



2015 National Energy & Utility Affordability Coalition Annual Conference
June 22 - 24, 2015

Thank you to our host utility



An Exelon Company

Welcome to the 2015 Annual Conference

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- Next Year: Denver, CO

**Registration is open Sunday,
June 21, 2pm to 7pm.**

**Monday and Tuesday,
registration is open from 7am to
5 pm and Wednesday 8 to 11am.**

The board, staff and local organizing committee of the 2015 annual conference of the National Energy and Utility Affordability Coalition (NEUAC) and the National Energy Assistance Director's Association (NEADA), welcome you to "Charm City," a term of endearment for this beautiful and historic city on the Chesapeake Bay.

This week we have the opportunity to learn from each other, as well as various experts in our field, celebrate our work and our unique cultures.

This conference marks a full year as NEUAC, the combination of the National Fuel Funds Network and the National Low Income Energy Consortium and we're charting exciting new territory. For example, the conference features new content and technology, based on member feedback over the past year, including a track dedicated to fundraising and partnerships between our nonprofit and corporate members. And for the first time, we're leveraging our smart phone technology for enhanced engagement in the conference.

Thanks to our generous sponsor, Columbia Gas, we have a conference APP. I encourage you to download the conference APP if you have not yet done so and reduce the paper you usually carry around this week. In addition, the conference APP can help you get around the hotel and the neighborhood. Use it to network with those you already know as well as those you need to get to know. And, use the "briefcase" function to take all the rich content home with you, electronically. You can download the conference APP at www.get.lumishow.com and enter Event ID: **NEUAC2015**.

No doubt many of you watched and worried about Baltimore a few months ago as this community struggled in the aftermath of the tragic death of Freddie Gray. By being here this week, you are part of making Baltimore stronger for its recent struggles. Thank you for supporting Baltimore and the millions of everyday Americans who rely on the energy assistance that you either provide or advocate for.

Please take full advantage of the 2015 NEUAC annual conference to enhance what you do for others and also take a little time to enjoy "Charm City" with your colleagues, including the rich culture and history of Baltimore and the fabulous seafood here in the Inner Harbor and nearby neighborhoods.

Sincerely,

John Rich, President
National Energy & Utility Affordability Coalition

Welcome to Baltimore, hon*!

On behalf of the NEUAC Local Host Committee, we want to welcome you to the city we love, and make sure that you have the best time possible – both in and outside of the conference events.

NEUAC 2015 will bring you to the downtown heart of a town with historic sites (think Fort McHenry, the Star-Spangled Banner Flag House), awesome free museums (the Baltimore Museum of Art, the Walters Art Museum), the National Aquarium in Baltimore, ethnic neighborhoods, the Power Plant restaurant and nightclub scene just a few blocks away, a world-famous Inner Harbor and a variety of one-of-a-kind attractions and people that make Baltimore... indescribable. Unless you happen to be filmmaker John Waters:

“I would never want to live anywhere but Baltimore. You can look far and wide, but you’ll never discover a stranger city with such extreme style. It’s as if every eccentric in the South decided to move north, ran out of gas in Baltimore, and decided to stay.”
- John Waters, filmmaker

At the “Visit Baltimore” table, in your conference bag or in the conference APP, you’ll find a list of tours you can reserve for yourself or your companions. They’ll take you anywhere, from behind the scenes at the National Aquarium or Oriole Park at Camden Yards, to a ghostly walk through historic Fells Point or to Edgar Allan Poe’s grave.

Evenings offer a wide range of restaurants and bars in Inner Harbor East, where our conference is located, and the world-famous Little Italy neighborhood – many of them offering discounts to conference attendees – just show your badge. We hope you brought your appetite!

Don’t forget - stop by the “Visit Baltimore” table for more ideas about how to make the most of “Charm City.”

Thank you for sharing and supporting Baltimore with us and NEUAC.

David Conn, Baltimore Gas & Electric,
and Mary Ellen Vanni, Fuel Fund of Maryland
Co-Chairs, NEUAC Baltimore Host Committee

**** “Hon” – an affectionate greeting you’ll hear from waitresses at fine diners all over town.***



*Fort McHenry aerial view
Photo Credit: Greg Pease Photography*

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About NEUAC

The National Energy and Utility Affordability Coalition (NEUAC) is the result of last year's merger of the National Low Income Energy Consortium (NLIEC) and the National Fuel Funds Network (NFFN).

NEUAC is now more than a conference. It is a national, broad-based, diverse coalition of advocates with the mission of heightening the awareness of the energy needs of low- and moderate-income Americans. NEUAC members are working together to reduce the energy burden of vulnerable households through advocacy, policy improvements and partnerships.

NEUAC is located in Denver, Colorado. Contact NEUAC staff at:

303 E. 17th Ave., Suite 350
Denver, CO 80203
720-402-3125
Info@NEUAC.org
www.NEUAC.org

Thanks to these supporting sponsors:



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PSE&G, Claire Bartolomeo/Rosa Pagnillo-Lopez
San Diego G&E, Sandra Williams
United Services Community Action Agency, Albert Dudley
Vermont Energy Investment Corporation, Elizabeth Chant
Xcel Energy, Patrick Boland

NEUAC Conference APP

Generously sponsored by **Columbia Gas of Maryland**, we are excited to introduce the NEUAC 2015 Conference APP. 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: **NEUAC2015** after finding the event, click **download**; your username is the email you used to register for the conference and the password is **NEUAC2015**. You will find everything you need at your fingertips! If you have questions or need help, there is a **NEUAC2015** 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 in the center of the booklet. This 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 has been approved by the states of Colorado, Florida and Pennsylvania as a provider of Continuing Legal Education (CLE) credit. 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 they attend to verify their attendance. For more information, please visit the Conference Registration Desk.

Announcements & Messages

Announcements and messages will be shared through the conference APP and also posted at the registration desk. Please check occasionally for any changes.

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 onsite 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 \$26/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 all 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 100 S. Charles Street (410-752-3010) or the University of Maryland Medical Center at 22 S. Green Street (410-328-8025). 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.

Transportation

Returning transportation to BWI is available at the hotel driveway for a flat fee of \$30. The Baltimore Airport Super Shuttle is \$16 one-way or \$30 round trip. You can catch a Super Shuttle at the airport, or if you would like to book a reservation, you may contact Super Shuttle directly at www.supershuttle.com or call 1-800-BLUE-VAN (1-800-258-3826) and mention **RDDZU** for the NEUAC discount.

Sessions by Day

MONDAY, JUNE 22, 2015

9:00AM – 10:30AM Opening General Session

Room: Grand 5/6

Comments: NEUAC President John Rich, Maryland State Senator Catherine Pugh

Speaker: American Winter Documentary – Dr. Mark Bergel

At our opening session we'll hear from Dr. Mark Bergel, founder of the nonprofit, A Wider Circle. Plus, you'll learn about an exciting new branding opportunity NEUAC members can leverage to advocate, educate and fundraise for our cause. This opportunity is based on the powerful HBO documentary ***American Winter***.

Dr. Bergel will share how he took a need in his community of Washington D.C. and built a successful and nurturing nonprofit that has helped hundreds in the movement to end poverty.

11:00AM – 12:15PM Session 1

1A What "Unacceptable" Means - How to Engage with Impact

Room: Harborside B

Moderator: Edward Gingold, Federal Energy Regulatory Commission

Presenter: Dr. Mark Bergel, A Wider Circle

Volunteering is at an all-time high in our country. Companies regularly pay employees to take days of service – in groups or individually. How can this energy translate into lives changing, conditions improving, and all of us living as if what we say is “unacceptable” is no longer accepted – and present in our communities. **MG**

1B Achieving High Savings from Low-Income Energy Efficiency Programs

Room: Harborside A

Moderator: Alita Corbett, Atlantic City Electric

Presenters: David Carroll, APPRISE

Jacqueline Berger, APPRISE

Research on low-income energy efficiency programs around the country have provided critical information leading to increased energy savings, including targeting high usage households, installing the most effective measurements and ensuring sound implementation. Learn about these best practices from regional experts. **EE**

1C Competitive Energy Suppliers - What Consumers Need to Know and Why

Room: Grand 1/2

Moderator: Pamela Nelson, Office of the People's Counsel of D.C.

Presenters: Sandra Mattavous-Frye, People's Counsel (Washington, DC)

Paula Carmody, People's Counsel (Baltimore, MD)

This session will include: a definition of the term Competitive Energy Suppliers (CES), a brief history of deregulation or consumer choice provisions that allows for CES; and the importance of educating consumers on how to: read and understand utility bills, spot charges from unauthorized providers, exercise their right to choose and pertinent questions to ask a prospective CES, and understand what the “price to compare” means, and identifying other important information. **PA WW**

1D §Prepay Panel #1 - Prepay 101

Room: Grand 7/8

Moderator: Jamie Wimberly, Distributed Energy Financial Group

Presenters: Jonna Buck, Oklahoma Electric Cooperative (OEC)
Sheila Pressley, Jacksonville Electric Authority, Florida (JEA)
Renee Castillo, Salt River Project

With the continued expansion of advanced metering infrastructure, more utilities are offering prepaid energy service. Prepay has the possibility to be an effective tool for customers to manage their use and their budget. This panel will address: how prepayment works (the day-to-day mechanics); the scope of prepay service in the U.S.; who is likely to take voluntary prepay energy service; the customer experience and why they like it; regulation and customer protection; verified energy conservation impacts; the business case for prepayment; and the impact on utility cost centers. This session will focus on the “who, what, where and how” of prepay energy service. Three experienced utility panelists will explain why many consumers like prepayment, how it offers control over the household budget, why it increases energy conservation, and why it may make business sense for a utility to offer a new payment approach. Also see Session 2D at 2:00 p.m.: Prepay Panel #2 – Customer Protection. **EE IT PA WW**

1E Innovative Distribution Channels to Provide Efficient Products to Hard-To-Reach Customers

Room: Harborside C

Moderator: Elizabeth Chant, Vermont Energy Investment Corporation

Presenters: Nikki Kuhn, Efficiency Vermont
Stacy Glatting, DC Sustainable Energy Utility
Ted Diggs, DC Sustainable Energy Utility

Both Efficiency Vermont and the DC Sustainable Energy Utility have used innovative outreach, partnering, and distribution strategies to reach hard-to-reach customer market segments, including low-income people. These include partnerships at local levels with food banks, food shelves, multifamily property managers, and at the state level through the Women, Infants and Children program (WIC). These partnerships provide cost-effective and efficient ways to get energy-saving products to the low-income people who need them most. Learn the details of partnering arrangements, products provided, costs, and benefits. **ED WW**

1F Successful Promotional and Fundraising Practices for Fuel Funds

Room: Grand 9/10

Moderator: Kelly Caplan, Washington Gas/Washington Area Fuel Fund

Presenters: Jeff LaBonte, PRR
Denise Walz, PRR
Huey Battle, Washington Gas/Community Involvement

This session will include how to develop and conduct internal and external research, develop corporate sponsorships (with media partners and retail businesses), build effective public relations, social media, employee giving campaign and website tools to drive fundraising and build brand awareness. Learn how these practices helped the Washington Area Fuel Fund (WAFF) program heat more homes. **FR MG**

1G §Dialogue with Federal Officials: Tribal Issues and Technical Assistance

Room: Grand 3/4

Moderator: Patrick Strickland, Department of Energy of the Lumbee Tribe of North Carolina

Presenters: Lauren Christopher, U.S. Department of Health and Human Services
Akm Rahman, U.S. Department of Health and Human Services

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 policy specific to the needs of individual tribes. **MG PA TR**

Sessions by Day

12:30PM – 2:00PM Lunch and HHS update with Assistant Secretary for the Administration for Children and Families (ACF).

Room: Grand 5/6
Speaker: Mark Greenberg

Mark Greenberg has an extensive background in Federal and state arenas creating policy, overseeing programs and measuring the impact of initiatives that help low-income Americans move out of poverty. He'll share new approaches to this work and how LIHEAP fits into the safety net.

2:00PM – 3:15PM Session 2

2A A "Top 10" Approach to Diversifying Your Fundraising Mix

Room: Grand 3/4
Moderator: Jana Katz, Sacramento Municipal Utility District
Presenters: Debbie Sontupe, DS Strategies
Barbara Gomes, New Jersey Shares

In today's changing funding climate, it is more important than ever for organizations to understand the importance of developing an integrated fundraising program. In this session, the presenters will provide ten key strategies for you to consider in diversifying your program along with recommendations for what you can do now to enhance your fundraising efforts. We will utilize NJ SHARES's experience as a case study to show how you can take these ideas and put them into action. **FR MG**

2B 6 Months – 5,000 Multi-Family Homes: Quick-Start Program Strategies

Room: Grand 1/2
Moderator: Nikki Kuhn, Efficiency Vermont
Presenters: Elizabeth Chant, Vermont Energy Investment Corporation
Theodore Trabue, Jr., DC Sustainable Energy Utility

The launch sequence of the District of Columbia Sustainable Energy Utility (DCSEU) was unprecedented. In the six months following contract signing, the DCSEU developed and submitted program plans, engaged and trained local contractors, marketed and enrolled program participants, and succeeded in completing energy efficiency installations in 5,000 low-income multifamily homes, through a combination of intelligence, experience, and sometimes just sheer determination in overcoming every obstacle, foreseeable and unexpected.

2C §Dialogue with Federal Officials – Agency

Room: Harborside A
Moderator: Susie Holmes, Federal Energy Regulatory Commission
Presenters: Lauren Christopher, U.S. Department of Health and Human Services
Akm Rahman, U.S. Department of Health and Human Services

The U.S. Department of Health and Human Services' Office of Community Services oversees more than \$3 billion a year in funding for the Low Income Home Energy Assistance Program (LIHEAP) to the 50 states, the District of Columbia, five insular areas and approximately 160 directly funded Tribes and Tribal organizations. A representative of this office will discuss LIHEAP funding and answer attendees' questions on administrative and programmatic issues. **ED PA**

2D §Prepay Panel #2 – Customer Protection

Room: Grand 7/8

Moderator: Jamie Wimberly, Distributed Energy Financial Group

Presenters: Calvin Timmerman, Maryland Public Service Commission
Sheila Pressley, JEA (Jacksonville Electric Authority)
Paula Carmody, People's Counsel (Baltimore, MD)

With the continued expansion of advanced metering infrastructure, more utilities are offering prepaid energy service. Prepay has the possibility to be an effective tool for customers to manage their use and their budget and it can reduce bad debt which utilities must socialize. Without customer protection rules, it also has the potential for abuse and pitfalls. Regardless of these safeguards, prepay has raised concern amongst consumer advocates as a lesser service. This presentation will look at the evidence from cross-income initiatives and low-income targeted pilots to generate a discussion of the pros and cons of prepay and the path forward. This session will tackle customer protection rules for utilities that offer prepaid energy service. You will hear differing perspectives on the value of prepay energy service, whether it is a “lesser service,” whether the conservation benefits are worth the risks of more frequent service disconnection, and whether we should allow low-income consumers to choose prepayment.

EE IT PA WW

2E Shaking It Up: New & Nimble Designs for Low & Moderate Income Programs

Room: Harborside C

Moderator: Gretchen Shelton, Southern California Gas Company

Presenters: Michelle Lewis, Cadmus
Chad Miller, Consumers Energy

This session shares the strategies of utilities, nonprofits, state agencies, and other program administrators working to create inventive new program models that help alleviate energy poverty and expand the breadth and depth of energy savings. We share findings from an extensive research and evaluation study of over 20 innovative lower-income program designs across a dozen states, as well as feedback from interviews we conducted with 10 national low-income energy program experts to obtain their in-depth insights into effective and original ideas for means-tested programs.

This presentation will discuss relevant best practices applied by these program pioneers to encourage other utility managers, program administrators, and evaluators to think more creatively about the opportunities for change – many of which are already proving their worth – to meet ever-increasing savings requirements while serving a growing and disadvantaged customer segment. **ED WW**

2F Meaningful Corporate Partnerships for Fundraising Success

Room: Grand 9/10

Moderator: Lewis Flax, Flax & Associates

Presenters: Patty Riddlebarger, Entergy
Mike Riley, M&T Bank Foundation
Kevin Shea, T. Rowe Price Associates Foundation
Monique Lovato, NEUAC

Fuel funds across the country help resolve outstanding utility bills, return households to financial stability, contribute to the safety and health of our communities, and free up resources for spending on other necessities. The collective economic and social impact of this work is of tremendous benefit to our current and prospective business partners. Smart business partners leverage their relationship with fuel funds to build good will, increase customer loyalty, and boost employee morale. In this session, attendees can learn first-hand what corporate partners are looking for from nonprofit or community groups. Speakers will address perspectives from both sides of nonprofit/corporate partnerships and share important lessons learned. Attendees will then break into smaller groups for one-on-one advice about developing and sustaining long-term corporate partners. Attendees will be able to ask questions and share your successes with others. **ED FR**

2G Collaborating Within: Weatherization and the Housing Connection

Room: Harborside B
Moderator: Tammy Maynor, Lumbee Tribe of North Carolina
Presenter: Kevin Fitzgibbons, Fitzgibbons and Associates

Throughout Indian country, tribal programs provide weatherization and housing assistance often targeting the same household. Collaboration between programs will provide a solution to maximize services offered without duplicating services. Learn how to implement a cost effective approach to program collaboration while ensuring program goals are individually achieved. **EE ED MG PA**

3:45PM – 5:00PM Session 3

3A How to Create a New Database and Why It Matters

Room: Grand 3/4
Moderator: Deb Davis, Columbia Gas of Maryland
Presenter: Sean Smiles, Dollar Energy Fund

Do you have to track and report on a lot of data? Do you want to be able to use the data to run better programs? Have you considered hiring a contractor to create a database? This session will help you plan steps to hire a contractor, identify your needs, and help you consider critical issues. Hear from a software developer and a program manager on their experiences. This How-To session will help you make a decision that is right for your organization. If you are now considering a new system or just need to improve your data tracking, this session is a must! **IT MG**

3B RI Statewide Energy Challenge: Find Your Four! Opower Home Energy Reports & On-the-Ground Behavioral Programs

Room: Grand 1/2
Moderator: Ricky Gratz, Opower
Presenters: Laura Rodormer, National Grid
Matthew Ray, SmartPower
Heather Roth, Opower

National Grid, Opower and SmartPower will discuss the successes, particularly with low-income utility customers, of a National Grid-sponsored, behavior change initiative. The program features Opower's Home Energy Reports, which have helped sustain Rhode Island's statewide behavioral savings and SmartPower's grass roots and community outreach via the RI Energy Challenge: Find Your Four! The statewide program has brought together varied organizations, including faith-based communities, local nonprofits, and businesses, in Rhode Island to find innovative ways to reduce residential energy use and has improved energy-efficiency in communities that have a significant low-income population.

The panel will address how the program's successes were achieved, ways to increase participation in residential energy efficiency programs, and how to develop statewide grass roots community-based campaigns. Given the program's notable results within the low-income population, you will also learn about the importance of utilities engaging these customers. **EE ED**

3C §Dialogue with Federal Officials – Vendors

Room: Harborside A

Moderator: Susie Homes, Federal Energy Regulatory Commission

Presenter: Lauren Christopher, Director of the Division of Energy Assistance within the U.S. Department of Health and Human Services
Akm Rahman, U.S. Department of Health and Human Services

The U.S. Department of Health and Human Services' Office of Community Services oversees more than \$3 billion a year in funding for the Low Income Home Energy Assistance Program (LIHEAP) to the 50 states, the District of Columbia, five insular areas and approximately 160 directly funded Tribes and Tribal organizations. A representative of this office will discuss LIHEAP funding and answer attendees' questions on administrative and programmatic issues. **ED PA**

3D Cultures of Energy

Room: Grand 7/8

Moderator: Carmen Rudshagen, Southern California Gas Company

Presenter: Ashley Sauer, Southern California Edison

Ashley Sauer brings her groundbreaking research on the cultures of energy to NEAUC. You will experience a global, anthropological perspective of energy consumption and policy from around the world. This session will show how being without energy creates both symbolic and material poverty, and how this is true around the globe, not only in America. Ms. Sauer will demonstrate the importance of the work we all do every day as advocates for energy and utility affordability (and access), and helping at risk consumers. This session is guaranteed to inform and inspire. **MG WW**

3E Engaging Low-Income Customers around the Smart Grid

Room: Harborside C

Moderator: Tammy Albenzi, PPL Electric Utilities

Presenters: Patty Durand, Smart Grid Consumer Collaborative
James Brennan, NH Office Consumer Advocate

What motivates different consumers to engage with smart grid-enabled products and services? What are some of the challenges that low-income consumers face around the smart grid? Gain the insight to these questions and more as Smart Grid Consumer Collaborative's (SGCC) Executive Director Patty Durand presents key research findings from recent SGCC consumer research.

From SGCC's Motivations and Emotions of Engaged Consumers study, Patty Durand will explore the differences in consumers' self-perceptions of engagement and utility perceptions of engagement, and look at the factors that motivate engagement in each case. Additionally, Ms. Durand will share insights into what it really means to motivate and engage consumers around energy management and/or smart grid-enabled programs/technologies. Patty will draw from SGCC's Spotlight on Low Income Consumers II report to provide attendees with an in-depth understanding of the needs of the low-income population. The study highlights the challenge low-income consumers' face in accessing their energy usage information provided by new smart grid technologies, and how this impacts utilities' ability to effectively engage and communicate smart grid data to the low-income population. **EE WW**

3F Tribes and Climate Change: Prospects for Energy Futures on Tribal Lands

Room: Grand 9/10

Moderator: Edward Brooks, The Law Office of Edward Brooks

Presenter: Doug Haughn, Professional Energy Services (PES)

More than 1.5 million homes and businesses in the United States have invested in solar heating, water or energy systems. The intent of this session is to build a basis for understanding the current and potential future uses of renewable energies for cost saving and energy consumption on tribal lands. **EE IT TR**

3G §Effective Congressional Advocacy

Room: Harborside B

Moderator: Edward Gingold, Federal Energy Regulatory Commission

Presenter: Joe Gibbons, Energy Equity Alliance

When you get an appointment with a policymaker or staffer, you only have a few moments to get your message across. How can you best accomplish your advocacy goals? LIHEAP is a successful and worthy program, so how can advocates effectively communicate the value of the program to policymakers? This workshop will explore how local advocates can best rally their support into an effective grassroots effort. We will present the “do’s and don’ts” of LIHEAP advocacy and offer effective advocacy techniques and strategies necessary to influence policymakers and create key relationships. **MG PA WW**

5:30PM – 7:00PM Evening Reception

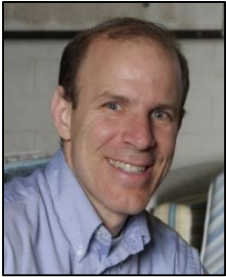
Room: Harborside CDE

Join the Lumbee Tribe of North Carolina -

For a special reception celebrating an American culture, rich in heritage of the Lumbee Tribe in North Carolina. Reconnect with old friends, meet new ones while you enjoy a taste Southeastern North Carolina, traditional singing, dancing and drumming; performed by members of the Lumbee Tribe. Thank you to the Department of Energy of the Lumbee Tribe, as we kick-off the 2015 NEUAC Conference.



DR. MARK BERGEL



Dr. Mark Bergel is the Founder and Executive Director of A Wider Circle, a nonprofit organization founded in 2001. The mission of A Wider Circle is simple: to end poverty for one individual and one family after another. Since its founding, A Wider Circle has served more than 150,000 children and adults in the nation's capital region. Dr. Bergel's efforts to end poverty have led to his selection as Washingtonian of the Year by Washingtonian Magazine and as a 2014 CNN Hero. He earned a Bachelor's degree from Northwestern University and received both Masters and Doctoral degrees from American University.

MARK H. GREENBERG



Mark H. Greenberg Mark Greenberg, Assistant Secretary for the Administration for Children and Families (ACF) at HHS, will provide an HHS update on LIHEAP and other low-income programs. Before joining HHS, Mr. Greenberg directed the Georgetown University Law Center on Poverty, Inequality and Public Policy. He received his law degree from Harvard and has written extensively on issues related to federal and state welfare reform efforts.

KENNETH J. PARKER



Kenneth "Ken" Parker is senior vice president, government affairs and corporate citizenship, of Pepco Holdings, Inc. (PHI), a regional energy holding company that provides utility service to approximately two million customers.

Mr. Parker is the corporate executive responsible for the design and implementation of PHI's stakeholders relations and issues management programs, involving, federal, state and local officials, community leaders, business, consumer and non-profit groups in each jurisdiction area (New Jersey, Delaware, Maryland and District of Columbia). He has in in depth knowledge and extensive experience in mergers, major infrastructure initiatives and reliability projects. His influence has provided critical leadership through three company mergers collaborating and directing external communications with elected officials, regulators, policy makers and community leaders. Prior to becoming senior vice president, Parker served as vice president of public policy.

His career roots with the company extend to the landscaping department with PHI's Atlantic region in 1986. For almost three decades, his responsibilities have been steadily increased to include several management positions within the Atlantic region and throughout the service territory.

CALVIN G. BUTLER



Calvin G. Butler Jr. became chief executive officer of Baltimore Gas and Electric Company (BGE) on March 1, 2014. Butler previously served as BGE's senior vice president, regulatory and external affairs. Butler also served as Exelon's senior vice president of corporate affairs and held other leadership positions within Exelon and BGE's sister company, ComEd (Chicago). Butler played a critical role in helping to successfully navigate company and stakeholder relations during the merger between Exelon and Constellation Energy.

Before joining Exelon in 2008, Butler held leadership positions for eight years with the print, digital and supply chain solutions company RR Donnelley. Butler spent his early career with CILCORP (Central Illinois Light Co.), where he worked in government affairs, legal and operations.

Daily Schedule

MONDAY, JUNE 22

- 7:00 – 5:00 Registration
- 8:00 – 9:00 Continental Breakfast
- 9:00 – 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
- 12:30 – 2:00 Keynote Luncheon
- 2:00 – 3:15 Workshops (*see grid*)
- 3:15 – 3:45 Break in Exhibit Area
- 3:45 – 5:00 Workshops (*see grid*)
- 5:30 – 7:00 Evening Reception

TUESDAY, JUNE 23

- 7:00 – 5:00 Registration
- 7:30 – 9:00 Continental Breakfast & Annual NEUAC 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
- 12:30 – 2:00 Luncheon & Break
- 2:00 – 3:15 Workshops (*see grid*)
- 3:15 – 3:45 Break in Exhibit Area
- 3:45 – 5:00 Workshops (*see grid*)

WEDNESDAY, JUNE 24

- 8:00 – 11:00 Registration
- 8:00 – 10:00 Group Breakfast/Awards Session
- 10:00 – 11:30 § Plenary Session
- 11:30 – 12:00 Closing Remarks/Raffle

Topic Codes	
EE: Energy Efficiency	MG: Internal Management Tool Kit
ED: Education Outreach and Partnerships	PA: Policy & Advocacy
FR: Fundraising	TR: Tribal Issues
IT: Information Technology & Innovation	WW: What Works, Utility & Fuel Fund Best Practices

Sessions at a Glance

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

Monday, June 22, 2015

	<i>Breakout A</i>	<i>Breakout B</i>
Session 1 11:00AM – 12:15PM	What "Unacceptable" Means - How to Engage with Impact MG Room: Harborside B	Achieving High Savings from Low-Income Energy Efficiency Programs EE Room: Harborside A
Session 2 2:00PM – 3:15PM	A "Top 10" Approach to Diversifying Your Fundraising Mix FR MG Room: Grand 3/4	6 Months – 5,000 Multi-Family Homes: Quick-Start Program Strategies EE ED Room: Grand 1/2
Session 3 3:45PM – 5:00PM	How to Create a New Database and Why It Matters IT MG Room: Grand 3/4	RI Statewide Energy Challenge: Find Your Four! Opower Home Energy Reports & On-the-Ground Behavioral Programs EE ED Room: Grand 1/2

Tuesday, June 23, 2015

	<i>Breakout A</i>	<i>Breakout B</i>
Session 4 11:00AM – 12:15PM	Taking Customer Assistance to the Next Level: Designing Customer Centric Programming MG WW Room: Harborside B	Communities in Action – Energy-Efficiency Education Designed for Parents' Community EE Room: Grand 1/2
Session 5 2:00PM – 3:15PM	Effective Oral Presentations MG Room: Grand 3/4	Health-Related Benefits of Low-Income Weatherization & Healthy Homes EE Room: Harborside B
Session 6 3:45PM – 5:00PM	Volunteers, Recruiting, Training and the Benefits of Volunteerism MG WW Room: Grand 3/4	Neighborhood Blitz EE WW Room: Grand 1/2

Sessions at a Glance

Due to printing deadlines, check the conference APP or onsite, for any changes

Breakout C	Breakout D	Breakout E	Breakout F	Breakout G
<p>Competitive Energy Suppliers - What Consumers Need to Know and Why PA WW</p> <p>Room: Grand 1/2</p>	<p>§ Prepay Panel #1 - Prepay 101 EE IT PA WW</p> <p>Room: Grand 7/8</p>	<p>Innovative Distribution Channels to Provide Efficient Products to Hard-To-Reach Customers ED WW</p> <p>Room: Harborside C</p>	<p>Successful Promotional and Fundraising Practices for Fuel Funds FR MG</p> <p>Room: Grand 9/10</p>	<p>§ Dialogue with Federal Officials: Tribal Issues and Technical Assistance MG PA TR</p> <p>Room: Grand 3/4</p>
<p>§ Dialogue With Federal Officials – Agency ED PA</p> <p>Room: Harborside A</p>	<p>§ Prepay Panel #2 – Customer Protection EE IT PA WW</p> <p>Room: Grand 7/8</p>	<p>Shaking It Up: New & Nimble Designs for Low & Moderate Income Programs ED WW</p> <p>Room: Harborside C</p>	<p>Meaningful Corporate Partnerships for Fundraising Success ED FR</p> <p>Room: Grand 9/10</p>	<p>Collaborating Within: Weatherization and the Housing Connection EE ED MG PA</p> <p>Room: Harborside B</p>
<p>§ Dialogue With Federal Officials – Vendors ED PA</p> <p>Room: Harborside A</p>	<p>Cultures of Energy MG WW</p> <p>Room: Grand 7/8</p>	<p>Engaging Low-Income Customers around the Smart Grid EE WW</p> <p>Room: Harborside C</p>	<p>Tribes and Climate Change: Prospects for Energy Futures on Tribal Lands EE IT TR</p> <p>Room: Grand 9/10</p>	<p>§ Effective Congressional Advocacy MG PA WW</p> <p>Room: Harborside B</p>

<p>§ LIHEAP: The Basics and Beyond MG PA</p> <p>Room: Harborside C</p>	<p>Using Data to Profile Low-Income High Energy Users IT WW</p> <p>Room: Harborside A</p>	<p>Baltimore City Initiatives – Service Coordination and Energy Efficiency ED WW</p> <p>Room: Grand 3/4</p>	<p>Who Are You?: Branding, Identity, and Language for Fundraising FR</p> <p>Room: Grand 9/10</p>	<p>Best Practices: Fundraising and Administering LIHEAP FR TR WW</p> <p>Room: Grand 7/8</p>
<p>§ Understanding the Impact of Tribal Nations: Developing Federal Policy and Budget PA TR</p> <p>Room: Grand 1/2</p>	<p>Walk-A-Mile Simulation ED MG</p> <p>Room: Harborside A</p>	<p>Beyond Weatherization: How Innovative Program Strategies Can Enhance Core Low-Income Programs IT WW</p> <p>Room: Harborside C</p>	<p>Big Data, Big Donors: Using Data Analytics to Structure Fundraising Programs FR IT</p> <p>Room: Grand 9/10</p>	<p>The ABC's of Home Heating Affordability: Analyze, Budget, Conserve EE ED WW</p> <p>Room: Grand 7/8</p>
<p>§ LIHEAP Performance Measures ED WW</p> <p>Room: Harborside C</p>		<p>Isolated Tribal Communities: Accommodating the Disabled, Elderly & Those with Medical Needs ED MG TR</p> <p>Room: Grand 7/8</p>	<p>Utility & Nonprofit Relationship Models for Fundraising FR WW</p> <p>Room: Grand 9/10</p>	<p>Getting with the Times: Transforming Utility Bill Assistance from a Traditional Service Delivery Model to a Technology-Driven Process ED IT MG</p> <p>Room: Harborside B</p>

TUESDAY, JUNE 23, 2015

7:30AM – 9:00AM Continental Breakfast & Annual NEUAC Member Meeting

9:00AM – 10:30AM Plenary Session: Digital Advocacy in LIHEAP, *crafting an effective advocacy message*

Room: Grand 5/6

Moderator: Allison Cunningham, American Gas Association

Presenters: Phillip Herndon, NJI Media

Julie Dixon, National Journal

Social media is an increasingly valuable tool for issue advocacy, such as LIHEAP. Whether it be communicating with lawmakers, community leaders or media, this session brings together digital advocacy experts to help you craft compelling messages. We'll also discuss how best to leverage those messages using social media. With a focus on LIHEAP, you'll be able to put what you learn into practice this summer during NEUAC's August recess visits to your state's Congressional offices.

11:00AM – 12:15PM Session 4

4A Taking Customer Assistance to the Next Level: Designing Customer Centric Programming

Room: Harborside B

Moderator: Alita Corbett, Atlantic City Electric

Presenter: Ronnie Mendoza, Austin Energy

Not all customers have the same needs, and providing excellent customer service sometimes requires offering customer assistance programs, whether in the area of low-income assistance, education, weatherization, medical needs, energy efficiency, or more. Hear about opportunities the utility can take to meet other customer needs, and how you may be able to leverage community support services to fill the gaps your utility cannot. **MG WW**

4B Communities in Action – Energy-Efficiency Education Designed for Parents' Community

Room: Grand 1/2

Moderator: Scott Thach, Alliance to Save Energy

Presenters: Tammy Albenzi, PPL Electric Utilities

Kelly Flowers, National Energy Foundation

Tiffany Foland, National Energy Foundation

Educate the community in ways to save on their energy bill using a unique approach. This program is offered in schools in low-income communities. Parent Teacher Organizations or Schools are provided with a financial incentive to host an evening energy-efficiency workshop for parents of children in their school. Attendees participate in an interactive workshop and receive take-home energy-efficiency kits. Attend this session and you will not only learn about the program, you will get to participate in the interactive activities just as an attendee of one of the community workshops would. Be prepared to have fun in this session. **EE**

4C §LIHEAP: The Basics and Beyond

Room: Harborside C

Moderator: Edward Gingold, Federal Energy Regulatory Commission

Presenters: Elizabeth Perl, Congressional Research Service

Travis McAdam, LIHEAP Clearinghouse

This workshop will cover the history of LIHEAP and how it operates at the federal and state levels. Presenters will discuss the origin of federal energy assistance programs, the law governing LIHEAP, and how congressional appropriations influence the formulation and distribution of LIHEAP funds. Presenters will also explain and examine how LIHEAP's block-grant structure gives grantees flexibility when it comes to designing energy assistance programs to help low-income households meet energy needs. **MG PA**

4D Using Data to Profile Low-Income High Energy Users

Room: Harborside A
Moderator: Julie Trachsel, Laclede Gas Company
Presenters: Melanie Edel, Ph.D, Southern California Edison
Anthony Abeta, Southern California Edison

This presentation will be centered on high usage Southern California Edison CARE customers who have been selected to verify their income information within the past 12 months, answering a basic question of who are these high usage customers. The presentation will also show a comparison of high usage CARE customers with the general CARE population. By understanding the characteristics of these high usage CARE customers' vs non high usage CARE customers, utilities and other interested entities can better tailor their programs/policies/services directed at this segment of customer/clients. **IT WW**

4E Baltimore City Initiatives – Service Coordination and Energy Efficiency

Room: Grand 3/4
Moderator: David Conn, BGE
Presenters: Alice Kennedy, Baltimore City Planning Department – Office of Sustainability
Ken Strong, Baltimore City Housing – Weatherization
Lori Cunningham, Baltimore City Community Action Partnership

In 2014 the City of Baltimore received \$52.8 million in funding for a three-year grant from the Maryland Public Service Commission. Baltimore agencies are effectively changing how energy conservation measures and services are provided to City residents, non-profit organizations, small businesses, schools and communities of faith through a coordination of services and benefits. The program ties together community outreach, energy assistance, benefits screening, case management and housing retrofits into a single, cohesive system that matches the multifaceted needs of each citizen to an equally measured, layered response. Learn how this approach has been effective with grant assistance, reduction of energy usage and the coordination of benefits and services. **ED WW**

4F Who Are You?: Branding, Identity, and Language for Fundraising

Room: Grand 9/10
Moderator: Bill Freeman, Fuel Fund of Maryland
Presenters: Dorothy Fuchs, Purple Dot PR
Kate McGuire, CFRE, ARC of Baltimore
Jay McCutcheon, Mission Media

In fundraising, establishing a solid brand that is reinforced on all platforms through the images and words we use is essential because giving is often prompted by an emotional connection to the cause. Images and language are central to fundraising. Whether messages are delivered face-to-face, electronically, by snail mail, or otherwise, the words we use, the images they conjure, and the interpretations they elicit are key drivers of an organization's ability to raise money. **FR**

4G Best Practices: Fundraising and Administering LIHEAP

Room: Grand 7/8
Moderator: Louise Kadinger, Tlingit-Haida Regional Housing Authority
Presenter: Sharol McDade, MACWorx

Guidance toward best practices of tribal program administration, fundraising, and outreach can be invaluable. These practices should be useful tools to officials in administering tribal programs in the absence of available resources. These practices should not be viewed as mandatory regulatory guidance; instead they should be viewed as techniques that are useful in performing and developing the administrative function. **FR TR WW**

Sessions by Day

12:30PM – 1:45PM Luncheon

Room: Grand 5/6

Speaker: Kenneth “Ken” Parker, Pepco Holdings, Inc.

Kenneth J. Parker has been Senior Vice President of Government Affairs and Corporate Citizenship of Pepco Holdings, Inc. since September 1, 2012. Mr. Parker, who before that served as Vice President of PHI Public Policy, began his career in 1986 with PHI’s Atlantic Region in the company’s Landscaping Department. Since then he held positions including service building attendant (IBEW Local 210), distribution right-of-way representative, senior government legislative representative, manager of Customer & Community Relations, regional account manager, manager of Government Affairs, regional vice president (ACE Region), and president of PHI’s ACE Region. Raised one of 10 children who lost their parents when Ken was just two, his story of faith, family and giving to others has inspired countless audiences around the nation.

2:00PM – 3:15PM Session 5

5A Effective Oral Presentations

Room: Grand 3/4

Moderator: Lori Shaffer, Kansas City Power and Light

Presenter: Sue Gove, Ph.D., Gove Group, Inc.

Are you pleased with the presentations you give? Most presenters are passionate about the subject matter they are presenting and can’t wait to share every detail of the subject with their audiences. However, sometimes it is just too much information, and your audience is overwhelmed. This workshop will help you hone in on the information needs of each individual audience, capture and hold the attention of the audience and feel comfortable and confident during your presentations. **MG**

5B Health-Related Benefits of Low-Income Weatherization & Healthy Homes

Room: Harborside B

Moderator: Jennifer Gremmert, Energy Outreach Colorado

Presenters: Bruce Tonn, Oak Ridge National Laboratory, Oak Ridge, TN

Erin Rose, Oak Ridge National Laboratory, Oak Ridge, TN

Ruth Ann Norton, Green and Healthy Homes Initiative, Baltimore, MD

This session will address the health-related benefits of low-income weatherization and healthy homes programs. Results will be presented from the national evaluation of the U.S. Department of Energy’s Weatherization Assistance Program and evaluation of Baltimore’s Green and Healthy Homes Initiative (GHHI). The session will have three speakers and components. Bruce Tonn will briefly present some energy savings results of a national survey of weatherization program recipients (pre- and post-weatherization) that describe significant health improvements. He will also discuss the monetized values for a dozen of these benefits. Erin Rose will present the results of a study of the Opportunity Council’s Weatherization Plus Health program that features an in-depth assessment of Medicaid costs incurred by children with asthma in treatment and control homes pre- and post-weatherization. Ruth Ann Norton will provide an overview of GHHI and findings related to the synergistic benefits of braiding weatherization and healthy homes programs along with other programs that benefit low-income households that are implemented at the local level. **EE**

5C Understanding the Impact of Tribal Nations: Developing Federal Policy and Budget

Room: Grand 1/2

Moderator: Tammy Maynor, The Lumbee Tribe of North Carolina

Presenters: Edward K. Brooks, The Law Office of Edward Brooks

Chris Hickling, Edison Electric Institute

Rollie Wilson, Fredericks Peebles & Morgan, LLP

Issues throughout Indian Country present completely different and unique characteristics. On many policy and budgeting issues, Native peoples, tribal governments, and nations are important policymakers in partnership with the federal and state governments. This session takes a broad approach at advocating for tribally driven policy solutions at the tribal, federal, state and local level. **PA TR**

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5D Walk-A-Mile Simulation

Room: Harborside A

Moderator: Liz Crammond, United Way of Central Maryland

United Way of Central Maryland's Walk a Mile Experience is an interactive learning tool where participants assume the role of a family member living at or near the poverty line and are challenged to make life-decisions while overcoming a lack of resources and a confusing support system. Always one of the most popular experiences at NEUAC, Walk A Mile will leave you with an unforgettable firsthand taste of the challenges facing those we serve every day. **ED MG**

5E Beyond Weatherization: How Innovative Program Strategies Can Enhance Core Low-Income Programs

Room: Harborside C

Moderator: Kim Campbell, TXU Energy

Presenters: Heather Roth, Opower
Serj Berelson, Opower

Most utilities understand the risk of neglecting low-income customers, which is why there has been a focus on deploying energy efficiency, energy education, and customer engagement programs for this customer segment. In fact, engaging low-income customers in these types of programs can drive a wide range of benefits. Effective low-income customer engagement programs generate both energy and non-energy related benefits such as improved quality of life for the customer, and lower cost-to-serve for the utility. **IT WW**

5F Big Data, Big Donors: Using Data Analytics to Structure Fundraising Programs

Room: Grand 9/10

Moderator: Wendy Wolff, Maryland Nonprofits

Presenters: Leslie Alacbay, Echo Communications
Jordan Grable, Echo Communications
Bill Freeman, Fuel Fund of Maryland
Joe Casalino, IQ Strategic Communications
Tasha Walsh, Simplicity Metrics

While data and analytics have long been a part of most successful fundraising programs, never before have organizations had access to so many key bits of information that can help them understand their current donor base, better segment for targeted messaging, and model acquisition prospects. The great challenge and, indeed, the great opportunity is to transform the impersonal nature of data into a personal inclination to give, give more, and give again.

In order to effectively communicate the key messages of the session and meaningfully engage the audience, this session will feature a half hour of engaging (even fun) interactive data analysis based on Nate Silver's *The Signal and the Noise*.

This will be followed by the presentation of a case study of how the Fuel Fund of Maryland used predictive modeling to increase new donor acquisition by 176% in a single year and how the model was further refined to identify additional prospects. **FR IT**

Sessions by Day

5G The ABC's of Home Heating Affordability: Analyze, Budget, Conserve

Room: Grand 7/8

Moderator: Rhonda Harper, Citizens Energy Group

Presenters: Ruth Swift, Thames Valley Council for Community Action, New London, CT
Zach St. John, Thames Valley Council for Community Action, New London, CT
Jason Martin, Thames Valley Council for Community Action, New London, CT
Kimberly Barry, Thames Valley Council for Community Action, New London, CT

Thames Valley Council for Community Action, Inc. distributes over six million dollars of Energy Assistance benefits (LIHEAP), to nearly ten thousand households in New London County annually. A high percentage of these households come to us with heating emergencies and utility shut-offs, drawing attention to the necessity for nontraditional approaches to address home heating needs. The Energy Assistance Program partnered with Thames Valley Council for Community Action's (TVCCA) Financial Education department to develop a workshop titled The ABC's of Home Heating Affordability: Analyze, Budget, and Conserve. This workshop seeks to educate households to recognize spending habits, financial commitments and develop a strong household budget geared toward meeting essential household expenses, and to adopt effective energy conservation practices to reduce energy usage.

The Analyze, Budget and Conserve workshop provides participants with a number of tools to assist in the development of their own household budget including a Spending Diary to record daily spending habits, calendar template to document when bills are due, two copies of a Household Budget Worksheet to finalize a household budget, and by request, an electronic version of the Household Budget Worksheet that calculates and compares income and expense totals. Participants also receive an overview of energy conservation services available through their local utility company and a booklet that lists effective energy conservation practices that when adopted can lower Energy usage, and in turn lower Energy costs.

Participants are asked to complete a workshop evaluation at the end of the presentation to measure the quality of the workshop, increased awareness of household budgeting skills, and energy conservation techniques. At the end of the workshop participants may request a personalized coaching session with trained TVCCA staff to develop and strengthen their own household budget. **EE ED WW**

3:45PM – 5:00PM Session 6

6A Volunteers, Recruiting, Training and the Benefits of Volunteerism

Room: Grand 3/4

Moderator: Elizabeth "Liz" Berube, Citizens for Citizens, Inc. (CFC)

Presenters: Elizabeth Brister, Entergy Mississippi, Inc.
Orlando Velez, Housing Services Habitat for Humanity of Washington, DC
Trish Lindvall, Sacramento Municipal Utility District

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 that volunteer. This session will explore one corporation's commitment to the community with their corporate volunteer program. It will also address the how non-profits recruit and retain the volunteers necessary to provide services that without volunteers would not be possible. **MG WW**

6B Neighborhood Blitz

Room: Grand 1/2
Moderator: Susan Mais, National Grid
Presenters: MaryBeth Basha, National Grid
Kate Granger, National Grid
Michael DiRamio, ICF International
Sharon Palmer, DTE Energy

Targeting a low-income neighborhood and weatherizing homes in that neighborhood on one day not only provides needed assistance in reducing energy bills but also provides an opportunity for media attention. Media attention in turn generates more customers accepting weatherization. A neighborhood blitz is not easy to do. It requires hours of preparation and coordination. However, it is worth the effort.” Learn from experts on how to successfully bring a neighborhood blitz to your community including sharing the media response to the blitz. This session will provide a framework for a successful neighborhood blitz. **EE WW**

6C §LIHEAP Performance Measures

Room: Harborside C
Moderator: Susan Marshall, Alaska Department of Health and Social Services – Division of Public Assistance
Presenters: Susan Marshall, Alaska Department of Health and Social Services – Division of Public Assistance
Melissa Torgerson, APPROSE/Verve Associates, LLC

This workshop will highlight steps that states and vendors have taken to prepare for collection and reporting of LIHEAP performance measure data. This includes highlighting promising practices among both grantees and vendors. **ED WW**

6D Walk-A-Mile Simulation (continued from Session 5D)

6E Isolated Tribal Communities: Accommodating the Disabled, Elderly & Those with Medical Needs

Room: Grand 7/8
Moderator: Louise A. Kadinger, Tlingit-Haida Regional Housing Authority
Presenter: Randy Slikkers, CANAR, Inc.

It is often a challenge to help those with special needs and those living outside the norm due to geographical location, cultural differences, specific health conditions, disabilities and even age. This session will explore ways to ensure services are provided to those isolated communities. **ED MG TR**

6F Utility & Nonprofit Relationship Models for Fundraising

Room: Grand 9/10
Moderator: Wendy Wolff, Maryland Nonprofits
Presenters: Bill Freeman, Fuel Fund of Maryland
Kelly Caplan, Washington Gas/Washington Area Fuel Fund (WAFF)
David Conn, BGE
Leslye Wooley, The Salvation Army National Capital Area Command
Mike Bradford, The Salvation Army Georgia Division

Fuel funds typically are either run by the utility or operated independently. The two basic models of fuel funds relate to their either being run by the utility or operating independently. There are certainly good reasons for each approach and both feature a variety of dynamic advantages and disadvantages. This session will look at specific examples of different models and examine the effectiveness of each to spur robust discussion regarding the current state of such operations and their potential evolution. **FR WW**

6G Getting with the Times: Transforming Utility Bill Assistance from a Traditional Service Delivery Model to a Technology-Driven Process

Room: Harborside B

Moderator: Petra DeCaille-Poleon The Salvation Army – New York

Presenters: Richard Doran, Fuel Fund of Maryland
Irina Fedorova, Fuel Fund of Maryland
Sam Impink, Fuel Fund of Maryland

The Fuel Fund of Maryland, a private nonprofit agency, started more than 30 years ago as the Victorine Q. Adams Fuel Fund, arguably the first such fund established in the country. Throughout the ensuing years the agency has grown from a single Baltimore City Councilwoman who asked her family and friends for the money she used to help low-income constituents pay their utility bills into a thriving agency on the verge of technologically revolutionizing the methods used to assist people.

This session will offer background on the “traditional” service model involving multiple visits by clients to an agency and on average 2 or more hours of staff time per client. This will be contrasted with our new service model in which most clients do not go to an agency at all and staff time per client can be less than a half hour. The benefits and detriments of each approach will be presented and discussed. We will examine both how technology is used internally for processing and analytics, as well as externally through the clients’ use of smart phones and other technology. We will also explore how we re-defined long-standing partnerships with the utility company, area service providers, and our own local fuel fund agencies. **ED IT MG**

WEDNESDAY, JUNE 24, 2015

8:00AM – 10:00AM Breakfast, NEUAC Annual Service Awards, preview of the 2016 conference (June 6-8, 2015, Denver, CO)

Room: Grand 5

Presenter: John Rich, NEUAC President

Time to celebrate and recognize the achievements of our colleagues as we present the following awards:

- The NEUAC Sister Pat Kelley Achievement Award
- The NEUAC Victorine Q. Adams Award
- The NEUAC Corporate Excellence Award

10:00AM – 11:30AM §Plenary Session: 111D Panel

Room: Grand 5

Moderator: Chris Hickling, Edison Electric Institute (EEI)

Presenters: Joe Goffman, Assistant EPA administrator responsible for the new 111D rules
Eugene “Gene” Trisko, prominent energy economist & environmental attorney
Benjamin Longstreth, senior attorney, National Resources Defense Council (NRDC)

Panelists will touch on the background and process for new and sweeping emissions rules being drafted by the Environmental Protection Agency (EPA). Learn what you can do to get involved at the state level to advocate for low-income consumers.

11:30AM – 12:00PM Closing remarks and raffle drawings



★ Baltimore Marriott Waterfront

Scholarships

To assist our members, NEUAC and some of our generous supporters have provided six scholarships to this year's conference. The scholarships include:

- The Sister Pat Kelley Scholarship, named in honor of the founder of the National Fuel Funds Network;
- The Victorine Q. Adams scholarship, which honors the fuel fund pioneer and long-time member of the Baltimore City Council;
- The Gove Group, Inc. scholarship, from our conference management company; and
- Many individual NEUAC members and contributors.

NEUAC 2015 Conference Committee

A special thank you to the 2015 Conference Chairs:

David Conn, BGE; Deb Davis, Columbia Gas of Maryland; Mary Ellen Vanni, Fuel Fund of Maryland

Thanks to our many volunteers, local and beyond...

Blair Adams, Community Action Partnership, MD
Stephanie Avinger, Paul's Place, MD
Michael D. Bell, Washington Gas, Washington D.C.
Jean Bethel, Office of the People's Counsel, Washington D.C.
Saundra Bond, United Way of Central Maryland, MD
Anne Brinker, Community Action Council of Howard Co., MD
Kelly Caplan, Washington Gas, Washington D.C.
Elizabeth Chant, Vermont Energy Investment Corp., VT
Alita T. Corbett, Atlantic City Electric (PEPCO Holdings), NJ
Isaac Cotton, Department of the Environment, Washington D.C.
Lori Cunningham, Community Action Partnership, MD
Michael Davenport, Baltimore Gas and Electric Co., MD
Vicki DeKoekkoek, NEADA, Washington D.C.
Richard Doran, Fuel Fund of Maryland, MD
Kenley Farmer, Dept. of the Environment, Washington D.C.
Jennifer Ference, Dollar Energy Fund, PA
Bill Freeman, Fuel Fund of Maryland, MD
Ricky Gratz, Opower, VA
Rhonda Harper, Citizens Energy Group, IN
Michael Hoy, Delmarva Power (PEPCO Holdings), MD

Ted Humphrey, Southern California Gas Company, CA
Jim Jacob, New Jersey SHARES, Inc., NJ
Linda Jefferson, Office of the People's Counsel, Washington D.C.
Jana Katz, Sacramento Municipal Utility District, CA
Flo Walker Knox, The Salvation Army, USA Headquarters, VA
Ralph Markus, Maryland Office of Home Energy Programs, MD
Sandy Monck, United Way of Central Maryland, MD
Pamela Nelson, Office of the People's Counsel, Washington D.C.
Danielle Phelps, Fuel Fund of Maryland, MD
Chad Quinn, Dollar Energy Fund, PA
John Rich, Mid America Assistance Coalition, MO
Cindy Riely, Office of People's Counsel, MD
Carmen Rudshagan, Southern California Gas Company, CA
Greta Shelton, Southern California Gas, CA
Sadie Smith, Paul's Place, MD
Patrick Strickland, Lumbee Tribe of North Carolina, NC
Julie Trachsel, Laclede Gas, MO
Carol Weitz, Spokane Neighborhood Action Partnership, WA
Ingrid Woods, Baltimore Gas and Electric Co., MD

Thank you to our session track leaders:

Internal Management: **Edward Gingold**
Energy Efficiency: **Ricky Gratz**
Utility & Fuel Fund Best Practices: **Carmen Rudshagan**
Policy & Advocacy: **Chris Hickling**

Fundraising: **Bill Freeman**
Tribal Issues: **Patrick Strickland**
Education Outreach & Partnerships: **Deb Davis**
Information Technology & Innovation: **Deb Davis**

Additional thanks to these volunteers for their help securing exhibitors, CLE credits, managing our silent auction, and supporting our conference APP:

Barbara Gomes, New Jersey SHARES, Inc.
Edward Gingold, Federal Energy Regulatory Commission
Tanya Brothers, HeartShare Human Services of Brooklyn, NY
Ryan Beabout, NiSource



Baltimore Skyline at Night
Photo Credit: Visit Baltimore

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Distributed Energy Financial Group

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DTE Energy

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Mid America Assistance Coalition

National Grid

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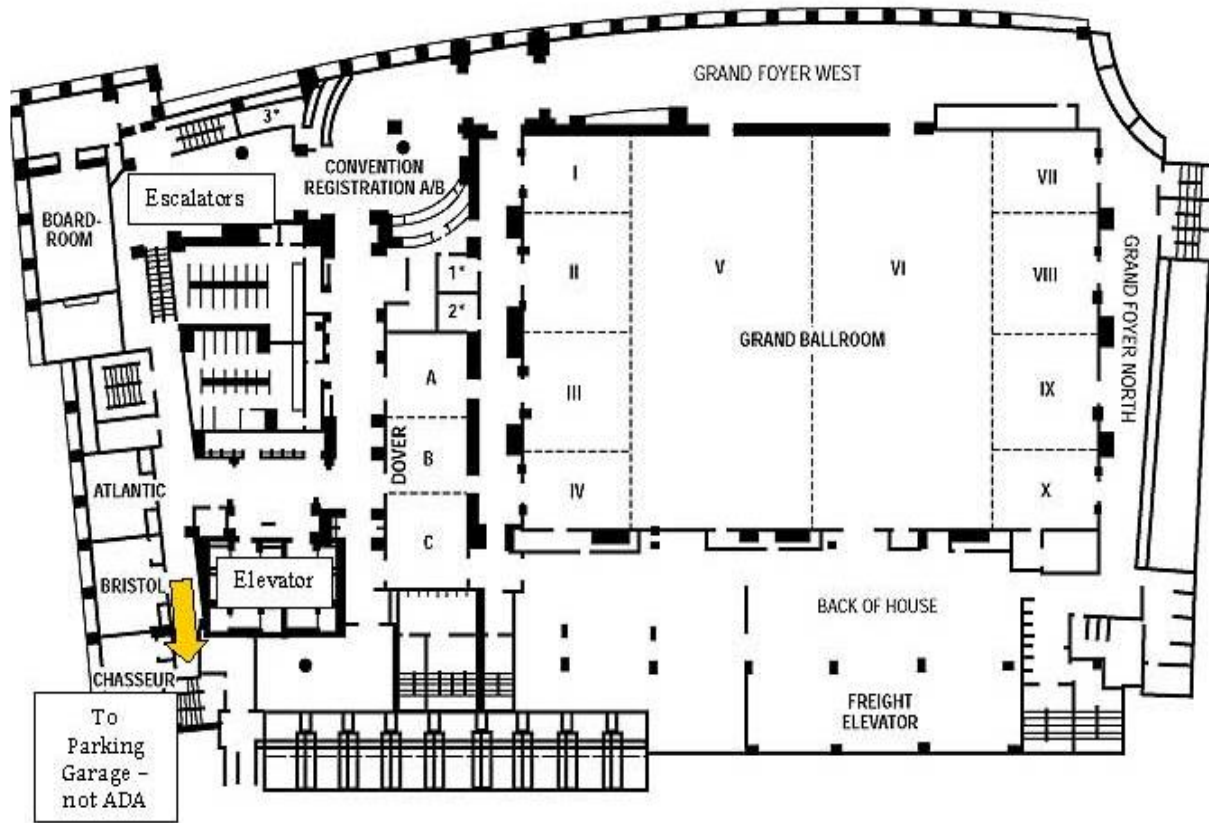
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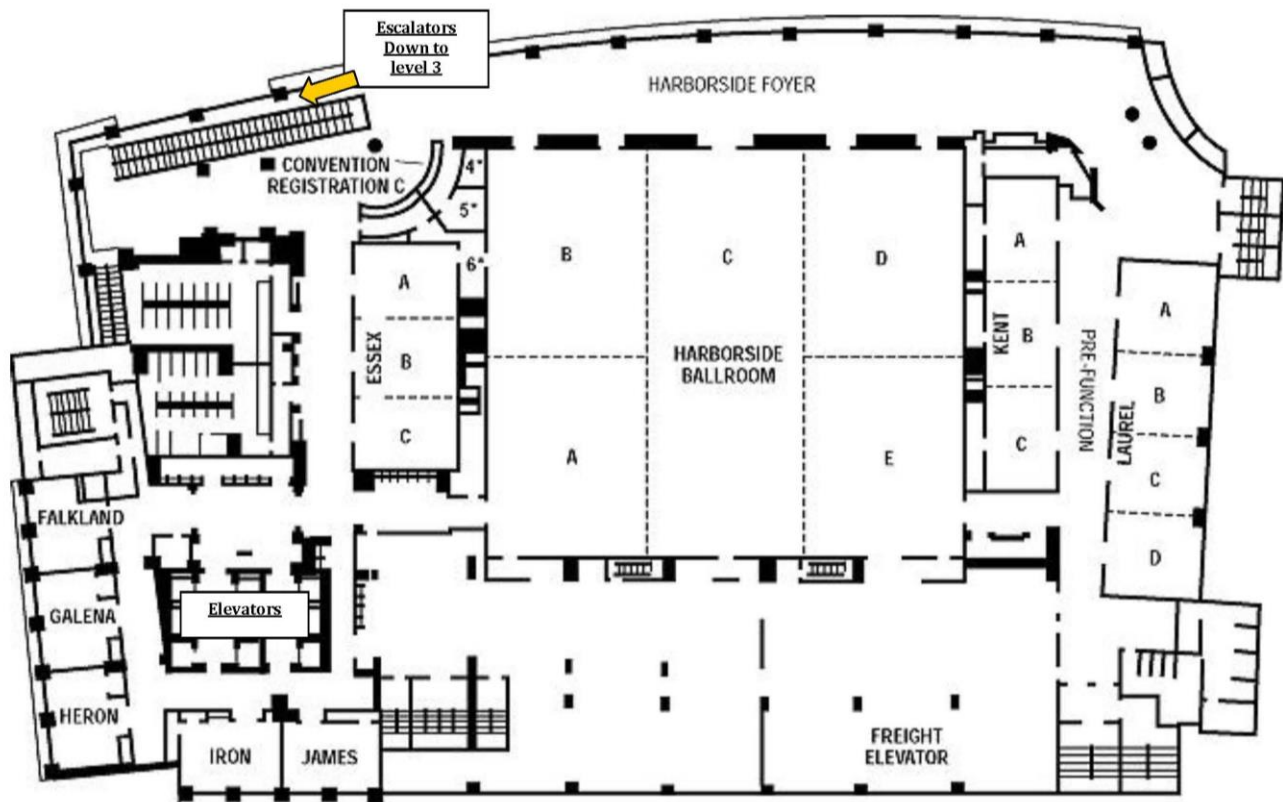
Vermont Energy Investment Corp

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HARBORSIDE BALLROOM – LEVEL 4



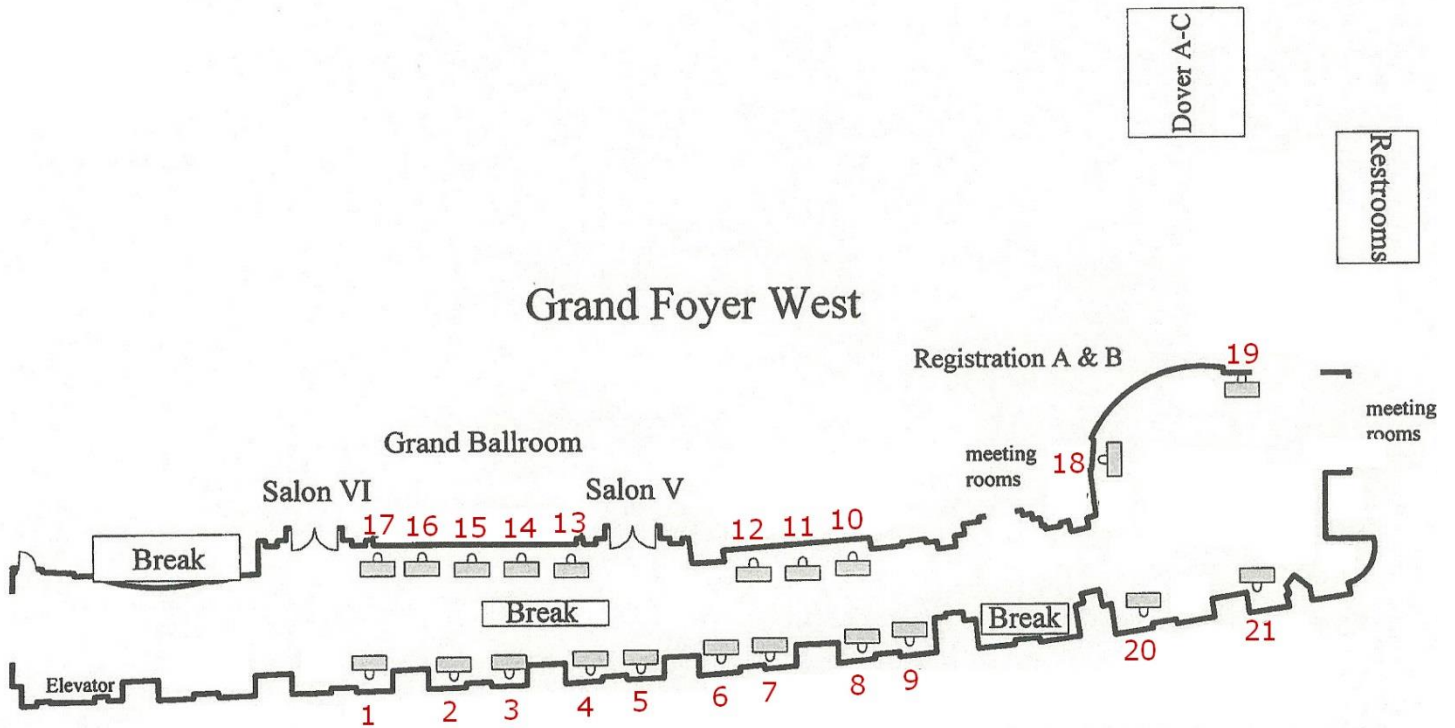


Table Number: Exhibitor:

1	BriteStar
2	Thorpe Energy Services
3	Utility Appointment
4	Resource Action Programs
5	Exceleron Software
6	EMBERTEC USA LLC
7	Heat Smart
8	National Energy Foundation
9	Dollar Energy
10	BGE
11	Mid America Assistance Coalition
12	Pepco Holdings, Inc.
13	Project Energy Savers
14	Computer Data Services LLC
15	Opower
16	Distributed Energy Financial Group
17	AM Conservation Group, Inc.
18	Columbia Gas of MD and PA
19	Lumi
20	NEUAC Membership
21	Children's Sickle Cell Foundation



Baltimore Marriott Waterfront



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