



neuac

NATIONAL ENERGY & UTILITY AFFORDABILITY COALITION

2018 Annual Conference

June 26-28 (with June 25 Pre-Conference)
Sheraton Grand Phoenix Hotel - Phoenix, Arizona

WE RISE TOGETHER



NEADA

National Energy Assistance Directors Association
Annual Meeting - June 24-25

Delivering **HOPE.**

At SRP, our job is delivering water and power, but our mission is to deliver stronger communities. Whether it's our charitable contributions or volunteerism, we're committed to helping the Valley prosper for generations to come. To learn more, visit srpnet.com/community.

SRP is proud to be the host utility sponsor for the 2018 NEUAC Conference and we welcome you to Arizona.



Delivering water and power™

Welcome to the 2018 Annual Conference

We Rise Together



Welcome to Phoenix and the National Energy and Utility Affordability Coalition's Annual Conference. We are excited to provide you with an agenda packed with great workshops, inspirational general sessions, and a tremendous keynote address. Over the next few days, we welcome you to take advantage of the opportunity to learn more about how you can impact your own organization and the limited-income households in the communities you serve.

"We Rise Together" is the theme for this year's conference. This theme, borrowed from the legend of a mythical bird known as a phoenix, is more applicable now than ever. Legend states that upon the death of a phoenix, the body of the dead bird would suddenly burn up. From its ashes, a new phoenix would rise and be born. The new phoenix would then rule the skies for several hundred years. Ancient mythology also tells us that the phoenix was marked with brilliant colors and had an ability to sing a melody so enchanting that it captured the attention of anyone who heard it.

Together, our members and fellow stakeholders championed an effort that saw funding for the Low-Income Home Energy Assistance Program rise from the ashes. NEUAC, through its efforts at this conference, the #SaveLIHEAP campaign, and LIHEAP Action Day, has helped raise the visibility of the plight of households facing energy poverty. The increase in funding for LIHEAP happened at a time when funding for LIHEAP was marked for complete elimination for the second consecutive year. Like the phoenix, your efforts captured enough attention and, together, your voices were strong enough to not only maintain but actually increase funding.

Our members are very strong advocates for our work. As we continue to find ways to help limited-income households afford and maintain basic utility service, we must work with all stakeholders to capture the attention of everyone who hears our message. Our hope is that this conference provides the opportunity to further the dialogue for low-income energy and utility concerns. We continue to have great challenges to address, but, like the phoenix, we can rise together and be stronger than ever.

Thank you,
Chad Quinn, President NEUAC Board of Directors

CONTENTS

Page 3

- Contents
- Welcome to 2018 Conference

Page 4

- About NEUAC (the Coalition)
- NEUAC Governing and Advisory Boards

Page 5

- General Information

Pages 6-7

- NEUAC Agenda & Workshops Grid

Pages 8-21

- Detailed Conference Schedule

Page 22

- Hotel Map

Page 23

- Award Winners

Page 24

- Sponsors

Page 25

- Special Thanks
- Exhibitors

Page 26

- Things to do in Phoenix

Pages 27-31

- Advertisers

Back Cover

- NEUAC 2019: Fort Worth, TX



About NEUAC

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

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

NEUAC's Executive Director is Katrina Metzler.

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NEUAC Governing and Advisory Boards

Executive Committee

President: **Chad Quinn**, Dollar Energy
First Vice President: **Mike Bradford**, Salvation Army
Second Vice-President: **Tanya Jones**, HeartShare Human Services of New York
Secretary: **Kelly Caplan**, Washington Gas
Treasurer: **John Rich**, Mid America Assistance Coalition

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Entergy Services, Inc., Liz Brister
Florida Power and Light, Steve Whitworth
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Michigan Community Action, Chere Coleman
Mid America Assistance Coalition, John Rich
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Operation Fuel, Brenda Watson
Pacific Asian Consortium in Employment, Celia V. Andrade
Pacific Gas and Electric Company, Silvia Aldana
SMUD, Kim Rikalo
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The Salvation Army/ Project Share, Michael Bradford
The Salvation Army – WMNI Division, Mary Wilkins
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Washington Gas, Kelly Caplan

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American Public Power Association, John Godfrey
Edison Electric Institute, Jessica Franks
Federal Energy Regulatory Commission, Susie Holmes
Federal Energy Regulatory Commission, *Edward Gingold, Alternate*
Federal Energy Regulatory Commission, *Sheila Ruffin, Alternate*
NASCSP, Ray Judy
National Energy Assistance Directors' Association, Mark Wolfe
National Energy Assistance Directors' Association, *John Harvanko, Alternate*
National Rural Electric Coop Association, Tammy Embrey
U. S. Department of Energy, TBA
U. S. Department of HHS, Holly Ravesloot

Advisory Board of Directors

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APPRISE, *Jacqueline Berger, Alternate*
Centerpoint Energy, Sarah Schaeffer
Citizens for Citizens, Elizabeth Berube
Community Action Partnership of Lake County, Marsha Belcher
Consumers Energy, TBA
FirstEnergy, Lisa Watson
New England Farm Worker's Council, John Keeney
OPOWER, Ricky Gratz
PSE&G, Claire Bartolomeo
PSE&G, Rosa Pagnillo-Lopez, Alternate
Southern Company, Debra Moss
United Services Community Action Agency, Clifton Campbell
WEC Energy Group, Jim Phillipppo
Xcel Energy, Patrick Boland



NEUAC Conference APP

Be sure to use the mobile APP throughout the conference to share great ideas, connect with colleagues and enjoy your time in Phoenix. Look in your tote bag for complete instructions on how to use the APP. If you need help, go to the NEUAC Membership table by the conference registration area.



Workshops & General Sessions Locations

All workshop and general session information and locations are available on your conference App, are listed in the "Detailed Conference Schedule" section of this program and on the program grid contained on pages 6 and 7 of this conference program. All sessions are on the 2nd Floor of this hotel.

Conference Exhibits

A variety of organizations important to servicing our low-income clients and supporting you to do your job better are exhibiting during the conference. Please support our exhibitors by visiting each of them during the conference. *Note: Some organizations have paid exhibitor fees or have provided major support for the conference. Featuring the displays does not constitute an endorsement from NEUAC 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 credits for lawyers from 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 document their attendance. For more information and to receive the participation form, please visit the Conference Registration Desk.

Evaluation Forms & Raffles

Evaluation forms are important in developing a conference that benefits all of our attendees. This year you will instantly be able to share your feedback through the conference App or by completing the paper surveys which will be distributed in each session. Raffles will be held throughout the conference for those who have completed the surveys. **You must be present at the drawings to win any of the prizes.**

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.

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.

Spouses & Guests

NEUAC is offering a **conference guest registration** option this year. The guest registration cost is \$155 and includes 3 breakfasts, 2 lunches and the June 26 evening reception. For the June 26 reception only the cost is \$50. Guests will receive a special badge to identify the registration option. Guest registrants will be required to show their badge to be admitted.

Please note that **no workshops** are included with the guest registration. There is no refund on this purchase. Tickets/conference badges may be purchased at the on-site Conference Registration Desk.

Hotel Parking

The conference rates are \$19/day for self-parking and \$28/day for valet parking.

Check Out Without Missing Out

Check-out time at the hotel is 12:00PM. Please check out then ask the bell captain to store your luggage so you may attend the exciting sessions and be present for the raffles.

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

Please review the emergency information in your guest room to familiarize yourself with emergency procedures

For a life threatening event, call 911. For other illnesses or injury please check with the hotel front desk for assistance.

PROBLEMS

Please let the conference management team know **immediately** of any problems you are having with the conference or the hotel. We can usually solve these issues immediately for you.



NEUAC Agenda & Conference Workshops

Tuesday, June 26, 2018

7:00AM-5:00PM	Registration / Exhibits are open
7:00-8:30AM	Hot Breakfast
7:45-8:30AM	Regional Breakfast Social
8:30-10:15AM	Opening Welcome
10:15-10:30AM	Break / Exhibits
10:30-11:45AM	Workshops – Session #1
12:00-1:30PM	Luncheon / Exhibits
1:45-3:00 PM	Workshops – Session #2
3:00-3:15PM	Break / Exhibits
3:15-4:30PM	Workshops – Session #3
5:00-7:00PM	Fiesta de la Union Reception

Wednesday, June 27, 2018

7:00AM-5:00PM	Registration / Exhibits are open
7:00-8:30AM	Group Breakfast
8:30-10:15AM	Plenary Session
10:15-10:30AM	Break / Exhibits
10:30-11:45AM	Workshops – Session #4
12:00-1:30PM	Awards Luncheon / Exhibits
1:45-3:00 PM	Workshops – Session #5
3:00-3:15PM	Break / Exhibits
3:15-4:30PM	Workshops – Session #6
4:45-5:30PM	NEUAC Membership Meeting

Thursday, June 28, 2018

7:00-8:30AM	Group Breakfast
8:30-9:45AM	Structural Racism: The Uncomfortable Truth
9:45-10:00AM	Break
10:00-11:30AM	Solution-Building by Region
11:30AM-12:00PM	Wrap Up of the Conference/ Raffles

Tuesday, June 26

	Session 1 10:30 AM - 11:45 AM	Session 2 1:45 PM - 3:00 PM	Session 3 3:15 PM - 4:30 PM
Track A: Vulnerable Populations	Surviving Maricopa County's Extreme Heat: Update on Mortality and Morbidity Associated with Environmental Heat <i>Room: Maryvale</i>	§ Energy Assistance: A Piece of the Economic Justice Puzzle <i>Room: Encanto</i>	Outreach to Vulnerable Populations: A Panel Discussion <i>Room: Encanto</i>
Track B: Energy Efficiency & Renewables	Integrations of WAP, LIHEAP & Utility Funding <i>Room: Camelback</i>	Innovative Program Design for Efficiency and Renewables <i>Room: Camelback</i>	Energy Affordability in Rural Communities <i>Room: Camelback</i>
Track C: Energy Policy & Advocacy	§ Policies, Program Designs and Advocacy to Scale Up Low-Income Energy Efficiency Programs <i>Room: Encanto</i>	Understanding LIHEAP Performance Measurement Policy <i>Room: Maryvale</i>	Health & Safety Spending Policies to Increase Energy Savings & Non-Energy Benefits <i>Room: Paradise Valley</i>
Track D: Energy Assistance & Education	§ Dialogue with the Feds <i>Room: Paradise Valley</i>	Increasing LIHEAP Awareness and Participation Through Home Energy Reports <i>Room: Paradise Valley</i>	PUC Consumer Education "Family Feud" <i>Room: Maryvale</i>
Track E: Beyond LIHEAP: Fundraising for Energy Assistance	Expanding Your Reach, Engaging Your Board <i>Room: South Mountain</i>	Deep Dive: Advanced Storytelling with Story Coaching <i>Room: South Mountain</i>	They Raised a Million - and Created a Warm Weather Fuel Fund! Learn How You Can Too! <i>Room: South Mountain</i>
Track F: Utilities & Regulations	§ Protecting Vulnerable Customers as the Power Sector Transforms <i>Room: Valley E</i>	Disaster Recovery <i>Room: Valley E</i>	§ PUC Panel <i>Room: Valley E</i>
Track G: Tribal Issues	Tribal and Utility Partnerships: Success Story How-To's <i>Room: Alhambra</i>	§ Dialogue with the Feds <i>Room: Alhambra</i>	§ Dialogue with the Feds (<i>continued</i>) <i>Room: Alhambra</i>
Track H: Emerging Issues & Water Affordability	Saving Watts to Save Drops: Best Practices to Save Both Water and Energy <i>Room: Valley D</i>	Healthy Housing <i>Room: Valley D</i>	Utility Messaging to Customers <i>Room: Valley D</i>



Wednesday, June 27

Session 4

10:30 AM - 11:45 AM

Session 5

1:45 PM - 3:00 PM

Session 6

3:15 PM - 4:30 PM

Deaf Community Outreach Room: Valley D	Focus on Aging Room: Maryvale	§ Domestic Violence Discussion Room: Paradise Valley
Tackling Energy Burden through Energy Efficiency and Renewables Room: Valley E	Low-Income Energy Solutions at DOE & EPA Room: Valley E	Best Energy Efficiency Practices from Arizona Room: Valley E
§ National Advocacy for LIHEAP Room: Camelback	Working Together for Arizona Low-Income Households Room: Paradise Valley	How Performance Management Can Improve LIHEAP Room: Encanto
Utility Support of Energy Assistance Agencies Room: Encanto	LIHEAP Advocacy: Action Day, Every Day Room: Valley D	Fundraising for Energy Assistance: Ask the Experts Room: Maryvale
Donor Development in the Digital Age Room: South Mountain	Mission Moments: Getting New Donors Room: South Mountain	Fundraising for Energy Assistance: Ask the Experts Room: Maryvale
Making a Difference: Strategies for Successful Low-Income Energy Efficiency Programs Room: Maryvale	§ 5 Things to Do To Help Low-Income People Afford their Home Energy Service Room: Encanto	§ Prepaid Electricity from the Utility, Community Partner, and Consumer Advocate Room: Camelback
Financial Literacy: Hands-on Training Put into Practice Room: Alhambra	How Performance Management Can Improve LIHEAP Room: Alhambra	Open Roundtable Room: Alhambra
EPA's Energy and Water Efficiency Tools and Resources for Low-Income Homes Room: Paradise Valley	Can Solar Change the Game? Room: Camelback	Water Summit Room: Valley D

Track A:
Vulnerable Populations

Track B:
Energy Efficiency & Renewables

Track C:
Energy Policy & Advocacy

Track D:
Energy Assistance & Education

Track E:
Beyond LIHEAP: Fundraising for Energy Assistance

Track F:
Utilities & Regulations

Track G:
Tribal Issues

Track H:
Emerging Issues & Water Affordability

You Won't Want to Miss:

Tuesday

7:45AM – 8:45AM
Breakfast Regional Social

12:00PM – 1:30PM
Luncheon Speaker
Lori Jacobwith

5:00PM – 7:00PM
Fiesta de la Union Reception

Wednesday

8:30AM – 10:15AM
Keynote Speaker Ruby Payne

12:00PM – 1:30PM
Awards Luncheon

4:45PM – 5:30 PM
NEUAC Annual Membership Meeting

Thursday

8:30AM – 9:45AM
Structural Racism:
The Uncomfortable Truth

10:00AM – 11:15AM
Solutions Building by Region

§ NEUAC is seeking Continuing Legal Education (CLE) credit from the accrediting authorities of many states. The conference will assist in securing credits for lawyers from 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 document their attendance. For more information and to receive the participation form, please visit the Conference Registration Desk.



Detailed Conference Schedule

Tuesday, June 26, 2018

7:00AM – 8:30AM Hot Breakfast / Exhibits

Room: 2nd Floor – Valley Ballroom / Valley Ballroom Foyer

7:45AM – 8:30AM Regional Breakfast Social / Exhibits

Room: 2nd Floor – Valley Ballroom / Valley Ballroom Foyer

8:30AM – 10:15AM Opening Welcome

Room: 2nd Floor – Valley Ballroom

- Welcome from **Katrina Metzler**, Executive Director, NEUAC
- Welcome from **Michael Mendonca**, Senior Director, Customer Service, SRP, Exclusive Premier Champion Conference Utility Host Sponsor
- Welcome from **Mark Wolfe**, Executive Director, NEADA
- General Announcements for the Conference

10:30AM – 11:15AM Session 1

1A Surviving Maricopa County's Extreme Heat: Update on Mortality and Morbidity Associated with Environmental Heat

Room: Maryvale

Moderator: Edward G. Gingold, Federal Energy Regulatory Commission

Presenter: Vjollca Berisha, Maricopa County Public Health

Maricopa County (MC), Arizona is located in one of the hottest regions in the southwest. Over 4 million people reside in MC, which comprises 60% of Arizona's population. Each year, MC experiences extreme temperatures and continues to experience two to three weeks (cumulative) of excessive heat warnings issued by the National Weather Service. Despite the fact that all heat related deaths/illness are preventable, each year an average of 100 heat associated deaths and over 1,500 heat related injuries occur. Nearly 40% of these deaths occur indoors! Preventing heat-related illness is a public health priority in MC, therefore, local government agencies and community-based organizations provide heat-related prevention measures, such as community cooling centers, hydration centers, and utility rebates to offer financial assistance to those who can't afford to keep their cooling system running all summer. However, there are still barriers for some to receive these prevention measures.

1B Integrations of WAP, LIHEAP & Utility Funding

Room: Camelback

Moderator: Steve Whitworth, Florida Power & Light Company

Presenters: Ray Judy, NASCSP

Erica Burrin, U.S. Department of Energy

The Weatherization Assistance Program can be, at times, challenging. There always seems to be a need that goes just beyond the available funding. Integrating or blending additional funding with the traditional weatherization funds can allow low income households to receive a more enhanced package of energy efficiency services. This session will examine some examples and guidance of how LIHEAP and utility funds can be integrated into providing weatherization services.



1C § Policies, Program Designs and Advocacy to Scale Up Low-Income Energy Efficiency Programs

Room: Encanto

Moderator: Matt Lyons, APPRISE, Inc.

Presenters: Jacqueline Berger, APPRISE, Inc.

Jennifer Gremmert, Energy Outreach Colorado

Lavannya Pulluveetil, Environmental Defense Fund

APPRISE is conducting research for the Environmental Defense Fund (EDF) to document low-income energy efficiency (LIEE) programs in four states and around the country. The research is assessing the state-level policy and program design changes that are necessary to overcome barriers and fully realize the benefits of low-income energy efficiency. The topics include the Regulatory and Program Structure of LIEE offerings, Barriers to and Potential for Investment in LIEE, Best Practices for LIEE Programs, and Policies and Financing Mechanisms. Three core questions are: 1) How does the current regulatory and program structure of LIEE offerings in each state impact the scale, speed, and efficiency of deployment, 2) What are the specific barriers to deploying LIEE to levels approaching its potential, and 3) What are some of the best practices for LIEE program design, marketing, and reporting to expand LIEE in each target state. In this session, APPRISE will discuss the findings from the research and EDF will explore how they are using the information to advocate for increased low-income energy efficiency.

1D § Dialogue with the Feds

Room: Paradise Valley

Moderator: Susie Holmes, Federal Energy Regulatory Commission

Presenters: Peter Edelman, Vikki Pretlow, Akm Rahman, & Holly Ravesloot

U.S. 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 direct funded Tribes and Tribal Organizations. Representatives of this office will discuss LIHEAP funding and answer attendees' questions on administrative and programmatic issues.

1E Expanding Your Reach, Engaging Your Board

Room: South Mountain

Moderator: Barbara Gomes, NJ SHARES

Presenter: Lori L. Jacobwith, Ignited Fundraising

Does your board help with your fundraising? Your board is among your most powerful assets and often the board does not want to be involved. The result is that many board members do nothing or very little when it comes to fundraising. The outcome: You don't reach your fundraising goals. Fundraising Culture Change Expert Lori L. Jacobwith knows that you and your board members require clear direction and guidance. This is a session about effortlessly creating an environment where your board supports your fundraising efforts so it actually feels rewarding and an integral part of their board involvement. Join Lori to learn how your board can help increase your fundraising revenue by nearly 40% and NOT have to ask anyone for a contribution.

1F § Protecting Vulnerable Customers as the Power Sector Transforms

Room: Valley E

Moderator: Sheila Ruffin, Federal Energy Regulatory Commission

Presenters: Elizabeth Chant, Vermont Energy Investment Corporation

Commissioner Andy Tobin, Arizona Corporation Commission

With a number of states (New York, California, Maryland, Minnesota, and Rhode Island, among others) now pursuing power sector transformation initiatives, it is important to ensure that investments in grid modernization, such as AMI infrastructure, result in benefits to low-income households, by reducing utility bills and improving access to energy efficiency and renewable energy technologies and services. This session will review a range of strategies that regulators, consumer advocates, and utilities can use to ensure that the benefits of power sector transformation are equitably shared by vulnerable utility customers, with a focus on low-income households.



Detailed Conference Schedule

1G Tribal and Utility Partnerships: Success Story How-To's

Room: Alhambra

Moderator: Mary Thompson Grassi

Presenters: Megan Yellowhorse, Gila River Indian Community
Bonnie Temme, Salt River Project

In this session, each of the presenters will describe how their organization works with tribal and utilities successfully to best serve their mutual community members. As processes change with tribes and utilities, the presenters will highlight how they collaborate together to launch changes and strive to make these transparent to those they serve. This session will also encourage attendees to share their strategies on fostering positive relationships between tribal and utility organizations.

1H Saving Watts to Save Drops: Best Practices to Save Both Water & Energy

Room: Valley D

Moderator: John Rich, Mid America Assistance Coalition

Presenters: Weston Berg, ACEEE
David Jacot, Los Angeles Department of Water & Power

Energy efficiency programs save water by reducing energy demand, which removes excess power requirements and water needed to generate energy. Water efficiency programs save energy by reducing energy use for water pumping, treatment and heating. This presentation will discuss new research to demonstrate the importance of bringing energy and water saving programs together and recognize programs achieving the most success.

12:00PM – 1:30PM Luncheon

Room: 2nd Floor – Valley Ballroom

Salvation Army Annual Award, **Mike Bradford**, The Salvation Army Georgia Division

- Welcome from **Hui Wu Curtis**, General Manager of Customer Service Operations and Strategy, APS, Conference Internet and Reception Sponsor

§ Storytelling: Sharing Your Mission Powerfully to Cause ACTION



Speaker: Lori L. Jacobwith, Founder, Ignited Fundraising

You only make a first impression once. In our fast-paced world, we have less than ten seconds to make a lasting first impression. The way you introduce your organization to others is critical to raising awareness and creating long-term supporters. The word choices you make are THE most critical communication tools to master for success. When you share a powerful, well-crafted story you can capture the hearts, minds and financial support of your listeners and readers.

1:45PM – 3:00PM Session 2

2A § Energy Assistance: A Piece of the Economic Justice Puzzle

Room: Encanto

Moderator: Edward G. Gingold, Federal Energy Regulatory Commission

Presenters: Rachel Blake, Regional Housing Legal Services
Stephanie Dorenbosch, HELP: MLP at Philadelphia Nurse-Family Partnership
Joline Price, Community Legal Services, Inc.

Economic justice requires holistic approach to poverty. Energy assistance is critical to helping struggling households remain stable and housed. Lack of utility service is detrimental to both the mental and physical health of households and communities. Caring about utility affordability requires broadening our view; recognizing that poverty is multi-faceted and complex – the same households who struggle with energy insecurity will face hunger, housing instability, lack of access to transportation, and more. At this session, participants will engage with how can we identify both resources and holes in the communities we serve, and provide effective referrals to the consumers we work with, using real world examples.



2B Innovative Program Design for Efficiency and Renewables

Room: Camelback

Moderator: Alita Corbett, Atlantic City Electric

Presenters: Jason Edens, RREAL

Peter Inego, City of Ft. Collins

Beth Parsons, Tennessee Valley Authority

Learn about how the Tennessee Valley Authority, the nation's largest public power producer, launched the Extreme Energy Makeover Initiative. Working closely with utilities, community partners, program implementers and governments, they tackled the project management challenge of spending \$42M in a span of two years to provide free home energy upgrades to income-qualified households. Also learn from the City of Fort Collins about the innovative ways they make solar accessible to low-income families and communities.

2C Understanding LIHEAP Performance Measurement Policy

Room: Maryvale

Moderator: David Carroll, APPRISE, Inc.

Presenters: Heather Jones, Missouri LIHEAP

Holly Ravesloot, U.S. Department of Health and Human Services - Administration for Children and Families

Connie Sanchez, SPIRE

Melissa Torgerson, Verve Associates LLC

In this workshop, utilities, local LIHEAP agencies, and low-income advocates will learn about LIHEAP Performance Measures and how they can be used to better understand clients and customers, improve program design, as well as educate others about LIHEAP. After an overview of available LIHEAP Performance Measures data, attendees will hear from stakeholders in one state about how they are sharing LIHEAP performance data and using it to encourage greater collaboration within their statewide network.

2D Increasing LIHEAP Awareness and Participation through Home Energy Reports

Room: Paradise Valley

Moderator: John Keeney, New England Farm Workers' Council

Presenters: Anna Lising, Oracle Utilities

Anne West, Cadmus

In 2014, Opower launched one of the first Home Energy Report (HER) programs designed specifically for low income customers of PPL Electric Utilities in Pennsylvania. Over the course of the year, approximately 87,000 low-income customers received HERs on a bimonthly basis, educating them not only about their energy usage, but also providing them with actionable tips to save energy. The program was successful in driving energy savings – on average, low income customers reduced their electricity usage by 1.3%.

Notably, the Opower HER program was also effective in raising customer awareness and increasing enrollment in LIHEAP, the low income energy assistance program. Cadmus, PPL Electric's independent evaluator, found that 40% of survey respondents who received the Home Energy Reports reported learning about LIHEAP through the HERs. Additionally, of the respondents in the survey sample who reported that they had applied to LIHEAP, 11% said they applied because of the information in the HERs. This presentation will focus on PPL Electric's Low Income behavioral program – implemented by Opower and evaluated by Cadmus -- as a case study for engaging and educating low income customers about LIHEAP.

2E Deep Dive: Advanced Storytelling with Story Coaching

Room: South Mountain

Moderator: Kelly Caplan, Washington Gas

Presenter: Lori L. Jacobwith, Ignited Fundraising

We know money talks. The important question is: HOW does YOUR organization talk about the money you need to do your work? A magic "fix" for all your fundraising challenges appears to be to share more stories. You've got a picture, a few facts about the person in the picture, and you've got your story. Unfortunately, that's not enough to get people to take action. While sharing a story about your impact IS important, often what is called a story is actually a report. This session will dive into the topic of sharing "mission moment" stories AND talking about money as fundraising strategies. To move from sharing reports to engaging, action-causing stories you'll learn how to use the secret weapon that makes this an Advanced Storytelling session. You'll learn why talking about money is one of the best ways to raise even more.



Detailed Conference Schedule

2F Disaster Recovery

Room: Valley E

Moderator: Kim Campbell, TXU Energy

Presenters: Kim Campbell, TXU Energy

Victor Fleites, Florida Power & Light

Akm Rahman – U.S. Department of Health and Human Services - Administration for Children and Families

Unfortunately, natural disasters have become commonplace and are experienced multiple times and in multiple states throughout the year. In 2017, we experienced devastating hurricanes on the east coast and Puerto Rico, extreme flooding impacting Texas and Florida, in addition to wildfires in California and other states. How do utilities prepare for a natural disaster; what programs do they and other agencies have in place to help low income customers manage during and after the event. Learn how different utilities prepare, communicate and assist their customers during and after a natural disaster. Also, learn how about nontraditional ways LIHEAP funds can be used to assist low-income customers impacted by natural disasters.

2G § Dialogue with the Feds

Room: Alhambra

Moderator: Susie Holmes, Federal Energy Regulatory Commission

Presenters: Peter Edelman, Vikki Pretlow, Akm Rahman, & Holly Ravesloot

U.S. 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.

2H Healthy Housing

Room: Valley D

Moderator: Jennifer Gremmert, Energy Outreach Colorado

Presenters: Elizabeth Chant, Vermont Energy Investment Corporation

JR (Ronald) Denson, ACEEE

The program lead of ACEEE's newly launched health and environment program will discuss how health and safety are not additional, but critical components of addressing customer's energy burdens. She will discuss the challenges faced in the field as well as solutions that are being employed around the country. This session will draw on a wealth of information collected by ACEEE from states, cities and utilities around the country.

3:15PM – 4:30PM Session 3

3A Outreach to Vulnerable Populations: A Panel Discussion

Room: Encanto

Moderator: Dan Alderson, Atmos Energy

Presenters: Dan Alderson, Atmos Energy

Alberto Garrido, Affordable Housing Alliance

Luisa Sala, New Jersey Natural Gas

Energy efficiency programs are well-regarded for both their environmental and monetary benefits. Unfortunately, our vulnerable populations often have the fewest resources to improve their energy efficiency and may not even be aware of the existing energy efficiency programs or opportunities for assistance. Consumer outreach and education are key to facilitating a meaningful and quantifiably impactful utilization of energy efficiency programs.



3B Energy Affordability in Rural Communities

Room: Camelback

Moderator: Saunteel Jenkins, THAW

Presenters: John Michael Cross, EESI

Ariel Drehobl, ACEEE

Becky Eberle, Rocky Mountain Power/Pacific Power

Nate Warren, Focus on Energy

ACEEE will be presenting important research on energy burden faced by vulnerable households in rural communities across the country. The goal of the research is to provide a broad overview of energy affordability for rural households and identify opportunities for energy efficiency to better serve rural households with high energy burdens.

For this presentation, we will explore the findings from the rural energy burden analysis, highlighting which groups are worst off overall and what the burdens look like regionally. We will also discuss current strategies in place to serve rural households with energy efficiency programs, as well as recommendations from ACEEE as to how to improve these programs. In particular, we will highlight what policies and program strategies can facilitate energy efficiency for low-income households in rural areas as well as the limitations and opportunities co-ops and investor-owned utilities face in delivering energy efficiency to these households.

3C Health & Safety Spending Policies to Increase Energy Savings & Non-Energy Benefits

Room: Paradise Valley

Moderator: David Carroll, APPRISE, Inc.

Presenters: Jackie Berger, APPRISE, Inc.

Deb Davis, Columbia Gas of PA/MD/VA

Many utility low-income energy efficiency programs are facing increasing challenges serving customers because of health and safety problems that prevent installation of major measures. Regulatory policies often restrict spending on health and safety measures and prevent contractors from serving many of the customers with the highest energy savings potential. In this session, the speakers will share the findings from a study conducted for a major gas utility that documented the incidence of such barriers and demonstrated that allowing health and safety spending along with the installation of energy efficiency measures can increase the overall cost-effectiveness of utility low-income programs, while also delivering non-energy benefits to low-income customers. The study also developed a decision framework to assess when and how much additional spending should be allowed for health and safety issue remediation to maximize low-income program cost-effectiveness.

3D PUC Consumer Education "Family Feud"

Room: Maryvale

Moderator: Shaunteel Jenkins, THAW

Presenters: Christina Chase-Pettis, PA Public Utility Commission

Shari Williams, PA Public Utility Commission

The PA PUC Family Feud game was designed by our communications educators to help and assist consumers, utilities, and stakeholders in learning critical information that will help consumers save money and tap into resources. The game is interactive and allows for participants to learn from each other from across regions.

3E They Raised a Million - and Created a Warm Weather Fuel Fund! Learn How You Can Too!

Room: South Mountain

Moderator: Barbara Gomes, NJ SHARES

Presenters: Kathy Senseman, Policy Development Group

Cynthia Zwick, Arizona Community Action Agency

Join our panel and learn how they created the first warm weather Statewide Fuel Fund. In this workshop, we will delve into the strategy used in Arizona to create the structure, development and funding of their privatized Fuel Fund. This workshop also will answer questions on how their fund assists beyond LIHEAP.



Detailed Conference Schedule

3F § PUC Panel

Room: Valley E

Moderator: Edward G. Gingold, Federal Energy Regulatory Commission

Presenters: Marc Spitzer, Steptoe and Johnson
Jon Wellingshoff, GridPolicy, Inc.

Rate setting can be a long and complicated process involving utilities, the Public Service Commission (PSC) and many others as well. The PSC has a duty to ensure they are being fair to all rate payers including low income customers. Hear how this process works, how the interest of the low income population we serve are protected and advocated for during the rate making process, and learn about some of the emerging issues with which the PSCs are facing.

3G § Dialogue with the Feds (continued)

Room: Alhambra

Moderator: Susie Holmes, Federal Energy Regulatory Commission

Presenters: Peter Edelman, Vikki Pretlow, Akm Rahman, & Holly Raveslout
U.S. 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.

3H Utility Messaging to Customers

Room: Valley D

Moderator: Jennifer Gremmert, Energy Outreach Colorado

Presenters: Scott Alan Davis, SEEL, LLC
Shannon Morrow, SEEL, LLC
Patrice Suggs, SEEL, LLC

It is no surprise that our population's technological IQ continues to increase at a rapid rate. The reliance on smart phones versus other internet assessable devices, streaming services for entertainment, as well as the increased usage of Facebook and Google ads rather than regular broadcast advertising are factors setting our communication standards. Now, more than ever, the ability to effectively engage customers is heavily dependent on a company's willingness to adapt and ultimately provide out-of-the-box, digitally focused, solutions. Customers who are engaged are more likely to embrace the sustainability challenge. To reach your target audience you must be more than mobile enabled but smart phone focused. This session will focus on using analytics and the most popular engagement techniques to deliver messages and evoke a call to action.



5:00PM – 7:00PM NEUAC Fiesta de la Union Reception

Room: 2nd Floor – Valley Ballroom

No time to siesta...we're having a fiesta! Dress in your favorite bold fiesta prints and colors- Red! Yellow! Orange! Turquoise! Pink! Green!

Join us as we celebrate the spirit of togetherness the NEUAC way- with great food, great friends, music and fun! Dance with our live Latin band, indulge in our taco nacho bar, splurge in our live auction, and more!



Wednesday, June 27, 2018

7:00AM – 8:30AM Group Breakfast

Room: 2nd Floor – Valley Ballroom Foyer

8:30AM – 10:15AM Plenary Session

Room: 2nd Floor – Valley Ballroom

S Bridges Out of Poverty



Introduction: Bonnie Temme, Salt River Project

Speaker: Ruby K. Payne, Author

Ruby Payne is the authority on working across economic classes to create sustainable communities where everyone can live well. An engaging and down-to-earth speaker, Payne translates abstract concepts into concrete strategies with a sense of humor that leaves audiences wanting more. After changing the conversation in education to focus on poverty, Payne's work has expanded into social services, criminal justice, healthcare, the workplace, and more. Her seminal, award-winning work,

A Framework for Understanding Poverty, has sold more than 1.5 million copies and continues to help individuals of all economic backgrounds achieve academic, professional, and personal success.

10:30AM – 11:45AM Session 4

4A Deaf Community Outreach

Room: Valley D

Moderator: Edward G. Gingold, Federal Energy Regulatory Commission

Presenters: Denise Allard, DTE Energy

Todd Morrison, Alliance for Deaf Services

This session will explain in detail the process surrounding the deployment of Video Remote Interpretation and a targeted marketing campaign focusing on the Deaf community through a three stage process. DTE Energy's commercialized program will be featured in an article in "Chartwell's Best Practices" a national utility publication. This program began with a 2016 pilot, including 22 outreach events, the generation of 219 direct leads, 43 additional completed home energy audits, and 5 new jobs created.

4B Tackling Energy Burden through Energy Efficiency and Renewables

Room: Valley E

Moderator: Krystal Laymon, U.S. Department of Energy

Presenters: Jennifer Gremmert, Energy Outreach Colorado

David Hepenstall, Energy Affordability, Inc.

Ookie Ma, U.S. Department of Energy

This session will showcase new tools, resources, and emerging trends from U.S. Department of Energy's Clean Energy for Low Income Communities Accelerator. The panel will also feature two Accelerator partners who have pioneered innovative approaches in the State of Colorado through community solar and in the State of New York's multifamily affordable housing sector. This session is targeted to benefit those who design and administer low and moderate income (LMI) programs. Participants will leave with an understanding of LMI energy trends, how to utilize new available LMI tools, and case study examples of success.



Detailed Conference Schedule

4C § National Advocacy for LIHEAP

Room: Camelback

Moderator: Matthew Lyons, APPRISE, Inc.

This presentation is based on the results of research on exemplary ratepayer funded low-income energy efficiency programs achieving high energy savings. The presentation tells the story of these leading programs through analysis of performance data and case studies highlighting the major design features and delivery mechanisms that make these programs so successful. We look beyond program implementation to better understand the policy context in which these best-practice programs are developed and delivered. We examine what state and local policies are in place to support these best-practice programs, including energy efficiency resource standards, low income savings carve-outs, specific cost-effectiveness considerations for low-income programs (such as the inclusion of health and safety benefits), and complementary support from other federal and local sources.

4D Utility Support of Energy Assistance Agencies

Room: Encanto

Moderator: Kim Rikalo, SMUD

Presenters: David Conn, BGE

Willa Hightower, PECO (Exelon)

John Hill, DTE Energy

Danny Johnson, Georgia Power

Utility managers and directors will discuss how they assist social service agencies that provide energy assistance to utility consumers. Utilities understand that social service agencies have special relationships with utility consumers and that more can be done to assist agencies and assist consumers. New digital tools can lower administration costs, improve the customer experience, increase customer satisfaction, stretch constrained assistance dollars and make consumers more aware of ways to reduce the utility bill. The utilities represented on this panel will discuss the companies' recent efforts to improve agency access to customer accounts and pledge information, make better use of customers' mobile communication devices, and integrate energy assistance with other utility programs and tariff options. These utilities are focused on how to help agencies to help consumers, increase consumer education and awareness, and improve consumer control over utility expenses.

4E Donor Development in the Digital Age

Room: South Mountain

Moderator: Tanya Jones, HeartShare Human Services of New York

Presenters: Deb Brown, Fuel Fund of Maryland

Denise Stepto, Energy Outreach Colorado

Brenda Watson, Operation Fuel, Inc.

Historically fuel funds have relied on utility bill inserts and other traditional measures to fundraise. As bill inserts become less effective, learn about how to engage donors in the era of social media and digital platforms. You will be energized by this engaging group of fuel fund professionals as they outline how their organizations are finding new and creative ways to segment and reach donors.

4F § Making a Difference: Strategies for Successful Low-Income Energy Efficiency Programs

Room: Maryvale

Moderator: Sheila Ruffin, Federal Energy Regulatory Commission

Presenters: Sabrina Cowden, Milepost Consulting

Seth Nowak, ACEEE

This presentation is based on the results of research on exemplary ratepayer funded low-income energy efficiency programs achieving high energy savings. The presentation tells the story of these leading programs through analysis of performance data and case studies highlighting the major design features and delivery mechanisms that make these programs so successful. We look beyond program implementation to better understand the policy context in which these best-practice programs are developed and delivered. We examine what state and local policies are in place to support these best-practice programs, including energy efficiency resource standards, low income savings carve-outs, specific cost-effectiveness considerations for low-income programs (such as the inclusion of health and safety benefits), and complementary support from other federal and local sources.



4G Financial Literacy: Hands-on Training Put into Practice

Room: Alhambra

Moderator: Cami, Caudill, Fuel Fund of Maryland

Presenters: Susan Nayatewa, Salt River Pima-Maricopa Indian Community

The presentation will focus on financial budgeting techniques and resources available to the Native American population residing within Maricopa County in Arizona that assist with energy, rental, and food assistance. A financial management course is a requirement by recipients of LIHEAP within the Salt River Pima-Maricopa Indian Community (SRPMIC). The class addresses a financial recovery plan, budgeting, and credit repair. Sample budgeting worksheets and a resource list will be made available to attendees.

4H EPA's Energy & Water Efficiency Tools & Resources for Low-Income Homes

Room: Paradise Valley

Moderator: John Rich, Mid America Assistance Coalition

Presenters: Victoria Ludwig, U.S. EPA

Jonah Schein, U.S. EPA

EPA's partnership programs offer a variety of tools and resources that can assist low-income efficiency programs and the communities and homes they serve. During this session, participants will hear directly from staff from EPA's programs on ENERGY STAR, WaterSense, and Energy & Environment Resources for State, Local & Tribal Governments. For example, EPA will walk through the newly available ENERGY STAR Best Value Finder tool, which leverages ENERGY STAR's trusted database of certified products, alongside real-time price and location data. Its goal is to help cost-conscious consumers find efficient products at a price that fits their budget. EPA has also developed a series of case studies to help state and local officials, non-profits, and utilities understand promising practices and successful models they can use to overcome common barriers to delivering energy efficiency services to low-income households. At the end of the session, participants will walk away with an overview of EPA low-income efficiency tools and resources that are readily usable by state, local and tribal governments, as well as utilities, non-profits, and consumers.

12:00PM – 1:30PM NEAUC Annual Awards Luncheon

Room: 2nd Floor – Valley Ballroom

1:45PM – 3:00PM Session 5

5A Focus on Aging

Room: Maryvale

Moderator: Edward G. Gingold, Federal Energy Regulatory Commission

Presenters: Jim Dieterle, Former AARP NJ State Director

Jim Jacob, NJ Shares

This session will describe the need and potential solutions that utilities, energy assistance nonprofits, social service agencies, state government, and others can employ to better address the needs of the more than 40 million caregivers nationwide and their loved ones, the majority of whom are older Americans. Caregivers of older loved ones do not always have the financial ability to pay their loved ones' past-due utility bills. Results of an enlightening caregiver survey will be shared. Session attendees will also learn how NJ SHARES, with the support of AARP NJ, investor-owned electric and gas utilities, various statewide nonprofits and NJ state government - all working together - help ensure New Jersey caregivers and their loved ones have the resources they need. A roadmap for replication in other states will be shared, with the aim of creating - using the terminology of AARP - more "Livable Communities" throughout the country.

5B Low-Income Energy Solutions at DOE & EPA

Room: Valley E

Moderator: Jennifer Gremmert, Energy Outreach Colorado

Presenters: Krystal Laymon, U.S. Department of Energy

Victoria Ludwig, U.S. EPA

Both the DOE and EPA have recognized the importance of creating more access to energy efficiency and renewable energy to vulnerable communities. Come and hear about efforts across the country to accomplish just this and learn about incredible tools for you to bring the opportunities to your community.



Detailed Conference Schedule

5C Working Together For Arizona Low-Income Households

Room: Paradise Valley

Moderator: Kathy Senseman, Policy Development Group

Presenters: Sandra Mendez, Maricopa County Human Services

Jim Holbrook, Arizona Public Service

Bonnie Temme, Salt River Project

Cynthia Zwick, AZCAA

In this panel discussion, each of the panelists will describe how their organization has worked as part of a collaborative that has successfully advocated for funding for energy assistance and energy efficiency programs for low-income households, as well as for and other protections for low-income customers. They also will brainstorm with session attendees on strategies that they can use to establish similar partnerships in their own jurisdiction.

5D LIHEAP Advocacy: Action Day, Every Day

Room: Valley D

Moderator: Jessica Franks, Edison Electric Institute

Presenters: Dan Alderson, Atmos Energy

Liz Brister, Entergy Services, Inc.

In this session, panelists will share best advocacy practices/resources for today's now is too late world. Attendees will learn what LIHEAP is, how it works, who it helps, why it's important and how to be advocates Every Day!

5E Mission Moments: Getting New Donors

Room: South Mountain

Moderator: Kelly Caplan, Washington Gas

Presenters: Barbara Gomes, NJ SHARES

Jody Robertson, Dollar Energy Fund, Inc.

Brenda Watson, Operation Fuel, Inc.

Everyone knows how important mission moments are for non-profits. Come join this engaging group to learn more about their own organization's success stories in this arena. The group also will recap the four Ice houses that were built in the Northeast in 2018 to illustrate what it's like to have no heat in your home. They also will announce their plans to expand the concept nationwide.

5F \$ 5 Things to Do To Help Low-Income People Afford their Home Energy Service

Room: Encanto

Moderator: Rhonda Harper, Citizens Energy Group

Presenters: Roger Colton, Fisher Sheehan & Colton

Marlene Murphy-Roach, PGE

Developing programs and communications to help low income customers manage their rising utility costs is critical to the customer and the utility. There are multiple programs, utilities across the nation have in place to meet this need. Today, one of our presenters will go over five things you can do the help low income customers meet their utility burden. These are five strategic things that can be done at various times of the year. In addition one utility will go over some of the successful programs they have implemented. This session will provide you with tools, communication methods, and programs you can implement in your own state.

5G How Performance Management Can Improve LIHEAP

Room: Alhambra

Moderator: David Carroll, APPRISE, Inc.

Presenters: Melissa Torgerson, Verve Associates LLC

In this workshop, state LIHEAP grantees will share how LIHEAP Performance Measures have been used to implement changes to their LIHEAP programs. Grantee "vignettes" will highlight how LIHEAP Performance Measure data has impacted outreach, program delivery, benefit matrices, and collaboration with partners. Panelists will explain how Performance Measure data was used to inform program changes, provide preliminary feedback on how the changes have improved their LIHEAP programs, and discuss how on-going collection of Performance Measure data will guide evaluation and further improvement in program design.



5H Can Solar Change the Game?

Room: Camelback

Moderator: Katrina Metzler, NEUAC

Presenters: Dana Harmon, Texas Energy Poverty Research Institute
Nat Treadway, Distributed Energy Financial Group LLC

Renewable energy could be a game changer for those living in energy poverty; sources like solar power and energy efficiency could, in the long run, reduce a family's energy bill by over 70 percent. Participants can expect this session to provide an understanding of low to moderate income communities and methods of engagement for renewable energy projects. Speakers will highlight the benefits and risks of a low income dedicated shared/community solar programs and discuss ways to eliminate barriers, utilize community engagement, and education to increase participation. Additionally, the session will cover an innovative new market-based approach driven by consumer interest and buying power to provide solar to low-income families and stimulate investment in the local economy.

3:15PM – 4:30PM Session 6

6A § Domestic Violence Discussion

Room: Paradise Valley

Moderator: Susie Holmes, Federal Energy Regulatory Commission

Presenters: Liz Marx, Pennsylvania Utility Law Project
Chris Rossi, UGI Utilities

Victims of domestic violence often face unique challenges in establishing and/or maintaining utility service, especially when attempting to leave an abusive home. In this session, the presenter will describe these unique challenges, and the stark consequences to the victim and their 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 discuss possible areas for advocacy in other states. The presenter will then share the results of an exciting new pilot program between the Pennsylvania Utility Law Project (PULP) and local domestic violence service agencies to provide legal assistance to victims of domestic violence with utility issues, and will discuss best practices for replicating similar projects across the country.

6B Best Energy Efficiency Practices from Arizona

Room: Valley E

Moderator: Bonnie Temme, Salt River Project

Presenters: Travis Ekenberg, City of Phoenix
Rebecca Smout, Salt River Project

Case study on an affordable entry-level single family home community, City of Phoenix has partnered with Foundation Senior Living to manage a new home project called South Phoenix Village, a SRP ENERGY STAR Homes community. FSL has enlisted the construction expertise of Mandalay Homes to ensure the homes' features, along with proper building science reduce the electric usage for future home owners by 50%! With the City of Phoenix down payment assistance, this project is a shining model of partnership and innovation to help people achieve the dream of homeownership.

6C How Performance Management Can Improve LIHEAP

Room: Encanto

Moderator: David Carroll, APPRISE, Inc.

Presenters: Laura Betzinger, Indiana LIHEAP
Heather Jones, Missouri LIHEAP
Christine Taylor, State of Iowa Energy Assistance, Department of Human Rights
Melissa Torgerson, Verve Associates LLC

In this workshop, presenters will share information on how LIHEAP Performance Measures can be used to consider whether changes in state policies and/or procedures might increase the program's ability to meet low-income household needs. Attendees will learn how the performance data can be used to understand the effectiveness of the program in terms of conducting outreach to vulnerable households, targeting energy assistance benefits, making the best use of funds allocated to weatherization, and helping clients to maintain their energy service. As part of this session, two LIHEAP grantees will explain how their performance data helped them to identify specific issues with their program, as well as consider solutions that will result in better client services.



Detailed Conference Schedule

6D Fundraising for Energy Assistance: Ask the Experts

Room: Maryvale

Moderator: Mike Bradford, The Salvation Army Georgia Division

Presenters: Kelly Caplan, Washington Gas

Jennifer Gremmert, Energy Outreach Colorado

Jim Jacob, NJ Shares

Chad Quinn, Dollar Energy

Kelly Caplan, Washington Gas

Come meet some of the nation's fuel fund's leading experts in this fun and engaging panel format. Through a question and answer facilitated session, you will learn about special events, donor campaigns, sponsorship packages, program underwriting, and planned giving and grant writing.

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Come meet some of the nation's fuel fund's leading experts in this fun and engaging panel format. Through a question and answer facilitated session, you will learn about special events, donor campaigns, sponsorship packages, program underwriting, and planned giving and grant writing.

6F **S** Prepaid Electricity from the Utility, Community Partner, and Consumer Advocate

Room: Camelback

Moderator: Edward G. Gingold, Federal Energy Regulatory Commission

Presenters: Jessica Gonzalez, City of Phoenix Human Services Department

Cassandra Lovejoy, NEADA

Michael Mendonca, Salt River Project

Mark Wolfe, NEADA

This session will feature the pre-pay option as means for customers to eliminate costly fees, manage both their energy use and budget. Learn about the Next Generation Prepay strategic direction for Salt River Project and their customers as a result of changing the way prepay operates both internally and externally, and creates an ultimate customer experience. You will hear from the company in Northern American with the largest deployment of prepay meters for households of any economic status, a community partners experience related to serving their customers who use the prepay option and interacting with the utility company, and consumer protections conditions recommended by NEADA prior to implementation of a prepaid gas or electric services.

6G Open Roundtable

Room: Alhambra

Moderator: Marsha Belcher, Community Action Partnership of Lake County

Presenters: Everyone who attends

This session has been designed for attendees to have an opportunity to meet and discuss issues important to them in a roundtable setting. It will give the attendees some time to discuss what they learned at the conference, including how they might implement new ideas. It will enable sharing of ideas of how they plan to overcome stumbling blocks they could encounter. This session will be an open forum in which everyone can talk and share.



Detailed Conference Schedule

6H Water Summit

Room: Valley D

Moderator: Sean Hennessy, KC Water

Presenters: Jonah Schein, U.S. Environmental Protection Agency
Darren Sversvold, City of Phoenix

Across the country, the cost of infrastructure improvements and clean water delivery systems are being passed on to consumers, creating a significant burden for those living in poverty. Join NEUAC in exploring the challenges facing low-income customers and vulnerable populations related to water; including data associated with this growing need, research and policy discussions, and establishing a fund for water utility assistance. Panelists will include members of the water assistance community, the non-profit leader of a water fund and data experts.

4:45PM – 5:30PM NEUAC Annual Membership Meeting

Room: 2nd Floor – Encanto

All dues-paying members are encouraged to attend the annual NEUAC membership meeting.

Thursday, June 28, 2018

7:00AM – 8:30AM Group Breakfast

Room: 2nd Floor – Valley Ballroom

8:30AM – 9:45AM Plenary Session – Structural Racism: The Uncomfortable Truth

Room: 2nd Floor – Valley Ballroom

Introduction: Marsha Belcher, Community Action Partnership of Lake County

Speaker: Renee Koubiadis, Anti-Poverty Network of New Jersey

The Anti-Poverty Network (APN) of New Jersey is a membership organization, made up of individuals who have lived in poverty, nonprofit and community-based organizations, faith-based communities, elected and government officials, private businesses and concerned individuals. Joining together, APN works toward preventing, reducing and ending poverty in New Jersey. The APN recently completed a study entitled “Structural Poverty” which delves into the public policies, institutional practices, and cultural representations that often reinforce and maintain racial inequality. By joining this session you will learn how to form a similar network in your area or state, the value of the work of this collaborative effort. You will also hear startling and thought-provoking details from the “Structural Poverty” study.

10:00AM – 11:30AM Regional Issues: Solution-Building by Region

Room: 2nd Floor – Valley Ballroom

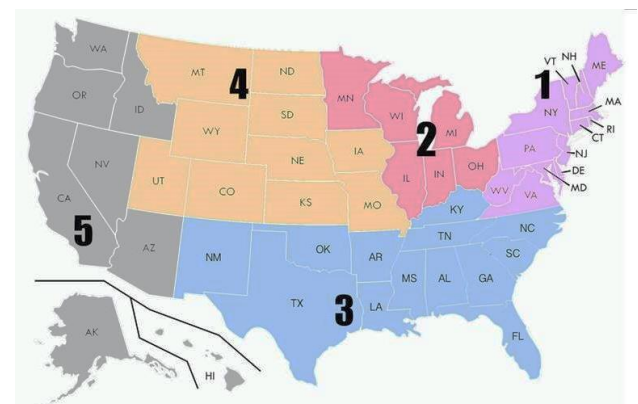
Moderator: Katrina Metzler, NEUAC

NEUAC brings together partners regionally during our conference for in-depth discussions on topics of interest. During the conversations, participants work within their regional groups to identify challenges at the local, state and regional level for low-income energy assistance programs; share ideas and innovative practices for addressing those challenges; apply content from conference sessions to our own processes, including this year's plenary session on Structural Racism in low-income programs; and network with other professionals in the region to discuss mutual issues regarding utility assistance and energy efficiency programming. This session brings conference attendees into the conversation to enrich information and share solutions. Information also is used to direct NEUAC activities and professional development offerings in the future.

11:30AM – 12:00PM

Wrap Up / Raffle

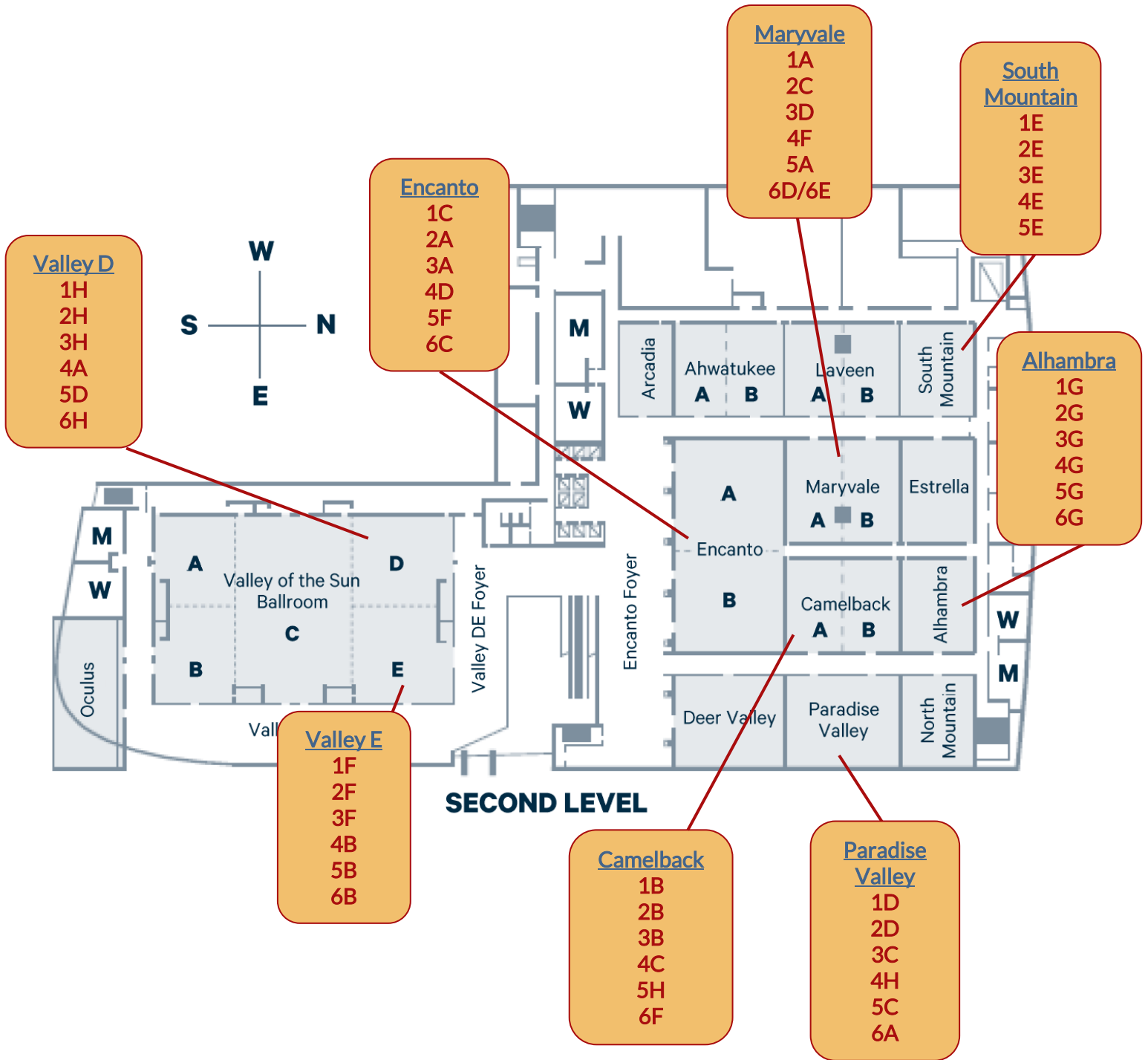
Room: 2nd Floor – Valley Ballroom



Region One	Region Two	Region Three	Region Four	Region Five
Maine	Minnesota	Kentucky	Montana	Alaska
New Hampshire	Wisconsin	Tennessee	North Dakota	Hawaii
Vermont	Michigan	North Carolina	South Dakota	Washington
New York	Ohio	South Carolina	Wyoming	Oregon
New Jersey	Indiana	Georgia	Utah	Idaho
Connecticut	Illinois	Florida	Colorado	Nevada
Rhode Island		Alabama	Kansas	California
Massachusetts		Mississippi	Nebraska	Arizona
Delaware		Louisiana	Iowa	Arizona
Maryland		Texas	Missouri	Cross-State Entities
Washington D.C.		New Mexico		U.S. Territories
West Virginia		Oklahoma		
Pennsylvania		Arkansas		



Hotel Map



Congratulations...

Congratulations to the 2018 NEUAC Award Winners

Lifetime Service Award
Edward Gingold, FERC

Sister Pat Kelley Award
Jackie Berger, APPRISE

Victorine Q. Adams Award
Dollar Energy Fund

Corporate Excellence Award
New Jersey Utilities

Description of Awards

The **Lifetime Service Award** is presented to a person who has dedicated the majority of his or her life to service. This special award is given only when merited. The awardee must demonstrate exceptional dedication to the field of energy assistance during their lifetime and affecting positive changes in the field of energy assistance.

The **Sister Pat Kelley Achievement Award** recognizes a person with exemplary achievement in furthering the National Energy and Utility Affordability Coalition's (NEUAC) objectives of increasing public awareness of low-income energy problems, advancing energy assistance policy and promoting charitable energy assistance. Sister Pat Kelley was a nun based in St. Louis, Missouri, with the Sisters of Charity order. She founded the national effort to advocate for vulnerable households for energy assistance. After the summer of 1980 when hundreds of vulnerable citizens died during a terrible mid-west heatwave, Sister Pat Kelley started an organization, Missouri Energycare, that would eventually become the National Fuel Funds Network and later NEUAC, with a mission to advocate for energy assistance.

The **Victorine Q. Adams Award** spotlights institutional innovation and achievement among non-profit NEUAC members. NEUAC presents the Victorine Q. Adams Award to a non-profit organization that displays an innovative spirit towards raising public awareness and generating financial aid for people in need of energy assistance. Victorine Q. Adams was a woman of distinction; a public leader and testament to good will who founded one of the nation's first fuel fund programs in Baltimore, Maryland. With grace and compassion, the late Mrs. Adams dedicated her life to bringing about change for the betterment of her community.

The **Corporate Excellence Award** recognizes outstanding achievements by a company or corporate entity on behalf of its low-income customers. Utilities or other corporate partners may be nominated who demonstrate innovative practices, outstanding community partnership, or impressive depth of programming directed at lowering the energy burdens of low-income families and/or vulnerable populations or addressing the need for energy crisis in their communities.



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

- Co-Chairs Deb Davis (NiSource), Tanya Jones (HeartShare Human Services of New York),
& Bonnie Temme (Salt River Project)
- Local Planning Committee Coordinator Bonnie Temme (Salt River Project)
- CLE Coordinator Edward G. Gingold, Esq. (Federal Energy Regulatory Commission)
 - Volunteer Coordinator Jennifer Fercence (Dollar Energy Fund)
 - AV Coordinator Marc Dunning (Florida Power & Light Company)
- Exhibitor Coordinator and Conference Management Sue Gove, Melanie Brantner,
Colleen McDonough, Syd Sheehy, Ellen Small and Libby Belardi (Gove Group)

And Especially ...

- All of the Track Leaders, Speakers, Moderators, Volunteers and the Local Planning Committee Members for the

We Rise Together: NEUAC 2018 Conference

A heartfelt thanks to our Sponsors, Exhibitors, In-Kind Supporters, Tote Bag Contributors, and Raffle and Silent Auction Contributors!

2018 Exhibitors

Be sure to stop by the exhibit area and meet with representatives from the following companies:

- Active TeleSource/Utility Appointment Partners
- AM Conservation Group
- Arizona Community Action Association
- Care1st Health Plan Arizona
- CommunityConnect Labs
- Computer Data Services, LLC
- CS Week
- Dollar Energy Fund
- Energy Federation
- Hancock Software
- Heat Smart Campaign
- Kern, Inc.
- Mid America Assistance Coalition
- National Energy Foundation
- NTC
- Project Energy Savers, LLC
- Promotion Management Center
- Resource Action Programs
- Roeing Corporation
- Salt River Project
- SEEL, LLC
- Solix, Inc.
- Southern California Gas Co
- Tennessee Valley Authority
- The Salvation Army/ Project Share
- Thermostat Recycling Corporation
- Trickle Star, LLC



Things to do in Phoenix

From Visit Phoenix, Here are the Top 10 Phoenix Attractions.
All photos courtesy of Visit Phoenix.



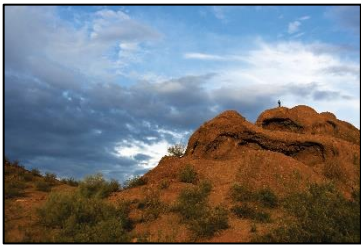
Camelback Mountain

The panoramic view from the "hump" of this iconic landmark, named for its resemblance to a kneeling camel, is worth scaling its two tricky trails, Echo Canyon and Cholla.



Musical Instrument Museum

See, hear and even play instruments from every corner of the world in a one-of-a-kind collection. The Museum tunes you into thousands of sounds with a headset that syncs seamlessly as you move through its galleries.



Papago Park

Just minutes from downtown is iconic Papago Park, home to red rock buttes looped with trails, a scenic view from the hikeable Hole-in-the-Rock.



Heard Museum

Through art and cultural objects, the museum's ongoing exhibits tell the stories of native people of the Southwest, from early history to powerful memories of boarding schools.



Roosevelt Row

The creative beat of the city's urban heart is in Roosevelt Row, home to galleries, mural-splashed business walls and a monthly art walk.



South Mountain Park and Preserve

Boasting 50 miles of trails through 16,000 acres of the Sonoran Desert, this municipal park is perfectly suited for outdoor adventure just minutes from the city.



Phoenix Art Museum

The Southwest's largest fine art museum features a collection of contemporary work and global masterpieces.



Heritage Square Dining

Like the 19th-century homes nearby, the restaurants in downtown's Heritage Square are making history. Pizzeria Bianco is heralded as the best pizza in the nation.



Old Town Scottsdale

Southwestern arts and hip eateries line the streets of Old Town, a popular destination for Greater Phoenix shopping and nightlife. The area is also a hot spot for after-dark dancing, lounging and libations.



Taliesin West

Tours of Taliesin West, Frank Lloyd Wright's winter home, give insight on how the masterful architect was inspired by the desert surroundings.



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