

2023 Annual Conference All Hands on Deck!

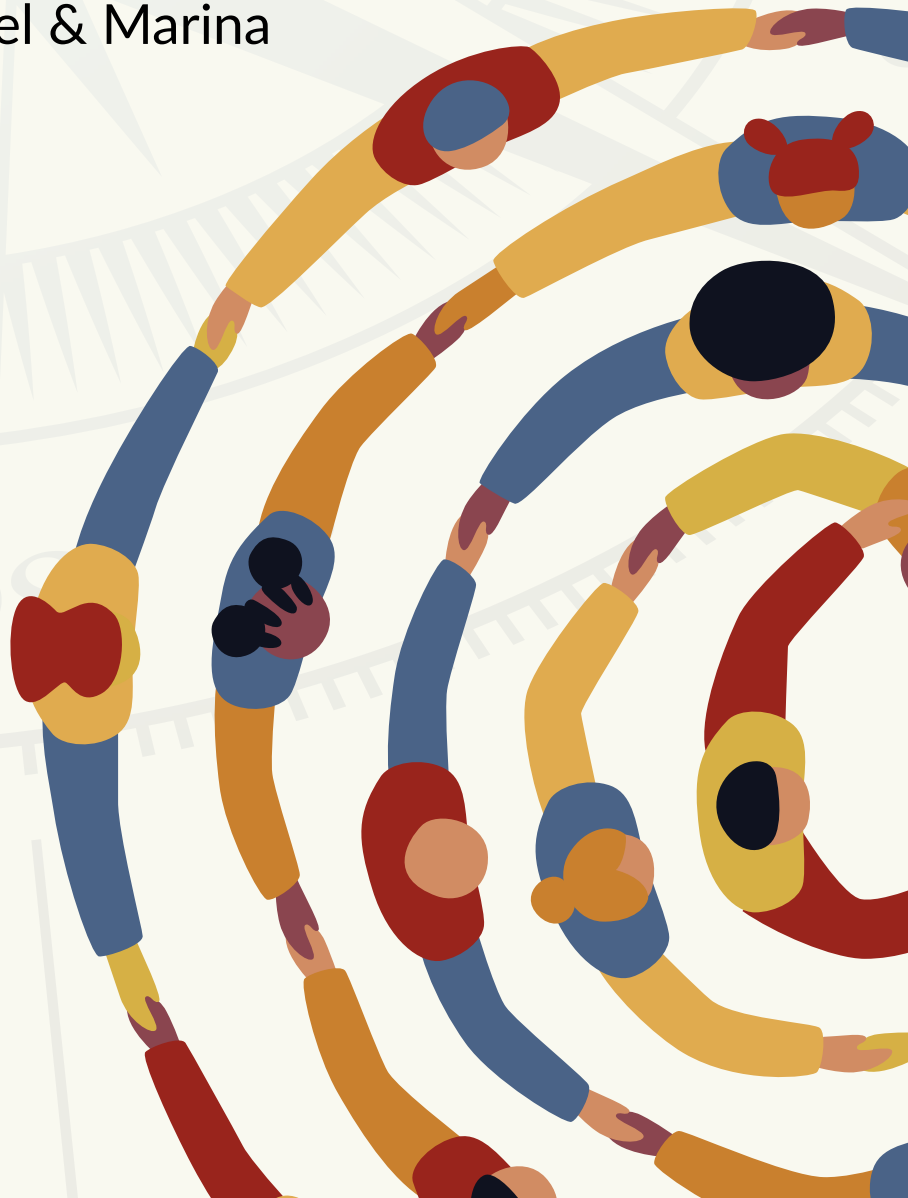
Navigating a Sustainable Future

June 13 - 15, 2023

Sheraton San Diego Hotel & Marina

neuac

NATIONAL ENERGY & UTILITY AFFORDABILITY COALITION



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WELCOME!



Tanya Jones

PRESIDENT
NEUAC Board of Directors

It is an honor to welcome you to the 2023 National Energy Utility Affordability Conference. Our 2022 New Orleans conference was groundbreaking, with record attendance, amazing speakers and content. In addition, the conference brought us back together after COVID tore us and the world apart, unifying us on a common ground. We all advocate for those that can't advocate for themselves... those fighting energy insecurity and poverty... those who are most vulnerable.

NEUAC brings us together again in San Diego, to further our education and advocacy efforts for the populations we serve. We have all seen the struggles in our communities, and have transitioned from "Rising with Resiliency" to now rolling up our sleeves, because it's time for "All Hands on Deck!" This is the time for more partnerships and innovate programs. This is where we do the work! It's exciting to be amongst all of you, learning with you and working with you towards a common goal. I am proud to stand with you, my conference family, knowing that together, even though we are few, WE are the voices of many.

I encourage you to go to as many sessions as you can. NEUAC has a lot in store for you this year so take notes, learn a lot - but remember to have fun! Say hello to not just those you're familiar with, but those you've never met. Sit next to someone who's sitting alone, smile big and often, and remember to laugh out loud.

Remember that you may be coming as our conference guests but you are leaving as our conference family. Thank you for being who you are, thank you for all the work that you do and thank you for choosing NEUAC.

Tanya Jones



ABOUT NEUAC

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, 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

EXECUTIVE COMMITTEE & GOVERNING BOARD

EXECUTIVE COMMITTEE

President: Tanya Jones, HeartShare Human Services
First Vice President: Kim Campbell Hailey, Vistra Corp
Second Vice President: Kim Rikalo, Sacramento Municipal Utility District
Secretary: Keelie Gustin, Miami Valley Community Action Partnership
Treasurer: Enrique Hernandez, Energy Outreach Colorado
Executive Director: Katrina Metzler, NEUAC

GOVERNANCE BOARD

Affordable Housing Alliance: Kathleen Kerr
American Council for an Energy-Efficient Economy: Amanda Dewey
Atmos Energy: Faye Kinner
Baltimore Gas and Electric: David Conn
CenterPoint Energy: Todd Berremen
Central Coast Energy Services: Julie Garcia
Delaware Office of Community Services: Häly Laasme
DC Department of Energy and Environment: Vacant
Dollar Energy Fund: Chad Quinn
Duke Energy: Brittany Lyke
Energy Outreach Colorado: Enrique Hernandez
Florida Power and Light: Laura Bayona

HeartShare Human Services: Tanya Jones
Lumbee Tribe of North Carolina: Tony Hunt (Alternate: Tammy Maynor)
Massachusetts Association for Community Action: Joe Diamond
Miami Valley Community Action Partnership: Keelie Gustin
Michigan Community Action Association: Chere Coleman
Mid America Assistance Coalition: John Rich
National Grid: Rasheeda Davis
Ohio Partners for Affordable Energy: John Sarver
Operation Fuel: Kenya Van Eyken
Pacific Asian Consortium in Employment: Celia Andrade
Pacific Gas and Electric Company: Silvia Aldana
Sacramento Municipal Utility District: Kim Rikalo
Salt River Project: Bonnie Temme
The Salvation Army – Central Territory: Angie Sterner
The Salvation Army – National Headquarters: Mike Bradford
Tennessee Valley Authority: Frank Rapley
THAW Fund: Saunteel Jenkins
VEIC: Alison Donovan
Vistra Corp: Kim Campbell Hailey
WSSC Water: Kelly Caplan



ADVISORY & EX-OFFICIO BOARD

ADVISORY BOARD

Alliance to Save Energy: Scott Thach
APPRISE: David Carroll (Alternate: Jacqueline Berger)
Berkshire Hathaway Energy: Ziyang Sears
Central Hudson Gas & Electric: Suzanne Holt
Citizens for Citizens: Elizabeth Berube
ConEd: Jennifer Rodriguez
Consumers Energy: Gabe Terry (Alternate: Zoe Ahlstrom)
Energy Coordinating Agency: Steve Luxton
EnergyCare Missouri: Tim O'Dea
Entergy: Liz Brister
Fuel Fund of Maryland: Debbie Brown
Jacksonville Electric Authority: Sheila Pressley
Michigan Public Service Commission: Anne Armstrong
National Association for State Community Services Programs: Andrea Schroer
National Community Action Partnership: Aimee Gendusa-English
National Consumer Law Center: Olivia Wein
National Energy Assistance Directors Association (NEADA): Theresa Kullen (Alternate: Mark Wolfe)
New Jersey Natural Gas: Maria Delaplain
New Jersey SHARES: Alita Corbett
Omaha Public Power District: Britton Gabel
Opportunity Council: Lorena Shah

Philadelphia Gas Works: Denise Adamucci (Alternate: Mike Artuso)
SEEL, LLC: Scott Alan Davis
SoCalGas: Octavio Verduzco
Southern Company Gas: Tiffany Gilstrap
Tacoma Public Utilities: Francine Artis
TECO Energy: Gerri Drummond
The Heat and Warmth Fund (THAW): Saunteel Jenkins
Total Community Action: Glenis Scott
Washington Gas: Michael Bell

EX-OFFICIO BOARD

American Gas Association: Brian Caudill
American Public Gas Association: Emily Wong
American Public Power Association: John Godfrey
Edison Electric Institute: Allison Poe
Federal Energy Regulatory Commission: Susie Holmes (Alternate: Sheila Ruffin)
National Rural Electric Cooperative Association: Stephanie Crawford
United States Department of Energy: Vacant
U.S. Department of Health and Human Services: Heather Jones (Alternate: Akm Rahman)



GENERAL INFORMATION

SESSION LOCATIONS

All session information and locations are available in the conference app, as well as the following pages of this conference program. All breakfast and lunch will be provided in the Pacific Jewel Room.

CONFERENCE EXHIBITS

A variety of vendors are exhibiting during the conference. The exhibitors' products are important to elevate and enhance services for the clients and communities we serve. Please support our exhibitors by visiting each of them.

SESSION EVALUATIONS

This year you will instantly be able to share your feedback for each session through the conference app.

RECORDING

NEUAC 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.

BADGES

Badges are required for admittance to all meetings, sessions, meals, and the reception. If you lose your badge, please go to Registration for help.

HOTEL PARKING

Onsite parking is available for \$47/day.

CHECK IN/OUT

Check-in time at the hotel is 4:00 pm.
Check-out time at the hotel is 11:00 am.

SPECIAL ASSISTANCE

There is an SOS button in the app that allows you to let us know of any issues you are having or assistance you may need.

IN CASE OF EMERGENCY

Please review the emergency information in your guest room to familiarize yourself with emergency procedures. For a life threatening event, call 911. For other illnesses or injury please check with the hotel front desk for assistance.

CODE OF CONDUCT

The National Energy and Utility Affordability Coalition (NEUAC) encourages our members and supporters to achieve their full potential. This includes at the annual conference where we seek to create a respectful, friendly, and inclusive experience for all participants. [Please see our full Code of Conduct here.](#)

NEUAC CONFERENCE APP: WHOVA

Be sure to use the mobile app throughout the conference to share great ideas, connect with colleagues, and enjoy your time in San Diego. Download the Whova app from your app store below. Make sure to sign up using the email you registered with. [Whova How to Guide](#)



AGENDA AT A GLANCE

MONDAY JUNE 12 PRE CONFERENCE

8:00 - 12:00	NEUAC Board Meeting*
1:00 - 4:00	Poverty Simulation
1:00 - 4:00	San Diego Coastkeeper Beach Clean Up

*Invitation only.

TUESDAY JUNE 13

7:00 - 8:00	Breakfast (included)
8:00 - 9:00	Plenary
9:15 - 10:15	Breakout Session 1
10:30 - 11:30	Breakout Session 2
12:00 - 1:00	Lunch (included)
1:00 - 1:45	Plenary: Awards Ceremony
2:00 - 3:00	Breakout Session 3
3:15 - 4:30	Breakout Session 4
5:00 - 5:30	Membership Meeting

WEDNESDAY JUNE 14

7:00 - 8:00	Breakfast (included)
8:00 - 9:00	Plenary
9:15 - 10:15	Breakout Session 5
10:30 - 11:30	Breakout Session 6
12:00 - 1:00	Lunch (included)
1:00 - 1:45	Plenary
2:00 - 3:00	Breakout Session 7
3:15 - 4:30	Breakout Session 8
5:00 - 6:00	Cocktail Reception (included)

THURSDAY JUNE 15

8:00 - 9:00	Breakfast (included)
9:00 - 11:00	Deep Dive Sessions
11:00	Depart



SESSIONS TUESDAY JUNE 13

SESSION 1

9:15-10:15 am

SESSION 2

10:30-11:30 am

SESSION 3

2:00-3:00 pm

SESSION 4

3:15-4:30 pm

Solution Building by Region: Region 2 Coral 1	Maximizing Advocacy Effectiveness Through Nontransactional Engagement Coral 1	Piloting a New Statewide Energy Assistance Approach to Reduce Energy Insecurity Coral 1	Equitable Access to Community Solar: Extending the Benefits to LIHEAP Recipients Coral 1
	Innovative Partnerships in Philanthropy Coral 2	Putting it All Together: DC's Comprehensive Energy, Water, and Solar Program Portfolio Coral 2	Centering Home Repair: A Holistic Approach to Energy Efficiency and Weatherization Coral 2
	Resources for Success: Explore New Data Tools for Practitioners Coral 3	Reaching the Unreachable: Investigating Local Dimensions that Impact Access to Energy Assistance Coral 3	Making Connections and Growing Capacity: How to Empower Those on the Frontline Coral 3
Solution Building by Region: Region 4 Coral 4-5	The Ins and Outs of Administering Tribal Utility Assistance Programs Coral 4-5	Leveraging Federal Funds to Bring Community Solar to Challenged Communities Coral 4-5	
Solution Building by Region: Region 3 Silver Pearl 1	Energy Tradeoffs and Uncertainty: Energy Perspectives in a State of Growing Climate Variability Silver Pearl 1	Targeting Energy Poverty Through Federal Investments Silver Pearl 1	JEDI: Practical Approaches for Putting Change into Action Silver Pearl 1
Solution Building by Region: Region 1 Silver Pearl 2	LIHEAP 101 Silver Pearl 2	Adapting to a Warming World: Using LIHEAP to Meet the Increased Need for Cooling Silver Pearl 2	LIHEAP 102 Silver Pearl 2
Solution Building by Region: Region 5 Silver Pearl 3	Dialogue with the Feds: Weatherization Silver Pearl 3	Energy Equity in Action Silver Pearl 3	Affordable Heat without Natural Gas? Silver Pearl 3
		Focus on Technology Tidepool 2	



SESSIONS WEDNESDAY JUNE 14

SESSION 5

9:15-10:15 am

SESSION 6

10:30-11:30 am

SESSION 7

2:00-3:00 pm

SESSION 8

3:15-4:30 pm

Leveraging Once in a Generation Funding for Residential Energy Efficiency Coral 1	Beyond Bill Assistance: Exploring Weatherization and Rooftop Solar for Energy Burden Reduction Coral 1	Neighborhood Electrification in Disadvantaged Communities Coral 1	Water Affordability: Building a Safety Net for Water Customers Coral 1
Partnering for Success: Coordinating Energy Efficiency Across Shareholders Coral 2	Low-Income Multifamily Buildings: Understanding and Overcoming Physical Barriers to Electrification Coral 2	Developing a Low Income Affordability Collaborative: Lessons from NC Coral 2	
Building a Comprehensive Affordable Multifamily Retrofits (CAMR) Program Coral 3	Page Turners: A Book Club for NEUAC Attendees: 'Maid' Tidepool 4	Help is Out There! Creating a Robust Outreach Program Coral 3	National Partners' Updates: Bridging the Gap Between Policy and Programs Coral 3
Education, Engagement, and Equity: How One State Came Together More Strongly After Staying Home Coral 4-5	Use Your Voice: Meeting the Public's Desire for Greater Participation in Energy Decisions Coral 4-5	Focus on Overburdened Households: Programs to Address Equity in New Jersey Coral 4-5	LIHEAP 101 for Tribes Coral 4-5
The Uncertain Future of Water Assistance Silver Pearl 1	Understanding and Addressing High Energy Burdens of Black Households in Alabama and Georgia Silver Pearl 1	Danger Will Robinson! Customer Protections for Vulnerable Households Silver Pearl 1	Stopping the Spiral: Building Successful Programs for the Moderate Income Population Silver Pearl 1
Dialogue with the Feds: LIHEAP Silver Pearl 2	Dialogue with the Feds: LIHWAP Silver Pearl 2	HHS Listening Session Silver Pearl 2	Protecting the Customer: Compassionate Utility Approaches that Work Silver Pearl 2
A Story of Resiliency: Disaster Recovery in Puerto Rico Silver Pearl 3	We Get By with a Little Help from Our Utility Partners: Streamlining Bill Assistance Silver Pearl 3	Utility Assistance Designed With Affordability in Mind Silver Pearl 3	The Legacy of Southern Poverty: A Regional Approach to Address Energy Insecurity Silver Pearl 3
		Focus on Technology Tidepool 2	



SESSIONS THURSDAY JUNE 15

SESSION 9

9:00-11:00 am

Elevating and Equitably Engaging Hard-to-Reach Populations Silver Pearl 1
Women in Energy Efficiency Silver Pearl 2
Pancakes, Politics and Perspectives Silver Pearl 3
9D: Documentary and Panel on Water Equity and Affordability: Community Case Studies for Adequate Solutions Pacific Jewel



MONDAY JUNE 12

PRECONFERENCE SESSIONS

NEADA Members Only Event (Invitation only)

8:00 am - 5:00 pm | Coral 3-5

NEUAC Board Meeting (Invitation only)

8:00 am - 12:00 pm | Coral 1-2

Poverty Simulation

1:00 pm - 4:00 pm | Silver Pearl Ballroom

Moderator: Kim Campbell Hailey, Vistra Corp
Thomas Joyner, Entergy
Brandi Hinkle, Entergy
Caroline Shultz, Entergy

San Diego Coastkeeper Beach Clean Up

1:00 pm - 4:00 pm | Meet in Hotel Lobby



TUESDAY JUNE 13

PLENARY Welcome to San Diego!

8:00 am - 9:00 am | Pacific Jewel Room

Speakers: Katrina Metzler, NEUAC
David Knight, CalCAPA
José L. Pérez, Hispanics in Energy

Solution Building by Region: Region 1

9:15 am - 10:15 am | Silver Pearl 2

Moderators: Maria Delaplain, New Jersey Natural Gas
Kathy Kerr, Affordable Housing Alliance
Elizabeth Berube, Citizens for Citizens

Region 1: CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VA, VT

Join other attendees in your region to discuss topics related to energy insecurity and weatherization specifically for your climate and according to your state policies.

Solution Building by Region: Region 2

9:15 am - 10:15 am | Coral 1

Moderators: Saunteel Jenkins, The Heat and Warmth Fund
Rhonda Harper, Citizens Energy Group

Region 2: IA, IL, IN, KY, MI, MN, MO, OH, WI, WV

Join other attendees in your region to discuss topics related to energy insecurity and weatherization specifically for your climate and according to your state policies.

Solution Building by Region: Region 3

9:15 am - 10:15 am | Silver Pearl 1

Moderators: Laura Bayona, Florida Power & Light
Mike Bradford, The Salvation Army

Region 3: AL, AR, AZ, FL, GA, LA, MS, NC, NM, OK, SC, TN, TX

Join other attendees in your region to discuss topics related to energy insecurity and weatherization specifically for your climate and according to your state policies.

Solution Building by Region: Region 4

9:15 am - 10:15 am | Coral 4-5

Moderators: John Rich, Mid-America Assistance Coalition
Britton Gabel, Omaha Public Power District



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Region 4: CO, ID, KS, MT, ND, NE, SD, UT, WY

Join other attendees in your region to discuss topics related to energy insecurity and weatherization specifically for your climate and according to your state policies.

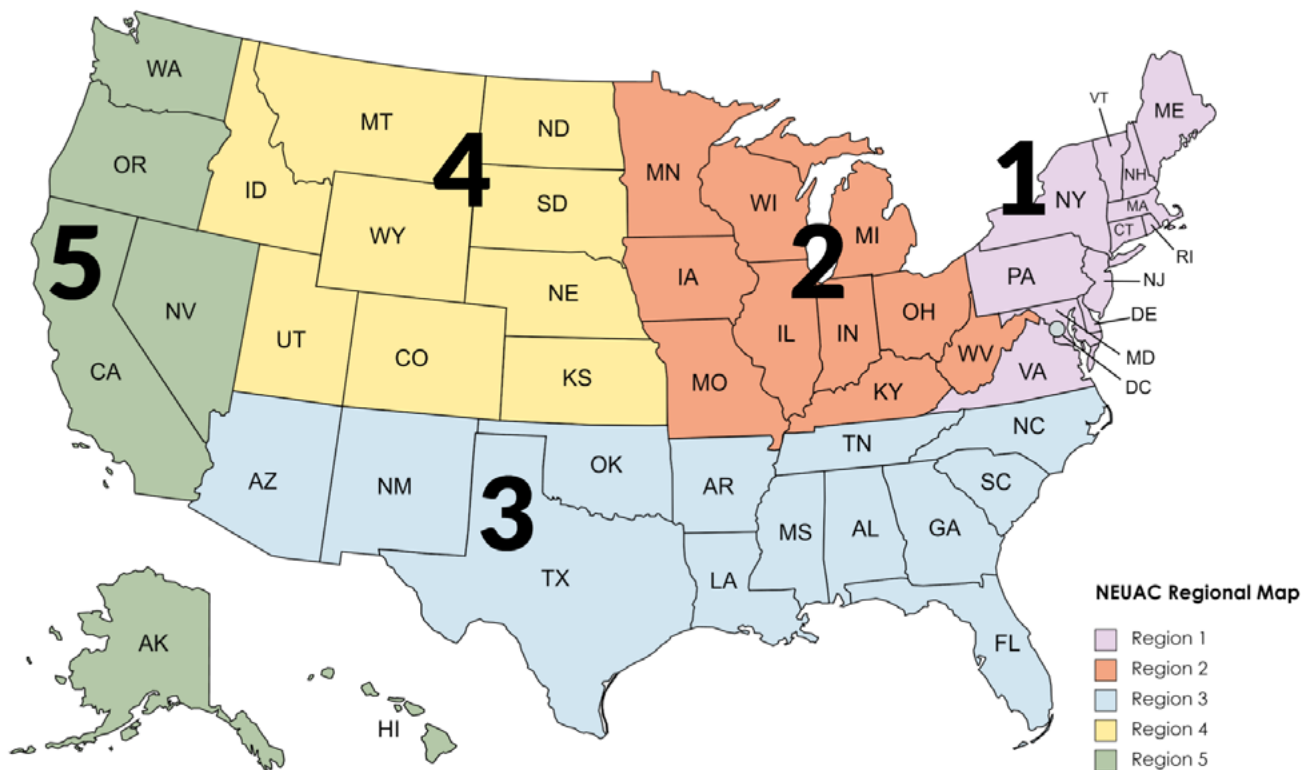
Solution Building by Region: Region 5

9:15 am - 10:15 am | Silver Pearl 3

Moderator: Celia Andrade, Pacific Asian Consortium in Employment
Julie Garcia, Central Coast Energy Services

Region 5: AK, CA, HI, NV, OR, WA, American Samoa, Puerto Rico, other territories

Join other attendees in your region to discuss topics related to energy insecurity and weatherization specifically for your climate and according to your state policies.



Maximizing Advocacy Effectiveness Through Non-Transactional Engagement

10:30 am - 11:30 am | Coral 1

Moderator: Elizabeth Paulson, JEA
Speakers: Michael Bracy, Bracy Tucker Brown
Claire Krawsczyn, LIHEAP.org



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People who attend this conference have deep knowledge and passion for energy assistance for energy assistance needs in their community. When talking to Congress, how can they transform from just being thought of another interest group to being a trusted advisor? Traditional advocacy is rooted in “the ask” – deploying a range of educational and advocacy tools and strategies to establish credibility when asking for a specific policy or funding outcome. For most Congressional offices, their schedules are packed with various constituent groups making the case for this program or that. What happens, however, when the script is flipped and it’s the Congressional office relying on your expertise to tell them what actions to take? In this session, we will explore the idea of “non-transactional engagement” – ongoing strategies to build and maintain credibility and trust with your Congressional delegation to establish yourselves not as advocates but as trusted advisors and partners that are relied on for information and strategy. This approach prioritizes an ongoing engagement, including invitations for site visits, constituent round tables, information sharing, recognition/awards and other ways of building and maintaining a relationship built on credibility and trust. When successfully deployed, advocates are able to be differentiated from other, similarly worthy, constituent groups. Rather, they are the local experts who are trusted to advise policymakers on the correct course of action.

Innovative Partnerships in Philanthropy

10:30 am - 11:30 am | Coral 2

Moderator: Steve Luxton, Energy Coordinating Agency

Speakers: Tess Richey, Energy Outreach Colorado
Jessica Gunjak, Dollar Energy Fund

When did you last take a good, long look at your philanthropic partnership strategy? Many nonprofits stick to what they know – tried and true. But what happens when you break out of what you’ve always done? Hint: Innovation, visibility, transparency, and true partnerships in philanthropy. In this session, we will discuss innovative partnership ideas and strategies to support your organization’s fundraising goals.

Resources for Success: Explore New Data Tools for Practitioners

10:30 am - 11:30 am | Coral 3

Moderator: Kevin McGrath, VEIC

Speakers: Dr. Elvis Moleka, Groundswell
Sara Owre, Groundswell
Joe Daniel, Rocky Mountain Institute
Maria Castillo, Rocky Mountain Institute

Maria Castillo and Joe Daniel from Rocky Mountain Institute will share historical utility-level energy burden data trends from their research and as published on the RMI Utility Transition Hub (<https://utilitytransitionhub.rmi.org/customers-community/>). The data, which is accessible through a free interactive dashboard, shows how customer energy burden has changed over time and varies across different utility service territories. It also breaks down the underlying sources of energy burden, revealing the contribution fossil fuel reliance has on driving increased energy burden. The data confirms what advocates have been saying for years, that the energy burden of the lowest income households is over eight times larger than the burden of non-low-income customers and reinforces the need for targeting programs to LMI customers as they are most severely impacted



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by high energy bills. Dr. Elvis Moleka and Sara Owre from Groundswell will continue this narrative and offer potential utility solutions through a live demo of the free, web-based LIFT Toolkit (<https://lift.groundswell.org>). Groundswell will showcase resources, financing approaches, case studies, best practices, and other key insights that utilities and solar developers alike can leverage to increase access and inclusion in community solar projects. The LIFT for Solar Access Everywhere project highlights optimal community solar program designs and financing structures for low- and moderate-income (LMI) residential households in each common regulatory and utility service environment. After nearly three years of research, the LIFT project team delivers this milestone Toolkit to promote equitable community solar access and development at the national level.

The Ins and Outs of Administering Tribal Utility Assistance Programs

10:30 am - 11:30 am | Coral 4-5

Moderator: Tony Hunt, Lumbee Tribe of North Carolina

Speaker: Tammy Maynor, Lumbee Tribe of North Carolina

This presentation will feature the unique aspects of administering energy and water assistance to tribal households; touching on inclusion, diversity and equity as it relates to administering these programs in the Lumbee Tribe of North Carolina.

Energy Tradeoffs and Uncertainty: Household Perspectives in a State of Growing Climate Variability

10:30 am - 11:30 am | Silver Pearl 1

Moderator: Amanda Dewey, ACEEE

Speaker: Bobuchi Ken-Opurum, Texas Energy Research Institute

In the coming years, electricity stakeholders in Texas will need to meet the power needs of households in the face of ever-increasing temperature extremes – evident from frequent heat waves, record temperatures, and extreme winter weather events. These weather events also have increased public health implications that will need to be accounted for by policymakers. Rising temperatures, coupled with rising costs of living and inflation, is contributing to higher financial burden for households, especially those with low-moderate-incomes (LMI). A 2022 – 2023 statewide survey of over 3500 households from the Texas Energy Poverty Research Institute identified that LMI households are having to ration basic household needs such as clothing, food, and medicine to afford their energy bills. While cooling assistance is available for LMI households in Texas, the survey shows that there are gaps in program effectiveness. This session will provide findings from the survey on household experiences with energy assistance programs, including a comparative analysis of the success of communication and program strategies in energy assistance programs. The session will also highlight other barriers that may contribute to limited program/service awareness at the household level, including for hard-to-reach populations. Attendees will have a better understanding of the lived experiences from the customer perspective on energy affordability, their needs for energy assistance, and how to better tailor outreach to LMI households to efficiently utilize existing and future energy assistance resources.



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LIHEAP 101

10:30 am - 11:30 am | Silver Pearl 2

Moderator: Häly Laasme, Delaware Office of Community Services
Speakers: Theresa Kullen, Colorado Department of Human Services
Cynthia Bryant, Georgia Division of Family & Children Services
Melissa Torgerson, Verve Associates
Brian Whorl, Pennsylvania Department of Human Services
Deirdre Weedon, Rhode Island Department of Human Services

The primary purpose of this session is to give attendees who are new to the network detailed information on why the LIHEAP program works the way that it does. The session will start a review of the “LIHEAP Assurances” which are the requirements that each state, territorial, and tribal LIHEAP grantee must follow in designing and implementing their LIHEAP programs. We will then show how the state of Georgia has designed their program to address some of the most important assurances. That will be followed by a panel of state LIHEAP program managers who will talk about how they use the flexibility offered by the LIHEAP Block Grant to tailor the program to best meet the needs of their clients.

Dialogue with the Feds: Weatherization

10:30 am - 11:30 am | Silver Pearl 3

Moderator: Andrea Schroer, National Association for State Community Services Programs
Speakers: Brittany Price, US Department of Energy, Weatherization Assistance Program
Amanda Rains, US Department of Energy, Weatherization Assistance Program
Derek Schroeder, US Department of Energy, Weatherization Assistance Program

Come hear what's new in the Weatherization Assistance Program (WAP)! Topics will include new funding from the Bipartisan Infrastructure Law and Inflation Reduction Act, new WAP program policies, and upcoming competitive grant opportunities.

PLENARY Awards Ceremony

1:00 pm - 1:45 pm | Pacific Jewel

Piloting a New Statewide Energy Assistance Approach to Reduce Energy Insecurity

2:00 - 3:00 pm | Coral 1

Moderator: Kim Rikalo, Sacramento Municipal Utility District
Speakers: Jacqueline Berger, APPRISE
Carol Edwards, Southern California Edison

Percentage of Income Payment Programs (PIPPs) have been implemented by states and utilities around the country to reduce low-income customers' energy burden, improve energy affordability, and improve access to essential utility service. While the California Investor-Owned Utilities (IOUs) have implemented the California



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Alternative Rates for Energy (CARE) for many years, there is a concern that increases in electric and gas service disconnections negatively impacts the health of vulnerable low-income populations. As such, the Public Utilities Commission of the State of California (CPUC) ordered the CA IOUs to implement a PIPP Pilot and assess whether it can reduce the number of low-income households at risk of disconnection, encourage participation in energy programs that can reduce energy usage, and increase access to essential energy service. This presentation will review the motivation for the PIPP Pilot, the design, and how the impact will be assessed.

Putting it All Together: DC's Comprehensive Energy, Water, and Solar Program Portfolio

2:00 - 3:00 pm | Coral 2

Moderators: DeShaundra Jones, Washington Gas
Michael Bell, Washington Gas

Speakers: Sasa Tang, DC Department of Energy & Environment
Daniel White, DC Department of Energy & Environment
David Carroll, APPRISE

The Department of Energy and Environment for the District of Columbia manages the LIHEAP program, Utility Discount Program, Solar for All, and Water Assistance Program. This session will examine how the DOEE designed, integrated, and implemented a comprehensive set of programs that address the energy and water affordability needs of low- and moderate-income households in the District. After a brief overview of the programs, the session will focus on how these programs work together under one department, the challenges leading up to program integration, and program goals for the future.

Reaching the Unreachable: Investigating Local Dimensions that Impact Access to Energy Assistance

2:00 - 3:00 pm | Coral 3

Moderator: Susie Holmes, Federal Energy Regulatory Commission

Speakers: Michelle Graff, Cleveland State University
Molly Bryden, Cleveland State University

This presentation investigates how local community dimensions impact participation in LIHEAP. Through a national investigation and a state-level case study, we explore two interrelated dimensions, spatial accessibility and nonprofit density. In both contexts, we additionally consider socioeconomic characteristics and disadvantaged communities as potential program participation factors. First, we consider how energy assistance administrative offices and intake sites – henceforth referred to as ‘facilities’ – are spatially distributed across the contiguous U.S. Specifically, we examine LIHEAP’s accessibility – defined as distance – to urban and rural communities as well as historically disadvantaged populations. We focus on spatial accessibility because evidence suggests that proximity is a strong predictor of household participation in public assistance; however, the literature has yet to explore energy assistance as an empirical context. Using ArcGIS-based and multivariate regression analyses, our findings suggest that energy assistance facilities are more likely to be in large, urban areas, sited further from smaller cities, nonurban areas, as well as residential communities. We additionally find that approximately 92 percent of historically disadvantaged communities do not have an energy assistance facility within close proximity (i.e., walking distance). We rely on the Department of Energy’s Disadvantaged Communities Reporter to define disadvantaged communities. Based on these findings, we suggest LIHEAP



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administrators consider geographic areas with less spatial accessibility to facilities when conducting outreach or siting new facilities.

Leveraging Federal Funds to Bring Community Solar to Challenged Communities

2:00 - 3:00 pm | Coral 4-5

Moderator: Frank Rapley, Tennessee Valley Authority

Speaker: Jeff Feinberg, Snohomish County PUD

Case Study of our Low Income Community Solar project that leveraged data insights and customer engagement to create multiple value propositions for a grant funded Community Solar Project. Our project, once complete, will be partially designed by the neighborhood it serves, create crisis bill relief from production credits, and support a constrained circuit with Summer peaking production.

Targeting Energy Poverty Through Federal Investments

2:00 - 3:00 pm | Silver Pearl 1

Moderator: Aimee Gendusa-English, National Community Action Partnership

Speakers: Joan Glickman, US Department of Energy, Building Technologies Office

Michael Reiner, US Department of Energy, Office of Economic Impact & Diversity

Madeline Salzman, US Department of Energy, State and Community Energy Programs

The Inflation Reduction Act (IRA) and the Building Infrastructure Law (BIL) mark a historic opportunity to transform household energy use. These investments arrive at a moment when household energy burdens have soared, driven by rising costs and disruptions across the global energy system. This session will present new initiatives from the US Department of Energy (DOE) to address household energy insecurity through strategic research and deployment. During the panel, we will learn about the emerging work to develop a national policy framework to measure and track energy poverty across the US. The session will explore how this framework can inform the deployment of over \$8 billion in rebates for home energy efficiency and electrification to ensure energy burdened households benefit from these investments. Together, the session will highlight the value of applied research and deployment to catalyze an equitable and just energy transition.

Adapting to a Warming World: Using LIHEAP to Meet the Increased Need for Cooling

2:00 - 3:00 pm | Silver Pearl 2

Moderator: John Rich, Mid America Assistance Coalition

Rebecca Shaft, VEIC

Speakers: Mark Wolfe, National Energy Assistance Directors Association

Cassandra Lovejoy, National Energy Assistance Directors Association

Cammy Peterson, Metropolitan Area Planning Council

Update on Center on Energy Poverty and Climate's project with the ClimateWorks Foundation to design programs and create policies that expand cooling in households experiencing rising temperatures.



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Energy Equity in Action

2:00 - 3:00 pm | Silver Pearl 3

Moderator: Scott Alan Davis, SEEL, LLC
Speakers: Jesse Hernandez, CPS Energy
Laura Jacobs, CPS Energy

To ensure equitable access to clean, affordable, reliable and safe energy, utilities are applying an equity lens to their organizations. They are learning more about their customers' unique needs and finding creative ways to meet those needs. At CPS Energy, recent challenges (COVID Pandemic, Winter Storm Uri etc) have raised the flag on energy equity. Our Community Engagement team stepped up to the challenge and modified our programs and services to remove barriers and improve access. We are engaging our customers through a face-to-face grassroots model that allows for interactions when customers need us and where they live - in their neighborhoods and in their homes. We host neighborhood fairs and block walk with volunteers and council members, knocking on doors to advise our customers of the solutions we offer. Additionally, we deliver thousands of door hangers and make phone calls to let customers know we're going to be in their neighborhoods. For those customers that cannot come to our events, our Customer Response Unit (CRU) is ready to roll and works directly with customers in their homes, reviewing their account, signing them up for assistance and more. We come prepared to offer solutions and are not there to disconnect service or demand a payment. We approach our customers from a wholistic view and offer solutions and talk about how we can better serve them. We want our customers to know they have options and that we are there to help. Working closely with our 100+ partners, we help connect our customers with a suite of assistance options including utility, mortgage, rent, food, medication, home repairs, weatherization and more. We are focused on enhancing our approach to be more equitable for customer with the highest energy burden using data-driven outreach, including U.S. Census tract data, to focus on the areas with the greatest need. We are expanding our program eligibility to include an energy burden calculation, pre-qualifying customers that have already qualified for other programs and more.

Energy Assistance Program Design Best Practices From Across the Country

2:00 - 3:00 pm | Tidepool 2

Moderator: Jennifer Whiting, Meeting Solutions, Inc.
Speaker: Lily Li, Hancock Software, Inc.

Hundreds of community action agencies across the country are leveraging technology from Hancock Software to facilitate disbursement of energy assistance funds. Learn about best practices on how to leverage cloud technology to streamline client intake, qualification, budget tracking, vendor management, and payment for multiple simultaneous programs.



TUESDAY JUNE 13

Equitable Access to Community Solar: Extending the Benefits to LIHEAP Recipients

3:15 - 4:30 pm | Coral 1

Moderator: Kevin McGrath, VEIC

Speakers: Ariel Dreihobl, US Department of Energy, Solar Energy Technologies Office
Jen Schmidt, Illinois Power Agency
Daniel White, DC Department of Energy and Environment
Mindy Browning, Embarras River Basin Agency, Inc.

The passage of the Inflation Reduction Act, legislation in key states, and increased engagement in clean energy deployment are contributing to rapid growth in community solar and other distributed clean energy. This unprecedented investment in clean energy places the nation on the brink of one of the most significant energy transitions in history. This transition presents an opportunity to design a more equitable system of energy production and delivery of benefits, but it will require deep collaboration across the industry and timely tools to address the most pressing and persistent barriers to equitable clean energy deployment.

The National Community Solar Partnership, a program of the U.S. Department of Energy Solar Energy Technologies Office, is working closely with stakeholders to develop a tool that addresses one of those pressing and persistent challenges: low-income household access to community solar. The Low-Income Clean Energy Connector coordinates state energy offices, LIHEAP Administrators, Community Action Agencies, and community solar developers to streamline the enrollment and management of LIHEAP recipients in community solar programs that have verified savings and consumer protections. Join this session to hear from the U.S. DOE and partners—including the District Department of Energy and the Environment, Illinois Power Agency, and the Embarras River Basin Agency, Inc.—on this groundbreaking project to learn how this collaborative effort is ensuring a more just and equitable clean energy transition for all.

Centering Home Repair: A Holistic Approach to Energy Efficiency and Weatherization

3:15 - 4:30 pm | Coral 2

Moderator: Steve Luxton, Energy Coordinating Agency

Speakers: Joline Price, Community Legal Services
Alon Abramson, Philadelphia Energy Authority
Rachel Mulbry, Philadelphia Housing Development Corporation

A critical tool in reducing energy burdens for low income households is to address poor physical conditions of housing. Philadelphia is the poorest large city in the U.S., with much of its housing stock in poor physical condition. This panel will present on several efforts in Philadelphia to comprehensively address home repairs and efficiency for both homeowners and renters.

- Low-income homeowner occupied properties are simultaneously at extreme risk for displacement due to the increasing cost of maintaining their homes and the extremely high energy burdens resulting from poor housing conditions, while also being uniquely vulnerable to the impacts of climate change. We will explain the model that the Philadelphia Energy Authority is using for its Built to Last pilot program, which targets low-income homeowners for holistic home repairs and improvements. By taking a holistic approach, PEA is stabilizing these homes and making them safe, healthy, and affordable places to live.



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- We will also discuss efforts to bring this same kind of home repair and efficiency to renter-occupied households, and how various entities in Philadelphia are approaching the specific challenges associated with rental properties owned by small landlords. The new program invests in repairs to improve health, safety and energy efficiency – including work on basic systems, electrification and weatherization prep – in the form of a fully forgivable loan that ties forgiveness to continued rent affordability over a ten-to-fifteen-year loan term. This will improve conditions for tenants, make rental properties more financially sustainable for small landlords, and prepare properties for additional climate resilience improvements funded by other sources.

Making Connections and Growing Capacity: How to Empower Those on the Frontline

3:15 - 4:30 pm | Coral 3

Moderator: Bonnie Temme, Salt River Project
Jackie Castrellon, Salt River Project

Speakers: Lauren Berman, Pennsylvania Utility Law Project
Anna Kowanko, National Consumer Law Center
Charlie Harak, National Consumer Law Center

Low income utility consumers, specifically those in crisis, interact with a wide range of people and organizations while attempting to remediate their situations, many of whom may not consider themselves ‘utility affordability advocates’ in the traditional sense. We believe, however, that these frontline individuals, including patient advocates, homelessness prevention advocates, even librarians and state representative constituent service providers are natural utility consumer advocates. This session will explore how to develop education and advocacy programs that empower these natural advocates to issue spot and seek solutions for their clients and community members. NCLC’s Project Stay Connected and the Pennsylvania Utility Law Project (PULP) aim to do just this: by educating frontline caseworkers to spot utility issues, identify the relevant utility consumer protections, and connect their clients to the appropriate resources and programs, these advocates can help make sure that customers remain connected to essential utility service. NCLC has been operating Project Stay Connected since 2005, and in that time has educated thousands of MA advocates, training close to 1,000 just since 2021. PULP has conducted 30 webinars and trainings over the last 12 months, reaching nearly 3,500 advocates, lawyers, utility company staff, and policymakers throughout Pennsylvania. We will discuss the evolution of both NCLC and PULP and how each program has grown and adapted over time to reach these advocates, building capacity and support networks, as they put this knowledge into practice to assist utility consumers directly. The goal is to present attendees with examples of organizational models, and provide an arena for open discussion around how to develop these programs in their own regions.

JEDI: Practical Approaches for Putting Change into Action

3:15 - 4:45 pm | Silver Pearl 1

Moderator: Rhonda Harper, Citizens Energy Group

Speaker: Scott Alan Davis, SEEL, LLC

In this world where everything seems to be changing and advancing so quickly, it is especially so within the Justice, Equity, Diversity, and Inclusion (JEDI) space. This workshop will share practical tools on how to infuse changes specifically regarding new processing surrounding JEDI principles. This session will also address ways to allow change to be received more readily.



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LIHEAP 102

3:15 - 4:30 pm | Silver Pearl 2

Moderator: Tracy Smetana, Minnesota Department of Commerce

Speakers: Jane Blank, Wisconsin Division of Energy, Housing and Community Resources
Iris Pennington, Arkansas Energy Office
Melissa Torgerson, Verve Associates
Brian Sarensen, Washington State LIHEAP

The primary purpose of this session is to give attendees the opportunity to take deeper dive into LIHEAP program design and implementation from the state grantee perspective. The session will start with an overview of the LIHEAP requirements and flexibility. A panel of three LIHEAP state program managers will then talk about how their state has designed certain aspects of their state's program to both meet the program requirements and use the flexibility offered by LIHEAP to tailor their program in a way that best meets the needs of their clients.

Affordable Heat without Natural Gas?

3:15 - 4:30 pm | Silver Pearl 3

Moderator: David Conn, Baltimore Gas and Electric

Speakers: Theo MacGregor, Democracy and Regulation
Jerrold Oppenheim, Democracy and Regulation

Eliminate fossil fuels to reduce greenhouse gases. Keep safe and reliable energy. Expand equity and affordability. Can we achieve all these goals at once? Many policy leaders tell us we must do so, and quickly, despite complex unknowns about future prices and costs, feasibility of alternatives, customer acceptance, war, and more -- even the future of what are now natural gas utilities. But, at least now, alternatives to gas heat are more costly than even gas heat is getting to be. Concrete solutions to this multi-dimensional puzzle will require broad consensus about complicated questions of risk, economics, finances, technology, law, regulation, reliability, the environment, fuel choice, transitions, inter-utility coordination, and physical safety. This is the greatest challenge to energy affordability since the oil crises fifty years ago. Then, this community came together and invented federal LIHEAP and WAP, as well as state programs of limited-income ratemaking and arrearage management, energy efficiency, and shut off protections. Now we need to build consensus around expansion and reinvention of what we built, as well as new ideas for protecting economically distressed, low-income, and other eligible households. Solutions may include storage of electricity during low-cost hours, alternative affordable fuels that are safe and reliable, and other technical, ratemaking, financial, and public policy solutions, such as more broadly defining income eligibility and public funding for such public benefits as greenhouse gas reduction and public health protection.

Annual NEUAC Membership Meeting

5:00 - 5:30 pm | Pacific Jewel

Optional San Diego Padres Baseball Game

6:40 - 9:40 pm | Petco Park



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PLENARY Zero Carbon by 2030: No Customer Left Behind

8:00 - 9:00 am | Pacific Jewel

Moderator: Kim Rikalo, Sacramento Municipal Utility District
Speaker: Erik Krause, Sacramento Municipal Utility District

Leveraging Once in a Generation Funding for Residential Energy Efficiency

9:15 - 10:15 am | Coral 1

Moderator: Elizabeth Paulson, JEA
Speakers: Elizabeth Moore, Tennessee Valley Authority
Frank Rapley, Tennessee Valley Authority

With the passage of the Inflation Reduction Act (IRA) and the Infrastructure Investment and Jobs Act (IIJA), the federal government has announced an unprecedented amount of funding that will be available to states for home electrification and energy efficiency incentives. Partnering closely with state energy offices – the entities taking the lead on applying for this funding – as well as state and local government, community groups, and program implementers will be essential to unlocking this once-in-a-generation opportunity to invest in residential electrification across the United States. As a mission-driven, public power utility, TVA has a long history of working with state energy offices and its implementation partners to improve life in the Valley. That tradition continues today with innovative, partnership-based energy efficiency programs offered by TVA EnergyRight's Residential Services division – which are designed to reach TVA's most vulnerable, in-need customers across its seven-state service territory. Through these programs, which have evolved and improved upon themselves over many years, TVA has built the energy efficiency incentive and rebate infrastructure that can be leveraged as a vehicle for IRA and IIJA funding. CLEAResult – TVA's longstanding program implementation partner, will also play an integral role in helping TVA leverage its existing programming to bring this federal funding to the Tennessee Valley. This session will delve into the potential impacts that these investments can deliver to residents, the role partnerships can play in bringing funding into our most disadvantaged communities, and how organizations and states can work together to electrify homes pragmatically and responsibly.

Partnering for Success: Coordinating Energy Efficiency Across Stakeholders

9:15 - 10:15 am | Coral 2

Moderator: Maria Delaplain, New Jersey Natural Gas
Speakers: Brittney Pietro, National Grid
Caroline Reuss, New York State Energy Research and Development Authority

In 2020, New York State's energy efficiency program administrators were tasked with a unique directive- create a coordinated statewide suite of program offerings with State and Utility program administrators. In this session, NYSERDA and National Grid will present their highlights and takeaways from jointly administering the New York State Low to Moderate Portfolio of Programs. The team will share how they worked with New York State's seven investor-owned utilities and New York's State Energy Research and Development (NYSERDA), to implement statewide programs across diverse territories and deliver comprehensive programming to New York State LMI customers.



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Building a Comprehensive Affordable Multifamily Retrofits (CAMR) Program

9:15 - 10:15 am | Coral 3

Moderator: Celia Andrade, Pacific Asian Consortium in Employment

Speakers: Blanca de la Cruz, California Housing Partnership
Enayet Miah, Los Angeles Department of Water and Power

The Los Angeles Department of Water and Power's (LADWP) Comprehensive Affordable Multifamily Retrofits (CAMR) program provides financial assistance to decarbonize low-income, multifamily properties.

CAMR provides the following benefits:

- Free assessments to find opportunities to save energy and reduce costs
- Assistance with work scope development and obtaining bids from contractors
- Financial incentives for reducing greenhouse gas (GHG) emissions

Learn more about the program and eligibility at ladwpcamr.com.

Education, Engagement, and Equity: How One State Came Together More Strongly After Staying Home

9:15 - 10:15 am | Coral 4-5

Moderator: Gabe Terry, CMS Energy

Speaker: Mary Wilkins, Michigan Public Service Commission

A story of how the pandemic changed the face of collaboration through an Energy Affordability and Accessibility Collaborative, how it resulted in a cross-sector Low-Income Energy Policy Board for the State of Michigan, and what difference those efforts are making.

The Uncertain Future of Water Assistance

9:15 - 10:15 am | Silver Pearl 1

Moderator: John Rich, Mid America Assistance Coalition

Speakers: Scott Berry, US Water Alliance
Kristina Surfus, National Association of Clean Water Agencies (NACWA)

This session will provide an update from national water organizations on the federal state of play for water assistance for low-income customers, and next step advocacy actions.

Dialogue with the Feds: LIHEAP

9:15 - 10:15 am | Silver Pearl 2

Moderators: David Carroll, APPRISE
Theresa Kullen, Colorado Department of Human Services

Speakers: Heather Jones, US Department of Health and Human Services, LIHEAP
Akm Rahman, US Department of Health and Human Services, LIHEAP



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A Story of Resiliency: Disaster Recovery in Puerto Rico

9:15 - 10:15 am | Silver Pearl 3

Moderator: Olivia Wein, National Consumer Law Center

Speakers: Luiselle Quiñones-Maldonado, Servicios Legales de Puerto Rico (Puerto Rico Legal Services)
Rafael Rodríguez, Servicios Legales de Puerto Rico (Puerto Rico Legal Services)

Beyond Bill Assistance: Exploring Weatherization and Rooftop Solar for Energy Burden Reduction

10:30 - 11:30 am | Coral 1

Moderator: Aimee Gendusa-English, National Community Action Partnership

Speaker: Sydney Forrester, Lawrence Berkeley National Laboratory

This analysis uses household-level rooftop solar installation size and cost paired with household income and bill estimates before and after solar. Looking at the before and after of installation, along with the cost, shows the bill impacts that solar can make for a household. This is contextualized with a more forward-looking, scenario-based analysis that looks at solar and weatherization side-by-side along with different ways to finance this upgrades. By looking at multiple regions across the U.S., this analysis can provide information to policymakers and utilities interested in reducing energy burden via program design- and how to combine multiple "tools in the toolbox" to combat high energy prices.

Low-Income Multifamily Buildings: Understanding and Overcoming Physical Barriers to Electrification

10:30 - 11:30 am | Coral 2

Moderator: Kim Rikalo, Sacramento Municipal Utility District

Speaker: Kevin McGrath, VEIC

Physical barriers such as constrained space, the need for electrical system upgrades, or the lack of proper ventilation often prevent effective electrification of low-income multifamily buildings. This presentation shares insights from two research projects currently working to identify and design solutions to overcome these barriers and create pathways for equitable electrification in historically disadvantaged and hard-to-reach communities. This session will discuss research underway in two CalNEXT emerging electric technology research projects that focus on low-income multifamily housing. The first study will identify the key physical characteristics relevant to electrification and efficiency upgrades, and assess their prevalence in multifamily affordable housing, in California. Understanding the scope and extent of existing physical barriers will allow program administrators and regulators to design effective, targeted incentives and ensure that the benefits of electrification reach low-income communities. With a better understanding of these physical barriers, program administrators can ensure technologies that work for low-income households will be tested and incorporated into energy efficiency and electrification programs. This would result in a larger amount of available incentive dollars benefiting residents of low-income multifamily buildings and expediting their access to clean energy. The second project is a California market study and technical performance evaluation of low global-warming-potential (GWP) heat pumps that can be installed in individual units or in windows of multifamily buildings. This type of space conditioning system overcomes physical barriers in the building itself and lowers the climate



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risks associated with refrigerant leaks. Similar technologies are being explored and deployed through the New York Clean Heat For All Challenge. With a better understanding of how this technology performs in California program administrators could increase deployment of this building decarbonization technology to households currently living in low-income multifamily buildings giving them access to energy efficient cooling (where today they may have none) and clean electric powered heating.

NEUAC Page Turners Book Club: “Maid: Hard Work, Low Pay, and a Mother’s Will to Survive”

10:30 - 11:30 am | Tidepool 4

Moderator: Kelly Caplan, WSSC Water

Speaker: Sabrina Cowden, Sabrina Cowden Consulting

Join us for a moderated discussion of the popular biographical novel (2019) and Netflix series, “Maid: Hard Work, Low Pay, and a Mother’s Will to Survive” by Stephanie Land. “Maid” is a powerful memoir of the story of Land’s personal experience as a struggling single mother raising her daughter while working as a maid, and the challenges she experienced inside the social service system during that time period. Please prepare by reading the novel and/or viewing the series prior to the session. Dialogue will focus on the hurdles created by social service systems including LIHEAP, solutions that prioritize the client, and creating a dignified customer experience.

Use Your Voice: Meeting the Public’s Desire for Greater Participation in Energy Decisions

10:30 - 11:30 am | Coral 4-5

Moderator: Sheila Ruffin, Federal Energy Regulatory Commission

Speakers: Tyson Slocum, Public Citizen, Inc.

Nicole Sitaraman, Federal Energy Regulatory Commission

The public has a direct interest in the formation of energy regulation, and is seeking more say in energy policy. Without constructive opportunities to more directly participate in decision-making, members of the public can't have a seat at the table on critical issues like energy affordability and environmental justice. To meet this public demand for a greater voice at the table, federal and state agencies are creating or examining new pathways for public participation. This panel will be a conversation among state, federal, and industry officials who are implementing community engagement and public participation procedures, and examine the benefits – and challenges – of these efforts.

Dialogue with the Feds: LIHWAP

10:30 - 11:30 am | Silver Pearl 2

Moderator: Theresa Kullen, Colorado Department of Human Services

Speakers: Mary Watts, US Department of Health and Human Services, LIHWAP

Rachel Hammond, US Department of Health and Human Services, LIHWAP

Christina Clark, US Department of Health and Human Services, LIHWAP



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We Get By With a Little Help from Our Utility Partners: Streamlining Bill Assistance

10:30 - 11:30 am | Silver Pearl 3

Moderator: Carrie Perry, Dominion Energy
Speakers: Keelie Gustin, Miami Valley Community Action Partnership
Nick Milano, Ohio Partners for Affordable Energy
John Sarver, Ohio Partners for Affordable Energy

A look at the history of Bill Assistance and how it currently works in Ohio. A discussion on streamlining Bill Assistance so all the players can easily understand what is available. The end goal is to have one stop shop for Bill Assistance and end utility shut-offs because the customer and/or Utility was not aware of the programs that could have helped.

Focus on Technology: Speridian

10:30 - 11:30 am | Tidepool 2

Moderator: Jennifer Whiting, Meeting Solutions, Inc.

PLENARY Federal Partner Remarks and Customer Panel

1:00 - 1:45 pm | Pacific Jewel

Moderator: Katrina Metzler, NEUAC
Speakers: Dr. Lanique Howard, US Department of Health and Human Services, Administration for Children and Families, Office of Community Services
Sasha Lippman
Carla Crudup
Martha Losoya-Aldana

Neighborhood Electrification in Disadvantaged Communities

2:00 - 3:00 pm | Coral 1

Moderator: Aimee Gendusa-English, National Community Action Partnership
Speaker: Kim Rikalo, Sacramento Municipal Utility District
Electrification (fuel switch) targeting disadvantaged communities to demonstrate and educate wider populations on decarbonization and clean energy efforts and direction while creating cleaner, safer, healthier homes while lowering the energy bill burden for those most in need.

Help is Out There! Creating a Robust Outreach Program

2:00 - 3:00 pm | Coral 3

Moderator: Elizabeth Paulson, JEA
Speakers: Shannon Stahley, Citizens Energy Group
Rhonda Harper, Citizens Energy Group
Dean Johns, John H Boner Community Center



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Although there are various funding sources to assist income-qualified households, we understand customers may not know where to turn for help. That's why Citizens Energy Group worked with state and local agencies, nonprofits and a peer utility company to give customers a more complete picture of the energy-assistance resources available. The holistic outreach strategy was developed to include many nontraditional methods to heighten the awareness and mitigate confusion for eligible customers.

Focus on Overburdened Households: Programs to Address Equity in New Jersey

2:00 - 3:00 pm | Coral 4-5

Moderator: Kathleen Kerr, Affordable Housing Alliance
Speakers: Maria Delaplain, New Jersey Natural Gas
Anne-Marie Peracchio, New Jersey Natural Gas

New Jersey utilities have successfully operated a jointly managed low income energy efficiency program for more than 2 decades. Recent efforts have added new program approaches to help moderate income customers and to also explore how customers in overburdened communities are being served.

Danger Will Robinson! Customer Protections for Vulnerable Households

2:00 - 3:00 pm | Silver Pearl 1

Moderator: Britton Gabel, Omaha Public Power District
Speakers: Stephanie Carroll, Public Counsel
Berneta Haynes, National Consumer Law Center
Karen Lusson, National Consumer Law Center

Energy poverty and the financial impacts of climate change necessitate equitable distribution of energy efficiency measures and renewable energy programs designed for low-income households. But energy efficiency and renewable energy programs may cause significant financial harm if not designed specifically to protect the interests of low-income households. This session will focus on tariff-based on-bill financing, one solution that some energy efficiency advocates argue is an equitable approach to advancing climate goals and protecting low-income consumers. In particular, this session will: address significant consumer protection concerns with tariff-based on-bill financing; guardrails needed to protect consumers who participate in this type of financing; and safer alternatives for low-income families.

HHS Listening Session

2:00 - 3:00 pm | Silver Pearl 2

Moderator: Theresa Kullen, Colorado Department of Human Services
Speakers: Christina Clark, US Department of Health and Human Services, LIHWAP
Mary Watts, US Department of Health and Human Services, LIHWAP
Heather Jones, US Department of Health and Human Services, LIHEAP
Akm Rahman, US Department of Health and Human Services, LIHEAP

Leadership from the U.S. Department of HHS will be present for a listening session with grantees and



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subgrantees of LIHEAP and LIHWAP to hear from practitioners directly about specific challenges in administering and implementing the programs, coordination of services. This is a valuable time to speak directly to federal program administrators and share thoughts about the programs.

Utility Assistance Designed With Affordability in Mind

2:00 - 3:00 pm | Silver Pearl 3

Moderator: Faye Kinner, Atmos Energy
Speakers: Francine Artis, Tacoma Public Utilities
Lyna Vo, Tacoma Public Utilities

Using an integrated approach to address affordability through utility sponsored customer assistance programs.

Focus on Technology: ACD eCallogy

2:00 - 3:00 pm | Tidepool 2

Moderator: Kim Rikalo, Sacramento Municipal Utility District

Water Affordability: Building a Safety Net for Water Customers

3:15 - 4:30 pm | Coral 1

Moderator: Kelly Caplan, WSSC Water
Speakers: April Bingham, City of Richmond Department of Public Utilities
Gary Brown, Detroit Water & Sewerage Department

Join a lively panel discussion with Detroit Water and Sewerage Department (DWSD) and the City of Richmond to learn about their innovative and creative financial assistance strategies to serve their most vulnerable communities. During the pandemic and a voluntary water shutoff moratorium, DWSD took the opportunity to design the Lifeline Program, an income-based water affordability program that meets low-income households where they are at, in terms of income. Also hear from the City of Richmond, Department of Public Utilities, on how they developed effective partnerships and restructured their customer service division during the pandemic and beyond with a focus on affordability and accessibility.

Protecting the Customer: Compassionate Utility Approaches that Work

3:15 - 4:30 pm | Silver Pearl 2

Moderator: Celia Andrade, Pacific Asian Consortium in Employment
Speakers: Eugene Ayuyao, Southern California Edison
Betty Tran, SoCalGas
Rolland Mullen, San Diego Gas & Electric

In our new, adapted environment (post-COVID), California utilities have adopted some innovative approaches to helping customers. Looking at new and updated practices around arrearages, customer protections, assistance programs and providing additional benefits, our panel will share their experiences



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with these updated practices. Our panel will consist of representatives from several CA utilities as well as a representative from a community partner agency. Attendees will learn approach and design, program implementation and results from this discussion.

National Partners' Updates: Bridging the Gap Between Policy and Programs

3:15 - 4:30 pm | Coral 3

Moderator: Mike Bradford, The Salvation Army

Speakers: Aimee Gendusa-English, National Community Action Partnership
Cassandra Lovejoy, National Energy Assistance Directors Association
Andrea Schroer, National Association for State Community Services Programs (NASCS)

LIHEAP 101 for Tribes

3:15 - 4:30 pm | Coral 4-5

Moderator: David Carroll, APPRISE

Speaker: Lori Walking Eagle, Rosebud Sioux Tribe LIHEAP

This session will be modeled after the LIHEAP 101 session, but will focus on issues specific to tribal program design and implementation. The difference between this session and OCS' Dialogue with the Feds for tribes is that it will have experienced tribal program managers discuss how they designed their programs to both meet federal requirements and to serve their clients.

Stopping the Spiral: Building Successful Programs for the Moderate Income Population

3:15 - 4:30 pm | Silver Pearl 1

Moderator: Kim Campbell Hailey, Vistra Corp

Speakers: Tanya Jones, HeartShare Human Services
Nick Lovier, Ameren Illinois
Susan Sams, Energy Assistance Foundation
Briana Parchment, LMI

Learn about innovation partnerships between non-profits and utilities serving low- and moderate-income customers. Discover how these unique partnerships were cultivated, how income disadvantaged customers benefited from these partnerships, and program participation success for moderate income customers seeking to reduce energy costs by upgrading to energy efficiency options. Session will offer interactive resources which will foster attendees' opportunity to adapt and implement this with those they serve.

The Legacy of Southern Poverty: A Regional Approach to Address Energy Insecurity

3:15 - 4:30 pm | Silver Pearl 3

Moderator: Elizabeth Paulson, JEA

Speakers: Sabrina Cowden, Sabrina Cowden Consulting
Will Bryan, Southeast Energy Efficiency Alliance



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Carmen Bingham, Virginia Poverty Law Center

Energy insecurity is no doubt a national problem, but it often has a Southern accent. Millions of Southerners struggle to pay their monthly electric and gas bills. More customers are cost-burdened in the South than in any other part of the country, and more than a third of the region's population has trouble paying their energy bills. Like so many consequences of poverty, energy cost burdens are not shared equally. Low-income households and people of color pay a higher financial and medical price to power their homes than everyone else, face barriers to accessing existing energy assistance, and lack input into policy and program decisions that offer solutions. To this end, stakeholders in the Southeast are collaborating to advance viable and culturally relevant solutions to aspects of energy insecurity under the aegis of the Southeast Energy Insecurity Project (SEIP). This collaborative of more than sixty stakeholder groups – including investor-owned utilities and cooperatives, municipal utilities, regulators, frontline NGOs and advocates, local governments, and others – seeks to build regional capacity to respond to energy insecurity and address issues impacting the most vulnerable communities in the South. The SEIP also serves as a clearinghouse of information on energy insecurity and supports efforts to turn ideas into action by developing fundable programs and frameworks that can be supported through pending and established federal resources. This panel will review the findings, strategies, and lessons learned during the process of bringing together a big tent of stakeholders from many different sectors to address energy insecurity holistically.

Cocktail Reception - Ocean Breezes

5:00 - 6:00 pm | Eventide Gardens

Join us for the NEUAC outdoor cocktail reception.

Theme: Ocean Breezes | Dress: Casual outdoor attire in all shades of ocean blue.



THURSDAY JUNE 15

Elevating and Equitably Engaging Hard-to-Reach Populations

9:00 am - 11:00 am | Silver Pearl 1

Moderator: Kim Rikalo, Sacramento Utility and Municipal District

Speakers: Alelia Parenteau, City of Santa Barbara / Santa Barbara Clean Energy
Courtney Henderson, Resource Innovations
Courtney Blore Kalashian, San Joaquin Valley Clean Energy Organization
Marlene Murphy-Roach, Pacific Gas and Electric Company

Despite decades of funding, states, utilities, and implementers have long struggled to equitably engage their diverse range of customers, and many hard-to-reach (HTR) communities are being left behind in the energy transition. Successfully engaging HTR communities requires new programs and fundamentally different ways of listening in order to design effective solutions. This session will link science and implementation to present a range of perspectives on engaging different HTR communities. Panelists will discuss specific approaches to working with under-served communities and how these approaches have translated into program designs and customer-centric solutions. We will review key challenges from research, development, delivery, and evaluation. This panel will provide evidence-based insights for local governments, utilities, implementors, and affordability advocates to more meaningfully listen to, and engage with, their underserved constituents and customers.

Women in Energy Efficiency

9:00 am - 11:00 am | Silver Pearl 2

Moderator: Sabrina Cowden, Sabrina Cowden Consulting

Speakers: Cindy Herron, TVA
Andrea Schroer, National Association for State Community Services Programs
Mandy Faulk, CLEAResult
Aimee Gendusa-English, National Community Action Partnership
Michelle Thomas, A-1 Certified Service
Jasmine Bush-King, One Gas
Claudia Torres, State of Ohio Weatherization Assistance Program
Lisa Casner, City of Redding, CA

Session that highlights the current state of women working in EE as well as the opportunities that exist for women. During session, panelists will share their stories and there will be ample time for Q&A. The panel will consist of women made up of all different levels of work within the field of EE.



THURSDAY JUNE 15

Pancakes, Politics and Perspectives

9:00 am - 11:00 am | Silver Pearl 3

Moderators: Kevin McGrath, VEIC
Shelly Stroessner, Mid America Assistance Coalition
Julie Kennebeck, Promise
David Carroll, APPRISE

Facilitated dialogue will include intimate discussions on controversial or unsettled policies related to energy and water affordability. Covered topics will include: - The Future of LIHEAP - Program Design and Implementation - Electrification for LMI Households - Federal Water Assistance Appropriations.

Documentary and Panel on Water Equity & Affordability: Community Case Studies for Adequate Solutions

9:00 am - 11:00 am | Pacific Jewel

Moderators: Kelly Caplan, WSSC Water
Briana Parker, Elevate
Speakers: Nicole Hill, Detroit People's Water Board, Michigan
Duane Chili Yazzi, Navajo Nation
Gavonne Dixon, Philadelphia Resident
Nina McCoy, Martin County Concerned Citizens

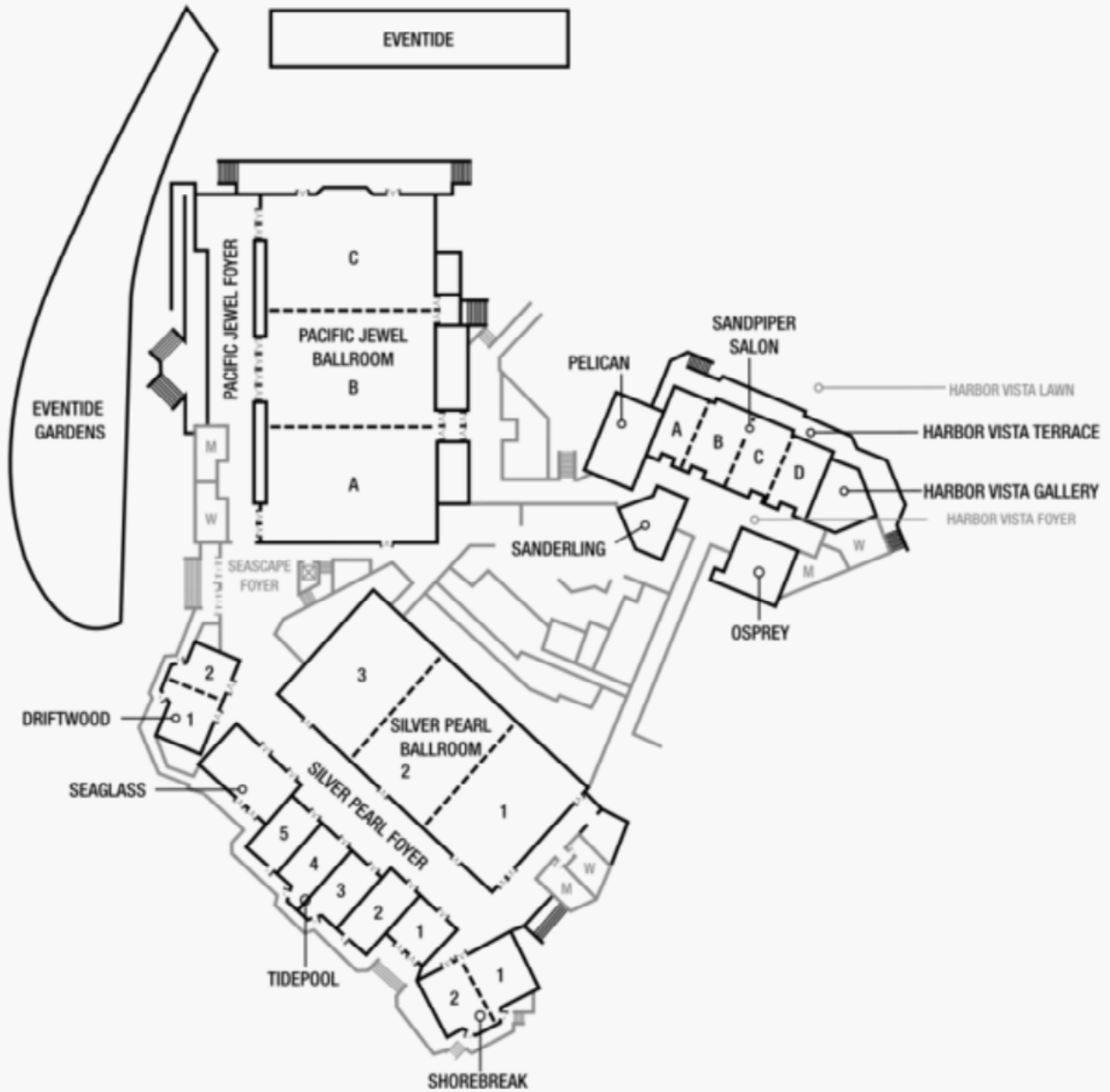
Across the United States, nearly 2.2 million people lack safe or affordable water in their homes. Another 1.7 million lack proper sanitation systems. When people cannot afford to pay, they face loss of access to essential water services, housing, and custody of children; spiraling debt and economic hardship; and grave risks to individual and community health. Lower-income households and Black, Brown, and Indigenous households are particularly likely to suffer these consequences.

The session will begin with a film screening of "Whose Water? The People's Movement for Safe, Affordable Water and Sanitation in the United States," visits five diverse communities, examining root causes of today's challenges and offering community-driven solutions. The screening will be followed by conversations with representatives from communities featured in the film. This panel will explore and tackle how stakeholders can all work together to explore key considerations and challenges involved in ensuring access to clean water for communities.



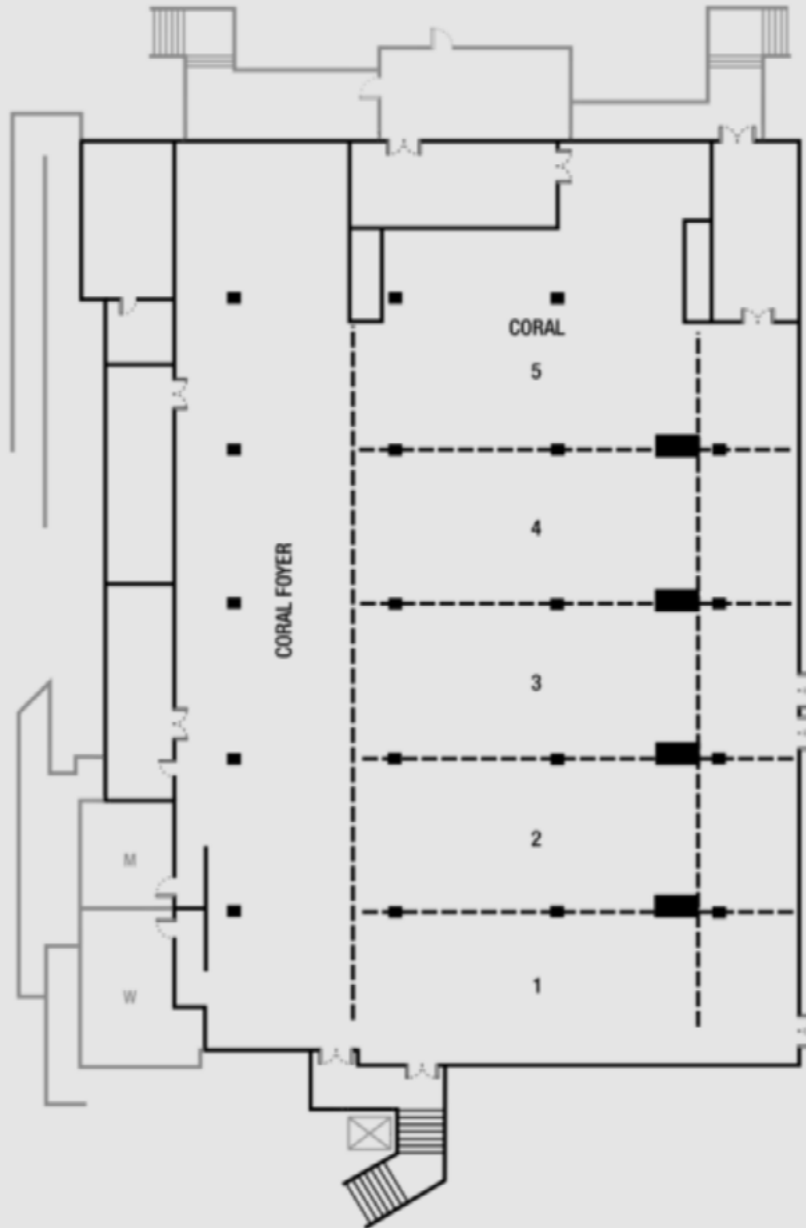
HOTEL MAPS

MARINA TOWER LOBBY LEVEL



HOTEL MAPS

MARINA TOWER LOWER LEVEL



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SPECIAL THANKS

2023 CONFERENCE CO-CHAIRS

Celia Andrade, Pacific Asian Consortium in Employment
Kim Rikalo, Sacramento Municipal Utility District
Tanya Jones, HeartShare Human Services of New York

A/V COORDINATOR

Marc Dunning

MEETING SOLUTIONS, INC (MSI)

Thank you to the entire team at MSI for the tremendous part you play in the making each of our NEUAC events a success.

NEUAC SYSTEMS CONSULTANT

Thank you to Annie Doran for lending your expertise, particularly in the design of the conference program and Whova.

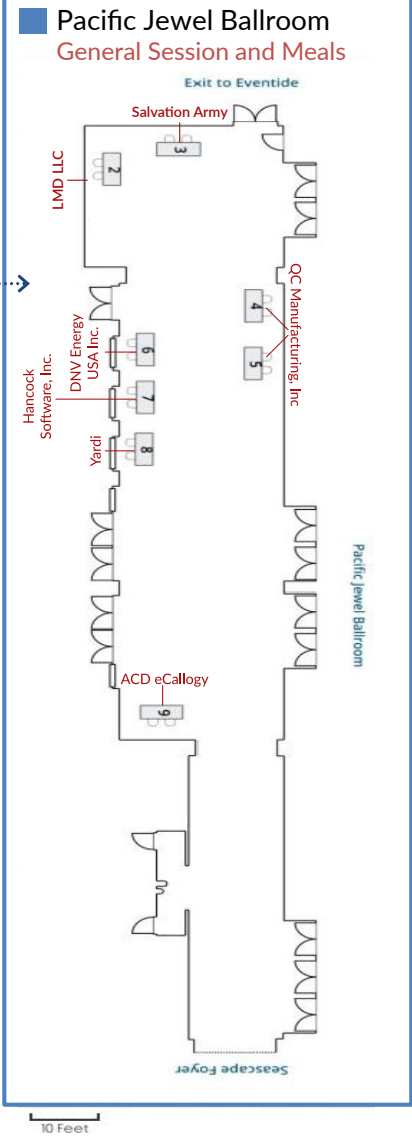
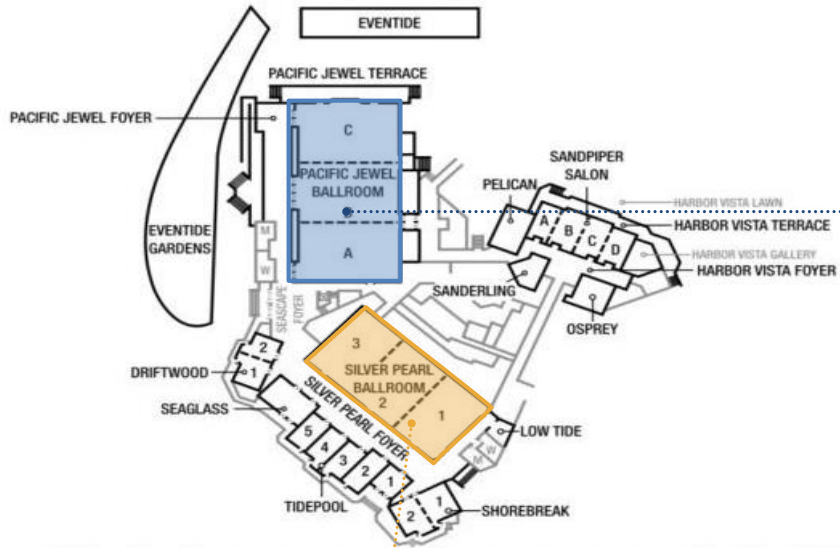
THANK YOU!

Heartfelt thanks to our board members, speakers, moderators, in-kind supporters, and silent auction contributors.

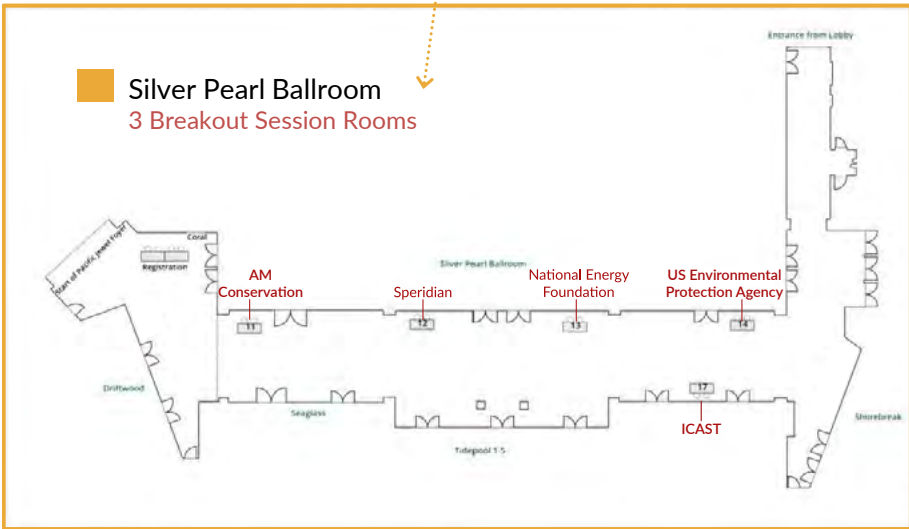


EXHIBITORS

Marina Tower Lobby Level



Silver Pearl Ballroom 3 Breakout Session Rooms



CONFERENCE 2024 - SEE YOU IN CHICAGO!

