are significantly impacting our ability to be more energy efficient and in turn providing more affordable energy bills. Attend this session and learn about innovative new products to add to your tool kit of energy efficient measures to help low-income customers save energy and cost.

5G  Managing a Non-Profit: Navigating the Unique HR Challenges

Room: Governor’s Square 16  
Moderator: Michael Bradford, Project SHARE - The Salvation Army Georgia Division  
Presenter: Lisa Stroebener, Dollar Energy Fund  

Do you deal with the everyday challenges of human resources in a non-profit world? Recruiting the right people, keeping the right people, and motivating them to be high performers? Join this session and hear how one Director of Human Resources attracts, hires and maintains a workforce of call center representatives, on-site educators and staff.

3:45PM – 5:00PM Session 6

6A  Vulnerable Populations: Trends and New Approaches

Room: Plaza D  
Moderator: David Conn, BGE  
Presenters: Melanie Edel, Ph.D., Southern California Edison  
Anthony Abeyta, Southern California Edison  

Factors that significantly shape the level of energy use, especially high usage among SCE’s CARE customers will be examined in this provocative workshop. More importantly, the multi-variety statistical analysis focuses on measuring the marginal effect on usage levels of a gamut not only of socioeconomic and demographic variables, but also such factors as home infrastructure characteristics, square footage, and heating and cooling features. This also includes the household’s geographic climate zone. In this context, the current endeavor intends to gain a better understanding of the complex dynamics underlying high usage among SCE’s low-income households and hopefully identify more responsive programs and policies that can effectively reduce such levels of energy use among SCE’s low income households. A panel of insightful speakers will address this fascinating and complex topic.

6B  Best Practices in Low-Income Energy Efficiency Programming

Room: Governor’s Square 12  
Moderator: Saunteel Jenkins, THAW  
Presenters: Elizabeth Chant, Vermont Energy Investment Corporation  
Jackie Berger, APPRISE, Inc.  

From goals to impact evaluation, there are programs that are exemplary. Others should learn from the best. This session will provide a foundation of best practices at the design level, with examples of innovative programs that push the industry forward.

6C  Want to Raise a Million? See How Several States Directed Utility Escheats to Assistance Programs

Room: Governor’s Square 15  
Moderator: Jennifer Gremmert, Energy Outreach Colorado  
Presenters: Jim Dieterle, Former AARP NJ State Director  
Jim Jacob, NJ SHARES  

Escheat is "the reversion of property to the state in the United States when there are no legal heirs." What does this have to do with providing energy efficiency? AARP and New Jersey utilities worked together on a policy that led to many millions in utility escheats funded bill payment assistance over many years. This strategy also worked in Colorado and several other states. Learn how you can advocate bringing these unique and creative funding resources to your state.
6D   Helping Low to Moderate-Income Families with Utility Service
Room: Plaza E
Moderator: Ornett Mack, Southern California Gas Company
Presenters: Iris Montoya, Southern California Gas Company
             Athena Wang, Southern California Gas Company
             Rodger Bradfield, Southern California Edison

Southern California Gas and Southern California Edison are two of the largest regulated utilities in California. If you are interested in learning the strategies they use to help low- and moderate-income families maximize the benefit of utility programs, this is the place to be. The panel will discuss their bill discounts, practices that help ensure continuity in program participation through utilization of data sharing between utilities, and other tactics. The utilities will also share the in-home energy education program they developed jointly, which helps customers decrease energy consumption through changes in behavior, the impact of individual energy efficiency measures offered to low-income customers by the utility, and cold and hot water conservation.

6E   Employee and Customer Campaigns
Room: Governor’s Square 17
Moderator: Louis Gonzalez, FPL
Presenters: Elizabeth Brister, Entergy Services, Inc.
             Edward G. Gingold, Federal Energy Regulatory Commission
             Kelly Caplan, Washington Gas

Raising money for non-profits and fuel funds is always challenging. Learn from three successful campaigns how they do it. You will hear from the manager of one of the most successful Combined Federal Campaigns (CFC) and learn his strategies. Entergy will outline their multi-state, company-wide employee campaign and their strategies used to triple donations from customers and employees and finally you will hear from Washington Gas and how to successfully educate, promote and inspire employees to donate to their fuel funds making it a top charity annually through their Employee-giving campaign.

6F   § Leveraging Smart Meters to Benefit Low-Income Customers
Room: Governor’s Square 14
Moderator: Roger Colton, Fisher Sheehan & Colton
Presenters: Serj Berelson, OPower
             Heather Roth, OPower
             Nat Treadway, Distributed Energy Financial Group, LLC (DEFG)

One way to help low-income customers save energy is to use smart meter data to help them set and achieve budget goals. Distributed Energy Financial Group, LLC (DEFG) will discuss how low-income programs can use daily usage information from a smart meter to help consumers set a conservation goal and then to see their daily achievements toward that goal. OPower will present information on how smart meter deployments have characterized the benefits to low-income utility customers and examples from in-market programs to demonstrate how leveraging smart meter data can empower low-income households to save money on their utility bills. Included in this session will be recommendations for utilities, policymakers, and stakeholder to use to ensure an ongoing future of smart meter deployments which may help low-income customers.

6G   LIHEAP Performance Measures
Room: Governor’s Square 16
Moderator: Greta Shelton, Southern California Gas Company
Presenters: Jane Blank, Wisconsin Home Energy Assistance Program (WHEAP)
             Melissa Torgerson, Verve Associates LLC

Beginning in 2015, state grantees were required to collect LIHEAP Performance Management data. This workshop will identify some of the lessons learned in the field during the first year of implementation, including best practices and outstanding challenges among grantees, home energy vendors, and local providers. Additionally, workshop attendees will take home specific ways they can use performance management data to evaluate and improve their programs, as well as share the “story of LIHEAP” within their state.
AGA/EEI Meeting: Utilities Participating in 2016 AGA/EEI (DataSource Effort)

Room: Governor’s Square 17
Coordinators: Cathy Collet, Collet and Schafer
Louis Gonzalez, Jr., FPL
Judi Martin, Omaha Public Power District

Utilities that participated in the 2016 Low-Income Program Survey facilitated by AGA/EEI and NEUAC are invited to join their fellow survey participants in a confidential/closed door discussion where survey results are released, discussed and best practices are shared.

Wednesday, June 8, 2016

Full Breakfast
Room: Plaza ABC

Plenary Session
Room: Plaza ABC

The Power of Storytelling
Introduction: Chad Quinn, Dollar Energy Fund
Speakers: Michael Bracy, Campaign for Home Energy Assistance
          Julie Beltz, Campaign for Home Energy Assistance

When asked, “what do we do,” where do you start? How can you say the right thing in the first minutes of a conversation to hold someone’s attention while you share compelling points? How can you tell your story so that others listening will spread your story? Our presenters will provide you with the skills to successfully share our stories in a way that others will want to hear. This interactive session will be fast paced and enlightening.

The 3 R’s: Recognizing & Researching Regional Issues
Room: Plaza ABC
Introduction: Michael Bradford, Project SHARE - The Salvation Army Georgia Division
Session Leaders: NEUAC Board members

Over the course of the last two days, we hope you have learned from experts about best practices, successes and perhaps failures. Recognizing that each region of the country faces unique energy poverty challenges, we have designed a session where you will join with colleagues from your region. We want to hear from you. Each session will be led by a member of the NEUAC Board. Come to this session, bring hard questions, identify your major challenges, and share your experiences. We will capture your comments and NEUAC will engage in research on the most important issues of each region.

Awards and Closing Session
Room: Plaza ABC
Leader: Chad Quinn, Dollar Energy Fund

Media Fair Awards
Presented by NRDC staff

About the 2017 NEUAC Conference in Florida
Speaker: Louis Gonzalez, Jr., FPL
Enhancement Sessions

12:30PM – 4:00PM
Tour 1 – National Renewable Energy Laboratory
Room: Plaza Foyer Exhibit Area

Meet, pick up your box lunch and receive instructions for taking the bus for this tour. The bus leaves promptly at 1:00 PM.

Advanced Reservations were required. If you registered and do not have a tour ticket, please check with the conference desk to ensure your name is on the registration list. You will need: Government issued ID (If anyone is not from the U.S., there are other requirements.) Wear comfortable closed-toe shoes and long pants.

12:30PM – 3:00PM
Tour 2 - Energy Efficiency Project
Room: Plaza Foyer Exhibit Area

Meet your tour leader, Luke Ilderton, Energy Outreach Colorado, with others who will be joining the tour to enjoy a box lunch. On this walking tour, you will visit several innovative low-income energy efficiency projects within walking distance from the hotel. Learn about private and public partnerships between Energy Outreach Colorado, Xcel Energy and the City of Denver’s Office of Strategic Partnerships that transformed three properties serving vulnerable households. This walking tour will be led at a leisurely pace and cover between two to three miles.

Be sure to wear your walking shoes and bring water to drink. Reservations are required. If you registered and do not have a tour ticket, please check with the conference desk to ensure your name is on the registration list. If you would like to register, the cost is $25 and covers the tour and a box lunch.

Thank you for your attendance at the NEUAC conference this year in Denver. We hope you found the sessions and networking to be a very valuable experience.

We always welcome your feedback and suggestions.

Volunteers to help with the 2017 conference in Ft. Lauderdale, FL are welcome!
**Room Information and Guide:**

All General Sessions and Meals are in **Plaza Ballrooms ABC**

All Breakouts on Monday & Tuesday:

- **Track A** – **Plaza D**
- **Track B** – **Governor’s Square 12**
- **Track C** – **Governor’s Square 15**
- **Track D** – **Governor’s Square 14** (Sessions 1-3)
  - **Plaza E** (Sessions 4-6)
- **Track E** – **Governor’s Square 17**
- **Track F** – **Plaza E** (Sessions 1-3)
  - **Governor’s Square 14** (Sessions 4-6)
- **Track G** – **Governor’s Square 16**
A Special Thanks

A special thanks goes out to all of the people behind the scenes to make this conference successful:

- **Co-Chairs**  Skip Arnold (Energy Outreach Colorado), Deb Davis (Columbia Gas of PA/MD) and Mary Thompson Grassi (NEUAC)
- **CLE Coordinator**  Edward G. Gingold (Federal Energy Regulatory Commission)
- **Local Planning Committee Coordinator**  Jennifer Gremmert (Energy Outreach Colorado)
- **Event and Silent Auction Coordinator**  Tanya Brothers (HeartShare Human Services of New New York)
- **Exhibitor Coordinator**  Kathy Callender (NEUAC)
- **Conference Management**  Sue Gove, Melanie Brantner, Ellen Small & Colleen McDonough (Gove Group)
- **Volunteer Coordinator**  Jennifer Ference, Dollar Energy Fund
- **Data Coordinator**  Donna Kingcaid (PPL Electric)
- **AV Coordinator**  Marc Dunning, FPL

And

- All of the track leaders and developers and all of the local planning committee members.

A heartfelt thanks to our  
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and **Tote Bag Contributors**
We want to thank the following companies and organizations for helping to make this conference possible:

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**High Altitude Tips**

Denver really is exactly one mile high. Don’t let anything you hear about the mile-high altitude scare you. The air is just thinner and dryer. In fact, many people with respiratory problems move to Denver for the benefits of the dry air. Just follow these simple tips and you will very likely not even notice the difference.

**Drink Water**
Before your trip to Denver, and while you are here, drinking plenty of water is the number one way to help your body adjust easily to our higher altitude. The low humidity in Colorado keeps the air dry, like the desert, so you need about twice as much water here as you would drink at home.

**Monitor Your Alcohol Intake**
In Denver’s rarified air, golf balls go ten percent farther... and so do cocktails. Alcoholic drinks pack more of a wallop than at sea level. It is recommended that you go easy on the alcohol in the mountains and in Denver, as its effects will feel stronger here.

**Eat Foods High in Potassium**
Foods such as broccoli, bananas, avocado, cantaloupe, celery, greens, bran, chocolate, granola, dates, dried fruit, potatoes and tomatoes will help you replenish electrolytes by balancing salt intake.

**Watch Your Physical Activity**
The effects of exercise are more intense here. If you normally run 10 miles a day at home, you might try 6 miles in Denver.

**Pack for Sun**
With less water vapor in the air at this altitude, the sky really is bluer in Colorado. But there’s 25 percent less protection from the sun, so sunscreen is a must. Denver receives over 300 days of sunshine each year (more than San Diego or Miami). Bring sunglasses, sunscreen, lip balm... even in winter.

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- **Ohio**
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- **District of Columbia**
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