



2016

**neuac**

National Energy and Utility  
Affordability Coalition

Annual  
**Conference**

**Building Bridges: The New Frontier**

June 6-8, 2016

Sheraton Denver Downtown Hotel  
Denver, CO





# LEADING THE WAY

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



# Welcome to the 2016 Annual Conference

## *Building Bridges: The New Frontier!*

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

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

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

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

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

Sincerely,

*John Rich*

P.S. Be sure to follow along with our downloadable LumiShow NEUAC2016

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# About NEUAC (The Coalition)

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

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

NEUAC is located in Denver, Colorado.

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Denver, CO 80203

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Info@NEUAC.org

www.NEUAC.org

## NEUAC Governing and Advisory Boards

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### Executive Committee

**John Rich**, *President*, Mid America Assistance Coalition

**Kim Campbell**, *First Vice President*, TXU Energy

**Chad Quinn**, *Second Vice President*, Dollar Energy

**Elizabeth Brister**, *Secretary*, Entergy Corporation

**Jim Jacob**, *Treasurer*, New Jersey SHARES

### Governing Board of Directors

**Alliance to Save Energy**, Scott Thatch

**BG&E**, David Conn

**Citizens Energy Group**, Rhonda Harper

**Dollar Energy Fund**, Chad Quinn

**DTE Energy**, Winston Feeheley

**Energy Outreach Colorado**, Skip Arnold/Jennifer Gremmert

**Entergy**, Elizabeth Brister

**Florida Power and Light**, Lou Gonzalez/Steve Whitworth

**H.E.A.T. Inc.**, Janet Joseph

**HeartShare Human Services of NY**, Tanya Brothers

**Lumbee Tribe of North Carolina**, Patrick Strickland

**Mid-America Assistance Coalition**, John Rich

**National Energy Foundation**, Gary Swan

**NCAT**, Sherry Vogel

**New Jersey SHARES**, Jim Jacob/Barbara Gomes

**NiSource**, Deb Davis

**PEPCO**, Alita Corbett

**Salvation Army Georgia**, Mike Bradford

**Salvation Army National**, Petra DeCaille-Poleon

**Sacramento Municipal Utility District**, Rian Troth

**Southern California Gas Company**, Carmen Rudshagen

**The Heart and Warmth Fund**, Saunteel Jenkins

**TXU Energy**, Kim Campbell

**Vermont Energy Investment Corporation**, Mary

Sprayregen/Elizabeth Chant

### Ex-Officio Members

**American Gas Association**, Brian Caudill

**American Public Power Association**, John Godfrey

**Edison Electric Institute**, Chris Hickling

**Federal Energy Regulatory Commission**, Jacqueline Holmes/  
Edward Gingold

**National Assoc. of Regulatory Commissioners**

**NEADA**, Susan Brown

**NRECA**, Tammy Embrey

**U.S. Department of Energy**

**U.S. Department of HHS**, Leon Litow

### Advisory Board of Directors

**APPRISE**, David Carroll/Jackie Berger

**Citizens for Citizens**, Elizabeth Berube

**First Energy**, Lisa Watson

**Integrus Energy**, Jim Phillippo

**Laclede Gas**, Sherri Hann

**Midwestern Governor's Association**, Jesse Heier

**NASCSP**, Katrina Metzler

**NEADA**, Mark Wolfe

**New England Farm Workers' Council**, John Keeney

**Opower**, Ricky Gratz

**Pacific Gas and Electric Company**, Silvia Aldana

**People's Community Action Corporation**, Jacki Hutchinson

**PSE&G**, Claire Bartolomeo/Rosa M. Pagnillo-López

**San Diego Gas and Electric**

**United Services Community Action Agency**, Clifton Campbell

**Xcel Energy**, Patrick Boland



# General Information

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## NEUAC Conference App

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

## Workshops & General Sessions Locations

All workshop and general session information and locations are available on your conference App and are listed in the "Detailed Conference Schedule" section of this program and on the program grid contained on pages 6 and 7 of 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 is seeking Continuing Legal Education (CLE) credit from the accrediting authorities of many states. The conference will assist in securing credit for lawyers from other jurisdictions which participate in the American Bar Association reciprocity agreement. Conferees seeking CLE credit must sign in and out of the CLE sessions which they attend to verify their attendance. For more information, please visit the Conference Registration Desk.

## Evaluation Forms & Raffles

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

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

## Badges & Ribbons

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

## Spouses & Guests

Spouses and guests of registered NEUAC attendees are welcome to attend any of the conference receptions, continental breakfasts or luncheons. Tickets and conference badges for each event may be purchased at the 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 \$37/day for self-parking and \$45/day for valet parking.

## Check Out Without Missing Out

Check-out time at the hotel is 12:00 noon. Please ask the bell captain to store your luggage so you may attend the exciting sessions and be present for 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 a life threatening event, call 911. For other illnesses or injury the closest urgent care facility is: Concentra Urgent Care at 1730 Blake Street #100, Denver, CO 80202 (Phone: (303) 292-2273). Also, please review the emergency information in your guest room to familiarize yourself with emergency procedures. Acquaint yourself with the locations of the closest emergency exits in the public areas of the hotel, and follow the instructions of the hotel's security staff.

# NEUAC Agenda

## Monday, June 6, 2016

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

## Tuesday, June 7, 2016

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

## Wednesday, June 8, 2016

- 8:00 – 9:00 Group Breakfast
- 9:00 – 10:00 Plenary Session
- 10:00 – 10:15 Break
- 10:15 – 11:30 The 3 R’s
- 11:30 – 12:00 Closing Remarks
- 1:00 – 4:00 Tours

# Conference Workshops

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

## Monday, June 6, 2016

	<i>Breakout A</i>	<i>Breakout B</i>
<b>Session 1</b> 11:00AM – 12:15PM	Outreach: Rural and Urban Populations <b>Room: Plaza D</b>	Zero Energy Modular Homes to Replace Mobile Homes <b>Room: Governor’s Square 12</b>
<b>Session 2</b> 2:00PM – 3:15PM	Providing Self-Sufficiency Services to Vulnerable Populations <b>Room: Plaza D</b>	Evaluating Impact - Do It Right or Not at All! <b>Room: Governor’s Square 12</b>
<b>Session 3</b> 3:45PM – 5:00PM	Partnering to Provide Self-Sufficiency Services to Low-Income Populations – Creating Opportunities and Independence Through Internet Adoptions <b>Room: Plaza D</b>	Residential Engagement Energy Savings in Subsidized Public Housing <b>Room: Governor’s Square 12</b>

## Tuesday, June 7, 2016

	<i>Breakout A</i>	<i>Breakout B</i>
<b>Session 4</b> 11:00AM – 12:15PM	Generational Communication Differences - Latino Population <b>Room: Plaza D</b>	Health and Safety: Who Pays the Bill <b>Room: Governor’s Square 12</b>
<b>Session 5</b> 2:00PM – 3:15PM	§ Addressing the Unique Issues of Domestic Violence Victims <b>Room: Plaza D</b>	Painting the U.S. Energy Affordability Landscape: Opportunities for Alleviating Fuel Poverty with Energy Efficiency <b>Room: Governor’s Square 12</b>
<b>Session 6</b> 3:45PM – 5:00PM	Vulnerable Populations: Trends and New Approaches <b>Room: Plaza D</b>	Best Practices in Low-Income Energy Efficiency Programming <b>Room: Governor’s Square 12</b>

<i>Breakout C</i>	<i>Breakout D</i>	<i>Breakout E</i>	<i>Breakout F</i>	<i>Breakout G</i>
<p>§ Utility of the Future - Deeper Dive</p> <p><b>Room: Governor's Square 15</b></p>	<p>§ Dialogue With the Feds</p> <p><b>Room: Governor's Square 14</b></p>	<p>Power Up! Connecting Your Community Through Volunteers</p> <p><b>Room: Governor's Square 17</b></p>	<p>Effective Strategy for Customer Outreach</p> <p><b>Room: Plaza E</b></p>	<p>§ Understanding the Impact of Tribal Nations: A Guide to Federal Advocacy</p> <p><b>Room: Governor's Square 16</b></p>
<p>§ LIHEAP 101</p> <p><b>Room: Governor's Square 15</b></p>	<p><b>IN PROGRESS</b></p> <p><b>Room: Governor's Square 14</b></p>	<p>Do Solar Gardens Grow Funds for Energy Assistance?</p> <p><b>Room: Governor's Square 17</b></p>	<p>§ How to Successfully Implement a Low-Income Rate and Why</p> <p><b>Room: Plaza E</b></p>	<p>Dialogue with the Federal Officials: Tribal Issues and Technical Assistance</p> <p><b>Room: Governor's Square 16</b></p>
<p>§ Effective Advocacy - How to Get Wins in Your State</p> <p><b>Room: Governor's Square 15</b></p>	<p>LIHEAP Assistance for U.S. Veterans</p> <p><b>Room: Governor's Square 14</b></p>	<p>Effective Oral Presentations</p> <p><b>Room: Governor's Square 17</b></p>	<p>Increasing Low-Income Self-Sufficiency</p> <p><b>Room: Plaza E</b></p>	<p>eLab Leap: Facilitating a Social Change Lab Approach to Low-Income Energy Challenges</p> <p><b>Room: Governor's Square 16</b></p>

<p>§ Clean Power Plan: Clean Energy Incentive Program: Deeper Dive</p> <p><b>Room: Governor's Square 15</b></p>	<p>Energy Assistance and Education: "21st Century Results = Customer Engagement"</p> <p><b>Room: Plaza E</b></p>	<p>Fundraising for Disaster Recovery</p> <p><b>Room: Governor's Square 17</b></p>	<p>Assisting Low-Middle Income Households with Utilities Using Cloud Computing Technology</p> <p><b>Room: Governor's Square 14</b></p>	<p>The Talking Circle: Cultural Competence and a Sensitive Approach to Serving Tribal Nation</p> <p><b>Room: Governor's Square 16</b></p>
<p>§ Pre-Paid Electricity: The Future of Low-Income Energy Delivery</p> <p><b>Room: Governor's Square 15</b></p>	<p>Energy Workshop for Children</p> <p><b>Room: Plaza E</b></p>	<p>Pioneering Partnerships to Fund Energy Assistance</p> <p><b>Room: Governor's Square 17</b></p>	<p>Energy Efficiency Through Technology</p> <p><b>Room: Governor's Square 14</b></p>	<p>Managing a Non-Profit: Navigating the Unique HR Challenges</p> <p><b>Room: Governor's Square 16</b></p>
<p>Want to Raise a Million? See How Several States Directed Utility Escheats to Assistance Programs</p> <p><b>Room: Governor's Square 15</b></p>	<p>Helping Low to Moderate-Income Families with Utility Service</p> <p><b>Room: Plaza E</b></p>	<p>Employee and Customer Campaigns</p> <p><b>Room: Governor's Square 17</b></p>	<p>§ Leveraging Smart Meters to Benefit Low-Income Customers</p> <p><b>Room: Governor's Square 14</b></p>	<p>LIHEAP Performance Measures</p> <p><b>Room: Governor's Square 16</b></p>

# Detailed Conference Schedule

Monday, June 6, 2016

**7:00AM – 8:30AM Continental Breakfast**

Room: Plaza Foyer Exhibit Area

**8:30AM – 10:30AM Opening General Session**

Room: Plaza ABC

**Welcome and Introductions**

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

**§ Utility Rates of the Future and Their Impact on Vulnerable Households**

Moderator: Bill Malcolm, AARP  
Speakers: Barbara Alexander, Consumer Affairs Consultant  
Phil Hanser, The Brattle Group  
Bill Malcolm, AARP

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



Barbara Alexander



Phil Hanser



Bill Malcolm

**11:00AM – 12:15PM Session 1**

**1A Outreach: Rural and Urban Populations**

Room: Plaza D  
Moderator: Winston Feeheley, DTE Energy  
Presenters: Jamie Curtis, The Salvation Army - WMNI DHQ  
Chere Coleman, Michigan Community Action

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

**1B Zero Energy Modular Homes to Replace Mobile Homes**

Room: Governor’s Square 12  
Moderator: Jo-Ann Choate, JAI Software  
Presenter: Elizabeth Chant, Vermont Energy Investment Corporation  
Alison Donovan, Vermont Energy Investment Corporation

In 2012, Tropical Storm Irene destroyed, in Vermont, more mobile homes than any other housing type in the state. Mobile and manufactured homes are an important part of Vermont’s affordable housing stock. The effort to rebuild those homes lost in the storm focused on creating something that was more durable, affordable, and sustainable. Affordable housing providers successfully partnered with energy efficiency experts and a modular homebuilder to create the VerMod, which is a modular home built to fit on the original footprint of a mobile home. With solar photovoltaic the home is net zero in energy use, even in Vermont’s harsh winter climate. Most important, this all-electric healthy home can be financed as real property. The Vermont program is successful, with more than two dozen homes placed. Learn how this team is now working to bring this successful model to other states.



## 1C § Utility of the Future - Deeper Dive

Room: Governor's Square 15

Moderator: Bill Malcolm, AARP

Presenters: Phil Hanser, The Brattle Group

Barbara Alexander, Consumer Affairs Consultant

Bill Malcolm, AARP

The proliferation of distributed energy resources, for example, solar photovoltaic, demand response and energy storage is challenging the traditional electric industry business model, where sales growth pays for infrastructure investment and increased utility profit. People are starting to contemplate what the utility of the future should look like. Take a deeper dive into this workshop that is a follow up to the plenary session on this topic.

## 1D § Dialogue With the Feds

Room: Governor's Square 14

Moderator: Jacqueline Holmes, Federal Energy Regulatory Commission

Presenters: Lauren Christopher, US Department of Health and Human Services - Administration for Children and Families

Akm Rahman, US Department of Health and Human Services - Administration for Children and Families

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

## 1E Power Up! Connecting Your Community Through Volunteers

Room: Governor's Square 17

Moderator: Michael J. Bradford, Project SHARE - The Salvation Army Georgia Division

Presenters: Trish Lindvall, Sacramento Municipal Utility District (SMUD)

Trisha Koizumi, Habitat for Humanity of Metro Denver

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

## 1F Effective Strategy for Customer Outreach

Room: Plaza E

Moderator: Joshua Wolfe, Project Energy Savers

Presenters: Bill Bradshaw, NJ Natural Gas

Nicole O'Connor, Energy Outreach Colorado

Howard Brooks, The Energy Resource Center

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

## 1G § Understanding the Impact of Tribal Nations: A Guide to Federal Advocacy

Room: Governor's Square 16

Moderator: Bob Gough, InterTribal Council on Utility Policy (COUP)

Presenter: Ben Nuvamsa, Kiva Institute

Legalizing Sustainability and Resilience! This session will take a broad look at existing contemporary legal frameworks and concepts found in statutes, regulations and codes designed for utilities, infrastructure and resource development institutions deeply rooted in the realities of the 19th and 20th centuries but which present challenges facing the developing realities of the 21st century, using examples in the areas of energy transmission, water usage and building codes. Participants will be invited to discuss examples from their own areas and experience, and will collaborate at considering both potential changes and how to advocate for and/or implement such solutions.

# Detailed Conference Schedule

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## 12:30PM – 2:00 PM Luncheon Program – Keynote Speaker

Room: Plaza ABC

Introduction: Patty Riddlebarger, Entergy

Keynote Speaker: Majora Carter, The Majora Carter Group



Majora Carter

Majora Carter is an urban revitalization strategy consultant, real estate developer, and Peabody Award winning broadcaster. She is responsible for the creation & successful implementation of numerous green-infrastructure projects, policies, and job training & placement systems. Her 2006 TEDtalk was one of the first 6 videos to launch their groundbreaking website.

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

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

## 2:00PM – 3:15PM Session 2

### 2A Providing Self-Sufficiency Services to Vulnerable Populations

Room: Plaza D

Moderator: Kelly Caplan, Washington Gas

Presenters: Diane Fleser, TrueNorth Community Services

David Wingard, Ph.D., TrueNorth Community Services

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

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

Room: Governor's Square 12

Moderator: Elizabeth Chant, Vermont Energy Investment Corporation

Presenters: Jackie Berger, APPRISE, Inc.

David Carroll, APPRISE, Inc.

Khalil Shahyd, Energy Efficiency for All

It can be challenging to estimate the impact that weatherization programs have on energy usage. Changes in weather must be taken into consideration to ensure that impact estimates reflect changes due to the program as opposed to changes due to a warmer or colder winter. A comparison group is need to ensure that other exogenous factors, such as changes in energy prices, are not confused with the actual program impact. This session will break the evaluation process down, explain the important factors to take into consideration, provide examples of where one can go wrong, and discuss how to do it right.

# Detailed Conference Schedule

## 2C § LIHEAP 101

Room: Governor's Square 15  
Moderator: Edward G. Gingold, Federal Energy Regulatory Commission  
Presenters: Travis McAdam, NCAT - LIHEAP Clearinghouse  
Libby Perl, Congressional Research Service

LIHEAP, a critical federal energy assistance program, helps hundreds of thousands of families across the US every year. Learn from national experts about the program's history, guidelines, implementation, and how Congressional appropriations influence the formulation and distribution of LIHEAP funds. The presenters will also explain how LIHEAP's block-grant structure gives grantees flexibility in designing their programs to maximize the impact for low-income households. *An excellent session for new conference attendees or those who want to brush up on their LIHEAP background.*

## 2D IN PROGRESS

Room: Governor's Square 14  
Moderator:  
Presenters:

### Need description

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

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

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

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

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

Many utilities have specially designed rates or subsidized payment programs to assist low-income customers. Come listen to experts that helped design, regulate and implement these programs across the country. Hear why these were first implemented, their successes and the future of these types of programs from those most involved in the process.

## 2G Dialogue with the Federal Officials: Tribal Issues and Technical Assistance

Room: Governor's Square 16  
Moderator: Shannon Francis, Energy Outreach Colorado  
Presenters: Lauren Christopher, US Department of Health and Human Services - Administration for Children and Families  
Akm Rahman, US Department of Health and Human Services - Administration for Children and Families

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



# Detailed Conference Schedule

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## 3:45PM – 5:00PM Session 3

### 3A Partnering to Provide Self-Sufficiency Services to Low-Income Populations – Creating Opportunities and Independence Through Internet Adoptions

Room: Plaza D

Moderator: Emma Ponco, Southern California Gas Company

Presenters: Christina Mills, California Foundation for Independent Living Centers

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

### 3B Residential Engagement Energy Savings in Subsidized Public Housing

Room: Governor's Square 12

Moderator: Luke Ilderton, Energy Outreach Colorado

Presenters: Nicole O'Connor, Energy Outreach Colorado

Rachelle Macur, Group 14 Engineering

Chris Jedd, Denver Housing Authority

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

### 3C § Effective Advocacy - How to Get Wins in Your State

Room: Governor's Square 15

Moderator: Kelli Fritts, AARP Colorado

Presenters: Rep. Faith Winter, Colorado House of Representatives

Greg Glischinski, AARP

Senator Linda Newell, Colorado State Senate

Making an appointment with a legislator is just the first step. Once you have your meeting, you only have a few moments to get your message across. It takes skill and practice to be able to engage with public officials on the issues of energy assistance and affordability. Learn from seasoned professionals and legislators about what strategies work best to get your message across effectively.

### 3D LIHEAP Assistance for U.S. Veterans

Room: Governor's Square 14

Moderator: Chad Quinn, The Dollar Energy Fund

Presenters: Mark Wolfe, National Energy Assistance Directors' Association

Rebecca R. McNamara, Dominion Energy Share

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

### 3E Effective Oral Presentations

Room: Governor's Square 17

Moderator: Edward G. Gingold, Federal Energy Regulatory Commission

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

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

### 3F Increasing Low-Income Self-Sufficiency

Room: Plaza E

Moderator: Elizabeth Berube, Citizens for Citizens, Inc.

Presenters: Jennifer Espelien, Smart Utility Systems

Kurt Sweester, Smart Utility Systems

Kristen Bolds, United Way for Southeastern Michigan

Lindsey Vaclav, United Way for Southeastern Michigan

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

### 3G eLab Leap: Facilitating a Social Change Lab Approach to Low-Income Energy Challenges

Room: Governor's Square 16

Moderator: Rian Troth, Sacramento Municipal Utility District (SMUD)

Presenter: Kendall Ernst, Rocky Mountain Institute

Rocky Mountain Institute (RMI) is focused on creating a clean, prosperous, and secure energy future...for all, not for some. RMI is launching eLab Leap in New York by convening partners and critical stakeholders through the change lab approach, including low-income and consumer advocates, environmental groups, community-based organizations, federal, state, and local government entities, housing authorities, utilities, regulatory agencies, foundations, financiers, and distributed energy resources (DER) service providers. eLab Leap is developing solutions that empower and improve the lives of low-income households and communities in a clean energy future. eLab Leap's approach is collaborative and complementary, with a goal to support, enhance, and accelerate local organizations and resources already working in this space. eLab Leap is focused on real people in real places working on real issues and solutions, starting in New York and then expanding scaling beyond to other targeted U.S. regions. Come learn about a success story in the making with valuable and practical takeaways.

### 5:30PM – 7:30PM Evening Reception: "Karaoke Kraze"

Room: Plaza ABC

Join us for our "Karaoke Kraze" reception. Talk with old friends and make new ones while singing your favorite songs or just cheering on others. There will be a photo booth so bring your best pose to capture a memory. Refreshments will be served. The silent auction will be ending so be sure to check out the auction table and place your final bids. This will be an event you won't forget!



# Detailed Conference Schedule

Tuesday, June 7, 2016

**7:0AM – 8:45AM** Continental Breakfast

Room: Plaza Foyer

**8:00AM – 8:15AM** Salvation Army Awards

Room: Plaza ABC

**8:15AM – 9:00AM** NEUAC Membership Meeting

Room: Plaza ABC

**9:00AM – 10:30AM** Plenary Session

Room: Plaza ABC

## § Clean Power Plan: Low-income Opportunities in the Development of State Plans

Moderator: Rep. Faith Winter, Colorado House of Representatives

Speakers: Ali Zaidi, White House Office of Management and Budget

Franz Litz, Litz Great Plains Institute

Pam Kiely, Environmental Defense Fund

Jennifer Gremmert, Energy Outreach Colorado

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



Ali Zaidi



Franz Litz



Pam Kiely



Jennifer Gremmert

**11:00AM – 12:15PM** Session 4

## 4A Generational Communication Differences - Latino Population

Room: Plaza D

Moderator: Edward G. Gingold, Federal Energy Regulatory Commission

Presenters: Cec Oriz, Confluence Denver, Inc.

Maritza Gutierrez, Community Enterprise

Alejandra Lopez, Focus Points

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

## 4B Health and Safety: Who Pays the Bill

Room: Governor's Square 12

Moderator: Luke Ilderton, Energy Outreach Colorado

Presenters: Michael Levinson, Group 14 Engineering

Shelly Miller, Ph.D., University of Colorado-Boulder

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



#### **4C § Clean Power Plan: Clean Energy Incentive Program: Deeper Dive**

Room: Governor's Square 15

Moderator: Rep. Faith Winter, Colorado House of Representatives

Presenters: Franz Litz, Great Plains Institute

Pam Kiely, Environmental Defense Fund

Jennifer Gremmert, Energy Outreach Colorado

Ali Zaidi, White House Office of Management and Budget

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

#### **4D Energy Assistance and Education: "21st Century Results = Customer Engagement"**

Room: Plaza E

Moderator: Dan Alderson, Atmos Energy

Presenters: Rochel Ditmore, Atmos Energy

Janell Igoe, Atmos Energy

Alita Corbett, Pepco

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

#### **4E Fundraising for Disaster Recovery**

Room: Governor's Square 17

Moderator: Barbara Gomes, NJ Shares

Presenters: Joyce Campbell, Catholic Charities, Diocese of Trenton

Joe Guarinello, HeartShare Human Services of New York

Patty Riddlebarger, Entergy Services, Inc.

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

#### **4F Assisting Low-Middle Income Households with Utilities Using Cloud Computing Technology**

Room: Governor's Square 14

Moderator: Jennifer Ward, Southern California Gas Company

Presenters: Maria Delaplain, Affordable Housing Alliance

Rosa M. Pagnillo-López, PSE&G

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

# Detailed Conference Schedule

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## **4G The Talking Circle: Cultural Competence and a Sensitive Approach to Serving Tribal Nation**

Room: Governor's Square 16

Moderator: Ben Nuvamsa, Kiva Institute

Presenters: Ernest House, Jr., Colorado Commission of Indian Affairs  
Gary Collins, Arapahoe Alliance

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

## **12:30PM – 2:00PM Luncheon**

Room: Plaza ABC

Introduction: Skip Arnold, Energy Outreach Colorado

Luncheon Speaker: Bill LeBlanc, E-Source (Boulder, Colorado)

### **The Energy-Behavior Connection: Embracing Irrationality**

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

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

## **2:00PM – 3:15PM Session 5**

### **5A § Addressing the Unique Issues of Domestic Violence Victims**

Room: Plaza D

Moderator: Jacqueline Holmes, Federal Energy Regulatory Commission

Presenter: Elizabeth Marx, PA Utility Law Project (PULP)

Victims of domestic violence face unique challenges in establishing and maintaining utility service, especially when attempting to leave an abusive home environment. In this valuable session, the presenter will describe these difficulties and the stark consequences to the victims and children. Using Pennsylvania as a case study, the presenter will describe the legal protections that can assist domestic violence victims in accessing and maintaining utility service and will compare advocacy in other states. The presenter will share the results of a pilot program between the PA Public Utility Law Project and local domestic violence service agencies to provide legal assistance to victims of domestic violence with utility issues discussing best practices for replicating similar projects across the country.

### **5B Painting the U.S. Energy Affordability Landscape: Opportunities for Alleviating Fuel Poverty with Energy Efficiency**

Room: Governor's Square 12

Moderator: Elizabeth Chant, Vermont Energy Investment Corporation

Presenters: Ariel Drehobl, American Council for an Energy-Efficient Economy  
Khalil Shahyd, Energy Efficiency for All

Energy affordability remains an important area of focus for ensuring that underserved communities receive equitable and affordable access to energy sources. The utilization of energy efficiency programs and technologies can aid states in alleviating fuel poverty among vulnerable communities. This session will highlight research that ACEEE has just completed on energy affordability in the US, with a focus on how energy efficiency can be used as a strategy for addressing affordability. Energy affordability in the 50 largest cities across the United States was analyzed as a percentage of household income, with data on low-income households, communities of color, subsidized households, and multifamily residents. The analysis provides visibility both within and among cities and regions. Discrepancies in energy affordability between cities and communities were analyzed to determine regional and national affordability patterns. After painting the affordability landscape, we will then discuss how utilities, states, and local governments can use energy efficiency as a tool to address energy affordability.

## **5C § Pre-Paid Electricity: The Future of Low-Income Energy Delivery**

Room: Governor's Square 15

Moderator: Katherine Keenan, Energy Outreach Colorado

Presenters: Enrique Hernandez, Energy Outreach Colorado

Jamie Wimberly, Distributed Energy Financial Group, LLC (DEFG)

Virginia Harman, Delta-Montrose Rural Electric Association

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

## **5D Energy Workshop for Children**

Room: Plaza E

Moderator: Scott Thach, Alliance to Save Energy

Presenters: Kelly Flowers, National Energy Foundation

Gary Swan, National Energy Foundation

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

## **5E Pioneering Partnerships to Fund Energy Assistance**

Room: Governor's Square 17

Moderator: Janet H. Joseph, H.E.A.T., Inc.

Presenters: Jody Robertson, Dollar Energy Fund

Jennifer Gremmert, Energy Outreach Colorado

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

## **5F Energy Efficiency Through Technology**

Room: Governor's Square 14

Moderator: Rhonda Harper, Citizens Energy Group

Presenters: Joe Pereira, Colorado Energy Office

Troy Sherman, Evolve Technologies

Andrew Rietz, Cadmus

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

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

Room: Governor's Square 16

Moderator: Michael Bradford, Project SHARE - The Salvation Army Georgia Division

Presenter: Lisa Stroebener, Dollar Energy Fund

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



# Detailed Conference Schedule

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## 3:45PM – 5:00PM Session 6

### 6A Vulnerable Populations: Trends and New Approaches

Room: Plaza D

Moderator: David Conn, BGE

Presenters: Melanie Edel, Ph.D., Southern California Edison

Anthony Abeyta, Southern California Edison

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

### 6B Best Practices in Low-Income Energy Efficiency Programming

Room: Governor's Square 12

Moderator: Saunteel Jenkins, THAW

Presenters: Elizabeth Chant, Vermont Energy Investment Corporation

Jackie Berger, APPRISE, Inc.

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

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

Room: Governor's Square 15

Moderator: Jennifer Gremmert, Energy Outreach Colorado

Presenters: Jim Dieterle, Former AARP NJ State Director

Jim Jacob, NJ SHARES

Escheat is "the reversion of property to the state in the United States when there are no legal heirs." What does this have to do with providing energy efficiency? AARP and New Jersey utilities worked together on a policy that led to many millions in utility escheats-funding bill-payment assistance over many years. This strategy also worked in Colorado and several other states. Learn how you can advocate bringing these unique and creative funding resources to your state.

### 6D Helping Low to Moderate-Income Families with Utility Service

Room: Plaza E

Moderator: Ornett Mack, Southern California Gas Company

Presenters: Iris Montoya, Southern California Gas Company

Athena Wang, Southern California Gas Company

Rodger Bradfield, Southern California Edison

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

## 6E Employee and Customer Campaigns

Room: Governor's Square 17

Moderator: Louis Gonzalez, Florida Power & Light Company

Presenters: Elizabeth Brister, Entergy Services, Inc.

Edward G. Gingold, Federal Energy Regulatory Commission

Kelly Caplan, Washington Gas

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

## 6F § Leveraging Smart Meters to Benefit Low-Income Customers

Room: Governor's Square 14

Moderator: Roger Colton, Fisher Sheehan & Colton

Presenters: Serj Berelson, OPower

Heather Roth, OPower

Nat Treadway, Distributed Energy Financial Group, LLC (DEFG)

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

## 6G LIHEAP Performance Measures

Room: Governor's Square 16

Moderator: Greta Shelton, Southern California Gas Company

Presenters: Jane Blank, Wisconsin Home Energy Assistance Program (WHEAP)

Melissa Torgerson, Verve Associates LLC

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

## 5:15PM – 6:00PM AGA/EEI Meeting

Room: Governor's Square 17

### Utilities Participating in 2016 AGA/EEI (DataSource Effort)

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

Coordinators: Cathy Collet, Collet and Schafer

Louis Gonzalez, Jr., Florida Power and Light

Judi Martin, Omaha Public Power District

# Detailed Conference Schedule

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Wednesday, June 8, 2016

**8:00AM – 9:00AM**    **Group Breakfast**

Room: Plaza ABC

**9:00AM – 10:00AM**    **Plenary Session**

Room: Plaza ABC

## **The Power of Storytelling**

Introduction: Chad Quinn, Dollar Energy Fund

Speakers: Michael Bracy, Campaign for Home Energy Assistance

Julie Beltz, Campaign for Home Energy Assistance *need photos of speakers*

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

**10:15AM – 11:30AM**    **The 3 R’s: Recognizing & Researching Regional Issues**

Room: Plaza ABC

Introduction: Michael Bradford, Project SHARE - The Salvation Army Georgia Division

Session Leaders: NEUAC Board members

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

**11:30AM – 12:00PM**    **Awards and Closing Session**

Room: Plaza ABC

Leader: Chad Quinn, Dollar Energy Fund

## **Media Fair Awards**

Presented by NRDC staff

## **About the 2017 NEUAC Conference in Florida**

Speaker: Louis Gonzalez, Jr., Florida Power & Light Company

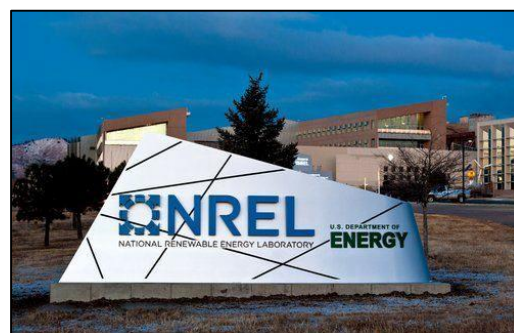
## Tours

**12:45PM – 4:00PM**

### **Tour 1 – National Energy Renewal Laboratory**

Room: Plaza Foyer Exhibit Area

Meet, pick up your box lunch and receive instructions for taking the bus for this tour. The bus leaves promptly at 1:00 PM. Advanced Reservations are required. If you registered and do not have a tour ticket, please check with the conference desk to ensure your name is on the registration list. You will need: Government issued ID (If anyone is not from the U.S., there are other requirements), comfortable closed-toe shoes, and long pants.





## **Tour 2 - Energy Efficiency Project**

Room: Plaza Foyer Exhibit Area

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

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

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

**We always welcome your feedback and suggestions.**

**Volunteers to help with the 2017 conference in Ft. Lauderdale, FL are welcome!**

# Hotel Map



## Room Information and Guide:

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

All Breakouts on Monday & Tuesday:

Track A – **Plaza D**

Track B – **Governor's Square 12**

Track C – **Governor's Square 15**

Track D – **Governor's Square 14** (Sessions 1-3)  
**Plaza E** (Sessions 4-6)

Track E – **Governor's Square 17**

Track F – **Plaza E** (Sessions 1-3)  
**Governor's Square 14** (Sessions 4-6)

Track G – **Governor's Square 16**



# A Special Thanks

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

- Co-Chairs **Skip Arnold** (Energy Outreach Colorado) and **Deb Davis** (Columbia Gas of PA/MD)
- CLE Coordinator **Edward G. Gingold** (Federal Energy Regulatory Commission)
- Local Planning Committee Coordinator **Jennifer Gremmert** (Energy Outreach Colorado)
- Events Coordinator **Tanya Brothers** (HeartShare)
- Exhibitor Coordinator **Kathy Callender** (NEUAC)
- Conference Management **Sue Gove, Melanie Brantner, Ellen Small & Colleen McDonough** (Gove Group)
- Data Coordinator, **Donna Kingcaid** (PPL Electric)
- All of the track leaders and developers
- All of the local planning committee members

**We also want to thank our  
Exhibitors, In-Kind Supporters, Raffle and Silent Auction Contributors, and Tote Bag  
Contributors**



## Are you a member?

As a national membership organization of like-minded advocates committed to heightening the awareness of energy poverty, we are dedicated to advancing public policy, fostering public-private partnerships, providing technical assistance in the creation and development of fuel fund networks and engaging in programs and initiatives to address the needs of the most vulnerable. Through our support, advocacy and leadership, we help our members achieve their missions more successfully.

NEUAC membership is open to individuals, groups, nonprofits, organizations and corporations that share the objectives of our mission.

Members receive a growing number of special benefits including:

- discounted registration fees to the annual conference
- access to important resources and tools
- reduced pricing for the customization of the HBO documentary, [American Winter](#).
- participation in LIHEAP Day in Washington, DC

**For a membership form, [www.neuac.org/membership](http://www.neuac.org/membership). For information [info@neuac.org](mailto:info@neuac.org)**

**We want to thank the following companies and organizations for helping to make this conference possible:**





# Denver Information/High Altitude Tips

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

## **Drink Water**

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

## **Monitor Your Alcohol Intake**

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

## **Eat Foods High in Potassium**

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

## **Watch Your Physical Activity**

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

## **Pack for Sun**

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

## **Dress in Layers**

Two days before your trip to Denver, check the weather and use this information to pack appropriately. Because the sun is especially powerful in Denver, it can feel much warmer than the actual temperature during the daytime, but then become very chilly after sundown, particularly in the Spring and Fall. It is best to layer your clothing.

## **Enjoy yourself!**



## URBAN LAND CONSERVANCY

**Developing, preserving and investing in energy  
efficient real estate that provides affordable options for  
Metro Denver residents, schools and nonprofits.**

**[www.urbanlandc.org](http://www.urbanlandc.org)**

# Vermont Energy Investment Corporation

With our eye on the future and our heart in the moment, our work on the frontiers of energy efficiency and renewable energy is founded on 30 years of comprehensive energy experience. In this era of social and environmental turmoil, we provide actionable advice and proven results.

**VEIC has deep expertise in residential and multi-family low-income program design. Samples of our work include:**

- **Vermont and Delaware**  
Developing a program model that promotes zero net energy modular homes as replacements for conventional manufactured homes, yielding energy savings of 80-100 MMBtu per year, per home in colder climates.
- **Ohio**  
Facilitating community energy grants in Hamilton, in coordination with the Weatherization Assistance Program, to cover the cost of home energy kits along with more formal education and outreach.
- **District of Columbia**  
Designing and implementing a low-income multifamily direct install initiative; including energy-efficient indoor and outdoor lighting and lighting controls, water-saving fixtures, high-performance window air-conditioning units, and more.



## Services

Program Review,  
Design & Implementation  
Finance & Funding Approaches  
Community Engagement  
Evaluation, Measurement & Verification  
Energy Planning  
Policy & Regulatory Support

**We can help you realize the full potential of your energy savings goals**



Big thinking.  
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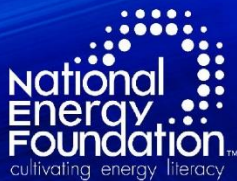
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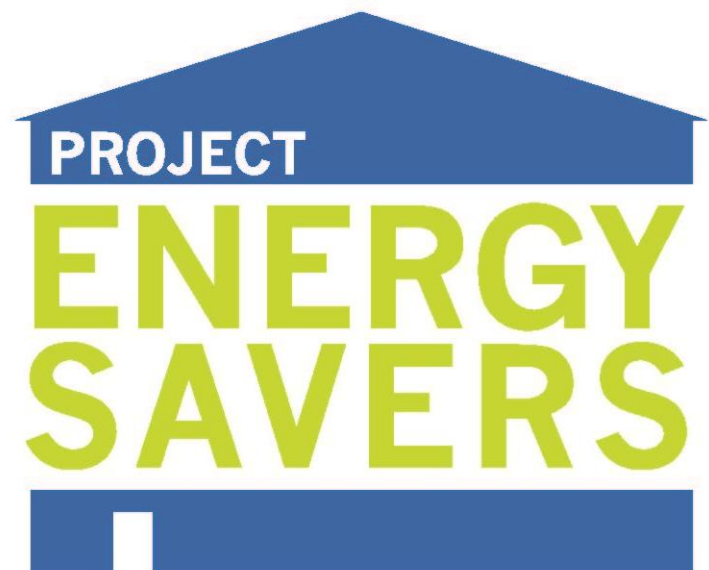
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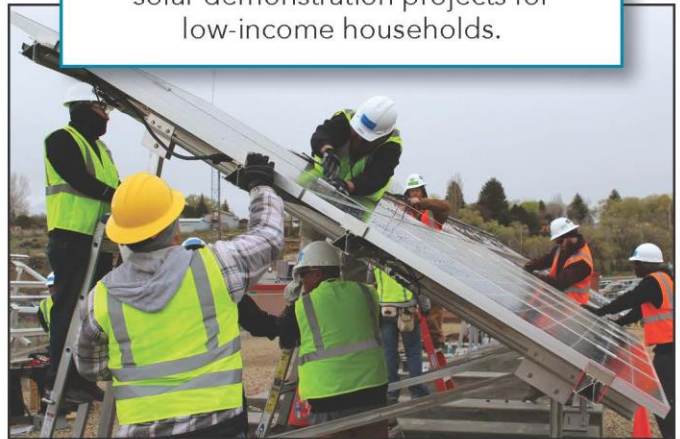
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