

# RISING WITH

# RESILIENCY

## 2022 ANNUAL CONFERENCE

New Orleans, LA | New Orleans Marriott | June 27 - 30

neuac

NATIONAL ENERGY & UTILITY AFFORDABILITY COALITION



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# WELCOME!



**Rhonda Harper**  
**PRESIDENT,**  
**NEUAC BOARD OF DIRECTORS**

*Rhonda Harper*

After two years of meeting virtually due to the COVID-19 pandemic, I am excited to welcome you all to New Orleans for the National Energy and Utility Affordability Coalition (NEUAC) annual conference. We have an agenda filled with not only outstanding workshops and content, but exciting preconference activities and social events I'm sure you will enjoy. It will be so good to be back together in person, learning and networking with each other. We hope you find this year's content valuable and useful in your organization's work to positively impact our most vulnerable households across the country.

Due to the pandemic, and with the advocacy of NEUAC along with its members and partners, we saw record-level LIHEAP funding in 2021. Our last two LIHEAP Action Days were held virtually, and in 2022 we saw record attendance, with 320 participants and more than 250 meetings. We saw federal assistance dollars allocated for rental, mortgage, and food assistance in addition to the record LIHEAP funding. For the first time ever, a federal water assistance program was rolled out. While all this is wonderful and exciting news for the struggling households we serve, it's been difficult for many agencies to connect this money to those in need. We all still have lots of work to do to ensure these families get the critical assistance they need.

Our conference theme, "Rising with Resiliency," shows that despite going through something horrific, we can rise up and come out stronger and more resilient. It is so fitting to have our first in-person conference in two years in the city of New Orleans, a city that has gone through so much, yet still stands tall and proud. This is what our vulnerable households do every day. The conference this year will address many of the challenges brought on by the pandemic and how agencies and utilities managed through this crisis. We will highlight the importance of partnerships, collaboration, and the distribution of funding to those in need.

We are all coming together for this conference because we are passionate about our work for the communities we serve. We will all continue to work toward finding new solutions, new partnerships, increased funding, and ways to ensure every household has access to safe and affordable utility services. We believe you will find the workshops and networking opportunities vital in your work toward equitable access for all.



# ABOUT NEUAC

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

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

## NEUAC GOVERNING AND ADVISORY BOARDS

### EXECUTIVE COMMITTEE

**President:** Rhonda Harper, Citizens Energy Group

**First Vice President:** Tanya Jones, HeartShare Human Services

**Second Vice President:** Kim Rikalo, Sacramento Municipal Utility District

**Secretary:** Keelie Gustin, Miami Valley Community Action Partnership

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

**Executive Director:** Katrina Metzler, NEUAC

### GOVERNING BOARD OF DIRECTORS

**Affordable Housing Alliance:** Kathleen Kerr

**American Council for an Energy-Efficient Economy:** Amanda Dewey

**Atmos Energy:** Faye Kinner

**Baltimore Gas and Electric:** David Conn

**CenterPoint Energy:** Sarah Schaffer

**Citizens Energy Group:** Rhonda Harper

**City of Avondale, AZ:** Edith Baltierrez

**Delaware Office of Community Services:** Häly Laasme

**DC Department of Energy and Environment:** Kenley Farmer

**Dollar Energy Fund:** Chad Quinn

**Duke Energy:** Nancy Loehr

**Energy Outreach Colorado:** Enrique Hernandez

**Florida Power and Light:** Steve Whitworth

**HeartShare Human Services of NY:** Tanya Jones

**Lumbee Tribe of North Carolina:** Tammy Maynor

**MASSCAP:** Joe Diamond

**Miami Valley Community Action Partnership:** Keelie Gustin

**Michigan Community Action Association:** Chere Coleman

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

**National Grid:** Tanasia Poke

**New Jersey SHARES:** Cheryl Stowell

**Ohio Partners for Affordable Energy:** John Sarver

**Operation Fuel:** Tonya Anderson

**Pacific Asian Consortium in Employment:** Celia Andrade

**PG&E:** Silvia Aldana

**Sacramento Municipal Utility District:** Kim Rikalo

**Salt River Project:** Bonnie Temme

**Salvation Army – Central Territory:** Angie Sterner

**Salvation Army – National Headquarters:** Mike Bradford

**TECO:** Gerri Drummond

**Texas Energy Poverty Research Institute:** Jacquie Moss

**Tennessee Valley Authority:** Frank Rapley

**THAW Fund:** Saunteel Jenkins

**VEIC:** Alison Donovan

**Vistra Energy (TXU):** Kim Campbell

**WSSC Water:** Kelly Caplan



# NEUAC GOVERNING AND ADVISORY BOARDS

## ADVISORY BOARD OF DIRECTORS

**Alliance to Save Energy:** Scott Thach  
**APPRISE:** David Carroll  
**APPRISE:** Jacqueline Berger, Alternate  
**Berkshire Hathaway Energy:** Mike Sullivan  
**Bidgely:** Ricky Gratz  
**Citizens for Citizens:** Elizabeth Berube  
**Consumers Energy:** Zoe Ahlstrom  
**EnergyCare Missouri:** Tim O'Dea  
**Energy Coordinating Agency:** Steve Luxton  
**Entergy:** Liz Brister  
**Fuel Fund of Maryland:** Erica Lambert  
**JEA:** Sheila Pressley  
**Michigan Public Service Commission:** Anne Armstrong  
**National Consumer Law Center:** Olivia Wein  
**New England Farm Workers' Council:** Lisa Gilhooly  
**New Jersey Natural Gas:** Maria Delaplain  
**Omaha Public Power District:** Britton Gabel  
**Opportunity Council:** Lorena Shah  
**Philadelphia Gas Works:** Denise Adamucci  
**SEEL, LLC:** Scott Alan Davis  
**Southern Company Gas:** Tiffany Gilstrap  
**Washington Gas:** Michael Bell

## EX-OFFICIO MEMBERS

**American Gas Association:** Brian Caudill  
**American Public Power Association:** John Godfrey  
**American Public Gas Association:** Emily Wong  
**Edison Electric Institute:** Allison Bury  
**Federal Energy Regulatory Commission:** Susie Holmes  
**Federal Energy Regulatory Commission:** Sheila Ruffin, Alternate  
**NASCSP:** Andrea Schroer  
**National Energy Assistance Directors Association:** Mark Wolfe  
**National Energy Assistance Directors Association:** Theresa Kullen, Alternate  
**National Rural Electric Cooperative Association:** Billie Kaumaya  
**United States Department of Health and Human Services:** Heather Jones  
**United States Department of Energy:** Erica Burren



# GENERAL INFORMATION

## SESSION LOCATIONS

All session information and locations are available in the conference app, as well as the following pages of this conference program. All breakfast and lunches will be provided in the Grand Ballroom.

## CONFERENCE EXHIBITS

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

## SESSION EVALUATIONS

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

## RECORDING

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

## BADGES

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

## SPOUSES & GUESTS

NEUAC is offering a conference guest registration option this year. The guest registration cost is \$100 and includes access to the conference reception on the riverboat cruise on Wednesday night. Guests will receive a badge that they must show to be admitted. Please note that no workshops are included.

## HOTEL PARKING

Valet parking is available for \$50.71/day

## CHECK IN/OUT

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

## SPECIAL ASSISTANCE

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

## IN CASE OF EMERGENCY

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

## CODE OF CONDUCT

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

## NEUAC CONFERENCE APP: WHOVA

Be sure to use the mobile app throughout the conference to share great ideas, connect with colleagues, and enjoy your time in New Orleans. Download the Whova app from your app store below.



[Whova How to Guide for Attendees](#)



# SCHEDULE AT A GLANCE

MONDAY, JUNE 27	
9:00 am - 12:00 pm	Sankofa Wetlands Park Site Visit
1:00 pm - 4:00 pm	Utility Summit
	Nonprofits, NOLA and Networking
	Racial Healing Circles
	Technology Solutions Module
4:00 pm - 5:00 pm	Welcome Reception - Refreshments
TUESDAY, JUNE 28	
7:00 am - 8:00 am	Breakfast (provided)
8:00 am - 8:15 am	Welcome
8:15 am - 9:15 am	Plenary 1
9:15 am - 9:30 am	Break
9:30 am - 10:30 am	Session 1
10:30 am - 10:45 am	Refreshment Break
10:45 am - 11:45 am	Session 2
11:45 am - 12:45 pm	Lunch (provided) / Plenary 2 Annual Membership Meeting
12:45 pm - 1:00 pm	Break
1:00 pm - 2:00 pm	Session 3
2:00 pm - 2:15 pm	Refreshment Break
2:15 pm - 3:30 pm	Session 4

WEDNESDAY, JUNE 29	
7:00 am - 8:00 am	Breakfast (provided)
8:00 am - 9:15 am	Plenary 3
9:15 am - 9:30 am	Break
9:30 am - 10:30 am	Session 5
10:30 am - 10:45 am	Refreshment Break
10:45 am - 11:45 am	Session 6
11:45 am - 12:45 pm	Lunch (provided)
12:45 pm - 1:45 pm	Plenary 4
1:45 pm - 2:00 pm	Break
2:00 pm - 3:00 pm	Session 7
3:00 pm - 3:15 pm	Refreshment Break
3:15 pm - 4:30 pm	Session 8
6:00 pm - 8:00 pm	Reunited on the River: Riverboat Cruise and Dinner Reception
THURSDAY, JUNE 30	
7:00 am - 8:30 am	New Orleans Style Breakfast (provided)
8:30 am - 9:30 am	Plenary 5
9:30 am - 9:45 am	Break
9:45 am - 11:30 am	Regional Roundtables
11:30 am	Wrap-up, Depart



# SESSIONS: TUESDAY, JUNE 28

## SESSION 1

9:30-10:30 am

## SESSION 2

10:45-11:45 am

## SESSION 3

1:00-2:00 pm

## SESSION 4

2:15-3:30 pm

<p><b>1A:</b> Addressing Utility Insecurity at a Pediatric &amp; Women's Health Clinic for Serving Low-Income Patients in Cleveland, OH: Innovative Approaches</p> <p> <b>Galerie 3</b></p>	<p><b>2A:</b> Building Awareness and Improving Equitable Access to Social Programs in Native Communities</p> <p>  <b>Galerie 3</b></p>	<p><b>3A:</b> Fuel Fund Adaptations During the Pandemic</p> <p>  <b>Galerie 3</b></p>	
<p><b>1B:</b> Two Years In: How Technology and Utility Regulation are Addressing Energy Affordability in the Midst of a Pandemic</p> <p> <b>Galerie 5-6</b></p>	<p><b>2B:</b> LIHEAP Leapfrogging: Advancing Historically Excluded Communities to a Clean Energy Future</p> <p>   <b>Galerie 5-6</b></p>	<p><b>3B:</b> Addressing Barriers to Clean Heating with Quick Start Grants</p> <p> <b>Galerie 5-6</b></p>	<p><b>4B:</b> Leveraging Equity Data to Build Energy, Health, and Housing Coalitions</p> <p>   <b>Galerie 5-6</b></p>
<p><b>1C:</b> LIHEAP 101: Why is LIHEAP so Complicated? What Can You Do to Make It Work Better?</p> <p>  <b>Galerie 1-2</b></p>	<p><b>2C:</b> LIHEAP 102: How Can I Make Sure My LIHEAP Program Serves People in the Way that Best Meets Their Needs?</p> <p>  <b>Galerie 1-2</b></p>	<p><b>3C:</b> LIHEAP Clearinghouse Website: Finding What You Need When You Need It</p> <p> <b>Galerie 1-2</b></p>	<p><b>4C:</b> Water Affordability: Stories, Strategies, Solutions</p> <p>   <b>Galerie 1-2</b></p>
<p><b>1D:</b> Water 101 - What You Need to Know About Water Assistance and Affordability</p> <p>  <b>Studio 1-2</b></p>	<p><b>2D:</b> In Pursuit of Safe and Affordable Water in Pittsburgh</p> <p>   <b>Studio 1-2</b></p>	<p><b>3D:</b> Effective &amp; Compassionate Practices: How to Minimize Water Turnoffs</p> <p>  <b>Studio 1-2</b></p>	<p><b>4D:</b> A Day in the Life: How One State Streamlined their Water Assistance, LIHEAP &amp; Weatherization Programs</p> <p>   <b>Studio 1-2</b></p>
<p><b>1E:</b> Public Program Power: Sustainable and Scalable Limited Income Offerings for Energy Efficiency &amp; Health</p> <p>  <b>Studio 3-4</b></p>	<p><b>2E:</b> Pandemic Energy Use Differences between Income Qualified and Other Energy Customers in Southern California</p> <p>  <b>Studio 3-4</b></p>	<p><b>3E:</b> Pilots, Collaborations and Community: How the DTE Energy Efficiency Assistance Program Maximizes Impact</p> <p>  <b>Studio 3-4</b></p>	<p><b>4E:</b> Experiences on the Hill: Perspectives on Advocacy</p> <p>  <b>Studio 3-4</b></p>
<p><b>1F:</b> The Power of Community-Led Clean Energy Strategies: An Overview of Community-based Organizations Building an Equitable Clean Energy Future</p> <p>  <b>Studio 7-8</b></p>	<p><b>2F:</b> Address the Individual not the Segment: How You Can Use Customer Data to Redesign Your LMI Programs</p> <p>   <b>Studio 7-8</b></p>	<p><b>3F:</b> Dynamic Trio: How Can Utility Affordability, Inclusive Utility Investment, and Affordable Housing Advocates Join Forces for Amplified Impact?</p> <p>  <b>Studio 7-8</b></p>	<p><b>4F:</b> Low Income Customer Acquisition and Management: Ensuring Equitable Access to Community Solar for All</p> <p>  <b>Studio 7-8</b></p>
<p><b>1G:</b> Advocacy for Dummies</p> <p>  <b>Studio 9-10</b></p>	<p><b>2G:</b> Policy Updates and Advocacy Outlook for LIHEAP</p> <p>   <b>Studio 9-10</b></p>		<p><b>4G:</b> Helping Customers Through COVID to Reduce Energy Burden and Emerge Stronger</p> <p>  <b>Studio 9-10</b></p>

Advocacy Energy Equity LIHEAP Solar Tribes Utilities Vulnerable Populations Water Affordability Wx/Efficiency/Healthy Homes



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# SESSIONS: WEDNESDAY, JUNE 29

**SESSION 5**  
9:30-10:30 am

**SESSION 6**  
10:45-11:45 am

**SESSION 7**  
2:00-3:00 pm

**SESSION 8**  
3:15-4:30 pm

	<p><b>6A:</b> Outreach Methods to Special Needs LMI Segments</p> <p> <b>Galerie 3</b></p>	<p><b>7A:</b> Collaborating for Collective Impact</p> <p> <b>Galerie 3</b></p>	<p><b>8A:</b> Sovereign Power: Tribal Distributed Energy Generation with Low-Income Reinvestment</p> <p> <b>Galerie 3</b></p>
<p><b>5B:</b> Updating the PECO Assistance Program to Increase Equity</p> <p> <b>Galerie 5-6</b></p>	<p><b>6B:</b> Leveraging Data to Improve Racial Equity and Inclusion</p> <p> <b>Galerie 5-6</b></p>	<p><b>7B:</b> How Illinois is Using Data to Improve our LIHEAP Performance</p> <p> <b>Galerie 5-6</b></p>	<p><b>8B:</b> Community Conversations on Energy Equity with the National Labs</p> <p> <b>Galerie 5-6</b></p>
<p><b>5C:</b> LIHWAP Federal Update</p> <p> <b>Galerie 1-2</b></p>	<p><b>6C:</b> Dialogue with Federal LIHEAP Partners</p> <p> <b>Galerie 1-2</b></p>	<p><b>7C:</b> Advancing Equity in Utility Regulation</p> <p> <b>Galerie 1-2</b></p>	<p><b>8C:</b> LIHEAP/LIHWAP Listening Session with HHS</p> <p> <b>Galerie 1-2</b></p>
<p><b>5D:</b> Beyond Baseload</p> <p> <b>Studio 1-2</b></p>		<p><b>7D:</b> Water Burden Study</p> <p> <b>Studio 1-2</b></p>	
<p><b>5E:</b> How One Company Aimed High to Connect Qualified Customers to Bill Payment Assistance Options in Response to COVID-19 Impacts</p> <p> <b>Studio 3-4</b></p>		<p><b>7E:</b> WAP Federal Update</p> <p> <b>Studio 3-4</b></p>	<p><b>8E:</b> Arkansas Weatherization Braiding Project</p> <p> <b>Studio 3-4</b></p>
<p><b>5F:</b> Identifying Multiple Forms of Energy Poverty: Energy Burden and Energy Deficits</p> <p> <b>Studio 7-8</b></p>	<p><b>6F:</b> Mobilizing Existing Ecosystems in Times of Crisis</p> <p> <b>Studio 7-8</b></p>	<p><b>7F:</b> A Holistic Approach of Addressing Climate, Weatherization, and Capacity Needs through Housing Programs in Tribal Nations</p> <p> <b>Studio 7-8</b></p>	<p><b>8F:</b> People Power: Community Engagement and Trust Building Deliver Results</p> <p> <b>Studio 7-8</b></p>
<p><b>5G:</b> Community Engagement in LMI Solar</p> <p> <b>Studio 9-10</b></p>	<p><b>6G:</b> The Future of Water Assistance at the Federal Level - Advocacy Update</p> <p> <b>Studio 9-10</b></p>	<p><b>7G:</b> National Partners Update</p> <p> <b>Studio 9-10</b></p>	<p><b>8G:</b> Helping Seriously Ill Utility Customers Stay Connected</p> <p> <b>Studio 9-10</b></p>

Advocacy Energy Equity LIHEAP Solar Tribes Utilities Vulnerable Populations Water Affordability Wx/Efficiency/Healthy Homes



# DETAILED SCHEDULE

## MONDAY JUNE 27TH

### PRECONFERENCE SESSIONS

#### SANKOFA WETLANDS VISIT

Monday, June 27th | 8:45 am - 12:00 pm | Meet in Lobby

#### UTILITY SUMMIT

Monday, June 27th | 1:00 pm - 4:00 pm | Studio 9-10

#### NONPROFITS, NOLA, AND NETWORKING

Monday, June 27th | 1:00 pm - 4:00 pm | Studio 7-8

#### RACIAL HEALING CIRCLES

Monday, June 27th | 1:00 pm - 4:00 pm | Galerie 2-3

#### TECHNOLOGY SOLUTIONS MODULE

Monday, June 27th | 1:00 pm - 4:00 pm | Studio 1-2

### WELCOME RECEPTION

#### LET THE GOOD TIMES ROLL!

Monday, June 27th | 4:00 - 5:00 pm | Studio Foyers



# DETAILED SCHEDULE

**TUESDAY JUNE 28TH**

## **PLENARY 1 RISING TO THE CHALLENGE**

Tuesday, June 28th | 8:00 am - 9:15 am | Grand Ballroom

**Presenters:** Katrina Metzler, Executive Director, NEUAC  
Deanna Rodriguez, President and CEO, Entergy New Orleans  
Chip Kline, Chairman, Coastal Protection and Restoration Authority Board and Director, Coastal Activities, State of Louisiana

## **1A ADDRESSING UTILITY INSECURITY AT A PEDIATRIC & WOMEN'S HEALTH CLINIC FOR SERVING LOW-INCOME PATIENTS IN CLEVELAND, OH: INNOVATIVE APPROACHES**

Tuesday, June 28th | 9:30 am - 10:30 am | Galerie 3

**Moderator:** Erica Lambert, Fuel Fund of Maryland

**Presenters:** Genevieve Birkby, University Hospitals Ahuja Rainbow Center for Women & Children

This presentation will cover how the Rainbow Connects program — a social needs navigation approach to address the social determinants of health — assists patients in addressing their utility insecurity concerns. It will highlight the important relationship between this issue and health, and focus on innovative solutions like a utility moratorium for at risk-pregnant women.

## **1B TWO YEARS IN: HOW TECHNOLOGY AND UTILITY REGULATION ARE ADDRESSING ENERGY AFFORDABILITY IN THE MIDST OF A PANDEMIC**

Tuesday, June 28th | 9:30 am - 10:30 am | Galerie 5-6

**Moderator:** David Conn, BGE

**Presenters:** Anne Armstrong Cusack, Michigan Public Service Commission  
Julia Friedman, Oracle



# DETAILED SCHEDULE

## **1C** LIHEAP 101: WHY IS LIHEAP SO COMPLICATED? WHAT CAN YOU DO TO MAKE IT WORK BETTER?

Tuesday, June 28th | 9:30 am - 10:30 am | Galerie 1-2

**Moderator:** Chere Coleman, Michigan Community Action Association

**Presenters:** David Carroll, APPRISE

Jane Blank, Wisconsin Department of Administration

Theresa Kullen, Colorado Department of Human Services

Lisa Goben, Oregon Housing and Community Services

Keelie Gustin, Miami Valley Community Action Partnership

The purpose of this session is to give attendees who are new to the network and experienced attendees who want to learn more about LIHEAP fundamentals, detailed information about why LIHEAP works the way that it does. The content will include: What must a LIHEAP program do? [Statutory and Regulatory Requirements]; What can a LIHEAP program do? [Block Grant Flexibility]; What are the roles of LIHEAP partners? [States/Local Agencies/Vendors]; How can changes be made in the program? [Public Hearings/Advisory Groups]

## **1D** WATER 101: WHAT YOU NEED TO KNOW ABOUT WATER ASSISTANCE AND AFFORDABILITY

Tuesday, June 28th | 9:30 am - 10:30 am | Studio 1-2

**Moderator:** Kelly Gibson Caplan, WSSC Water

**Presenters:** Saunteel Jenkins, The Heat and Warmth Fund (THAW)

Rhonda Harper, Citizens Energy Group

In recent years water affordability and accessibility have become a major issue for income-constrained households. For the first time, the federal government has recognized the need for and funded water assistance through LIWAP. As many states and organizations navigate this new assistance funding, Water 101 will discuss why water affordability is a growing issue across the country. We will also share examples of water assistance, conservation and repair programs that increase access and help make water more affordable for families. Attendees will receive Virtual Reality glasses to be used with a mobile phone to take a tour of the \$2 billion "DigIndy" tunnel system which will eliminate 97% of sewer overflows into Indianapolis waterways.



# DETAILED SCHEDULE

## **1E PUBLIC PROGRAM POWER: SUSTAINABLE AND SCALABLE LIMITED INCOME OFFERINGS FOR ENERGY EFFICIENCY AND HEALTH**

Tuesday, June 28th | 9:30 am - 10:30 am | Studio 3-4

**Moderator:** Sabrina Cowden, SC Consulting

**Presenters:** Frank Rapley, Tennessee Valley Authority (TVA)  
Michaela Marincic

The Tennessee Valley Authority (TVA) is a mission-driven public utility serving an estimated 1.7 million low-income households. They have worked over the last several years to design and test new models for implementing income-qualified energy efficiency programs. Using an innovative, partnership-based funding model, TVA created the Home Uplift Program that provides whole home energy efficiency improvements for low-income households. Through the Home Uplift Program, TVA is working to reshape the energy assistance paradigm in the Southeast, an area in which energy burden ranks among the highest and where health and wellness indicators rank the lowest in the country. To that end, TVA has also tapped into the power of data to quantify and monetize the non-energy impacts to participating households. In partnership with research firm Three3, TVA has undertaken a multiyear study involving scientific, in-depth participatory research of Home Uplift participants. Preliminary research findings suggest a strong correlation between energy efficiency and improved health, financial and other social outcomes. In this session, TVA will share in-depth research findings highlighting the non-energy impacts attributable to the Home Uplift Program and the implications for energy affordability, health and resilience in the Southeast and beyond.

## **1F THE POWER OF COMMUNITY-LED CLEAN ENERGY STRATEGIES: AN OVERVIEW OF COMMUNITY-BASED ORGANIZATIONS BUILDING AN EQUITABLE CLEAN ENERGY FUTURE**

Tuesday, June 28th | 9:30 am - 10:30 am | Studio 7-8

**Moderator:** Amanda Dewey, American Council for an Energy-Efficient Economy (ACEEE)

**Presenters:** Roxana Ayala, ACEEE  
Daphany Rose Sanchez, Kinetic Communities  
Jesse George, Alliance for Affordable Energy  
Andreanecia Morris, HousingNOLA  
Cassandra Walker, Kinetic Communities

In this breakout session, we will explore community-led clean energy program models and strategies that promote health and energy affordability, bolster the local workforce, and build the wealth of residents in marginalized communities. ACEEE will share recent research on six key community-led clean energy strategies that community-based organizations (CBOs) and community members use to support equitable policies and outcomes. Three CBOs will then share examples of how they are working to advance equitable programs or policies for their communities. We will hear from Kinetic Communities Consulting (KC3), the Alliance for Affordable Energy, and the Greater New Orleans Housing Alliance (GNOHA). All three CBOs will share lessons learned from their programs and the next steps for their work.



# DETAILED SCHEDULE

## 1G ADVOCACY FOR DUMMIES

Tuesday, June 28th | 9:30 am - 10:30 am | Studio 9-10

**Moderator:** Nyka Scott, Entergy

**Presenters:** John Godfrey, American Public Power Association (APPA)

Billie Kaumaya, National Rural Electric Cooperative Association (NRECA)

The who/what/when/where/why of advocacy. If you who don't know where to start, how to schedule a meeting, what to say, have no fear. 2 seasoned lobbyists are here to help.

## 2A BUILDING AWARENESS AND IMPROVING EQUITABLE ACCESS TO SOCIAL PROGRAMS IN NATIVE COMMUNITIES

Tuesday, June 28th | 10:45 am - 11:45 am | Galerie 3

**Moderator:** Häly Laasme, Delaware Office of Community Services

**Presenters:** Sarah Beccio, Unite Us

What if everyone could get assistance with their energy and utility needs when they need it? And what if community-based organizations, health, and social care providers, and government agencies could all work together, in a person-centric model of care that ensures no one slips through the cracks? In fact, they can. Unite Us is transforming the ability to serve those in need faster and more efficiently, combining technology with local, community engagement and collaboration. Join Sarah Beccio (Isleta Pueblo) as she talks about the work Unite Us is doing—with Tribal Nations and other communities around the country – and has a conversation with Gwen Salt (Navajo) about energy and utility needs on Tribal lands.

## 2B LIHEAP LEAPFROGGING: ADVANCING HISTORICALLY EXCLUDED COMMUNITIES TO A CLEAN ENERGY FUTURE

Tuesday, June 28th | 10:45 am - 11:45 am | Galerie 5-6

**Moderator:** Edith Baltierrez, City of Avondale, AZ

**Presenters:** Dana Clare Redden, Solar Stewards

Erica Holloman-Hill, Ayika Solutions

David Graber, Solar and Energy Loan Fund

Yesenia Rivera, Solar United Neighbors

Historically excluded communities have been left out of the clean energy revolution because of the lasting legacies of systemic oppression. Inefficient homes, the deteriorating condition of current housing stock, and lack of energy education create significant hurdles for LMI and BIPOC communities to access the benefits of clean energy like lifesaving resiliency and decreased energy burden. Our session will discuss how traditional LIHEAP programs, combined with innovative sources of capital, can help leap-frog historically excluded communities into a clean energy economy to prepare them for a changing climate and a new equitable future.



# DETAILED SCHEDULE

## **2C** LIHEAP 102: HOW CAN I MAKE SURE MY LIHEAP PROGRAM SERVES PEOPLE IN THE WAY THAT BEST MEETS THEIR NEEDS?

Tuesday, June 28th | 10:45 am - 11:45 am | Galerie 1-2

**Moderator:** Chere Coleman, Michigan Community Action Association

**Presenters:** David Carroll, APPRISE

Jane Blank, State of Wisconsin Department of Administration

Theresa Kullen, Colorado Department of Human Services

Lisa Goben, Oregon Housing and Community Services

Keelie Gustin, Miami Valley Community Action Partnership

The purpose of this session is to help attendees assess whether their LIHEAP program is aligned with the needs of eligible households and that it is effectively collaborating with other programs that deliver energy assistance and energy efficiency services. The content will include: Innovations in Application Procedures; Closing the Loop with Incomplete Applications; Categorical Eligibility; Collaborating with Other Programs; Using Performance Management Data; Equipment Replacement/Weatherization Health and Safety; and more.

## **2D** IN PURSUIT OF SAFE AND AFFORDABLE WATER IN PITTSBURGH

Tuesday, June 28th | 10:45 am - 11:45 am | Studio 1-2

**Moderator:** Thomas Joyner, Entergy

**Presenters:** Elizabeth Marx, Pennsylvania Utility Law Project

Like so many communities across the country, the City of Pittsburgh has been grappling with critical water infrastructure and affordability challenges. Many residents continue to get their water through lead pipes, while rising costs to remediate the lead crisis are driving up water bills - pricing low income families out of the market for essential services. At the same time, the City - situated at the cross-roads of three major rivers - faces increased and prolonged flooding events, driving the need for costly stormwater upgrades. These intersectional issues are falling hardest on low income communities and communities of color, which are more likely to have lead in their home and live in flood-prone areas - yet are least able to absorb the rising cost of basic services. Join this session to learn how local, state, and national economic and environmental justice advocates joined forces to advance innovative programs and policies through targeted litigation and grassroots advocacy.



# DETAILED SCHEDULE

## **2E PANDEMIC ENERGY USE DIFFERENCES BETWEEN INCOME-QUALIFIED AND OTHER ENERGY CUSTOMERS IN SOUTHERN CALIFORNIA**

Tuesday, June 28th | 10:45 am - 11:45 am | Studio 3-4

**Moderator:** Celia Andrade, Pacific Asian Consortium in Employment

**Presenters:** Ryan Shahbazi, SoCalGas  
Melanie Edel, Southern California Edison  
Paula Ham-Su, DNV

This session explores the differences in the energy use of income-qualified customers and the rest of the customer base across the three investor-owned utilities in Southern California (San Diego Gas & Electric, Southern California Edison, and SoCalGas), with an emphasis on the effects of the pandemic. The pandemic changed the way we live our day-to-day lives. With many customers home for longer periods in the day, the energy usage profile changed. These estimates may help quantify the energy burden and design programs that reduce energy expenses for low-income customers.

## **2F ADDRESS THE INDIVIDUAL NOT THE SEGMENT: HOW YOU CAN USE CUSTOMER DATA TO REDESIGN YOUR LMI PROGRAMS**

Tuesday, June 28th | 10:45 am - 11:45 am | Studio 7-8

**Moderator:** Steve Luxton, Energy Coordinating Agency

**Presenters:** Ben Nathan, E Source

For years, utilities have designed low-and-moderate income (LMI) programs as if it's a uniform customer segment. But within LMI is a diverse set of individuals with differing strengths and needs. We now have the tools to design programs for these varied individuals. Come learn how you can combine data science and ethnographic research to rethink and redesign your LMI programs. We'll highlight how, using ethnographic information, utilities can apply diversity, equity, and inclusion (DEI) metrics to low-income programs to better meet the needs of your individual customer. We'll breakdown how to use this information to more effectively market programs to those customers who see the highest burden from their energy bills. And finally, we will discuss how programs can be redesigned to not just meet the needs of their customers, but also achieve higher energy savings for the utility.

## **2G POLICY UPDATES AND ADVOCACY OUTLOOK FOR LIHEAP**

Tuesday, June 28th | 10:45 am - 11:45 am | Studio 9-10

**Moderator:** Mike Bradford, Salvation Army

**Presenters:** Brian Caudill, American Gas Association (AGA)  
Allison Poe, Edison Electric Institute (EEI)  
Katrina Metzler, National Energy and Utility Affordability Coalition (NEUAC)





# DETAILED SCHEDULE

## **PLENARY 2 ANNUAL MEMBERSHIP MEETING AND HONORING OUR ENERGY HEROES (LUNCH)**

Tuesday, June 28th | 11:45 am - 12:45 pm | Grand Ballroom

**Presenters:** Rhonda Harper, President, NEUAC Board of Directors  
Steve Whitworth, Chair Membership/Fundraising Committee, NEUAC Board of Directors  
Katrina Metzler, Executive Director, NEUAC

## **3A FUEL FUND ADAPTATIONS DURING THE PANDEMIC**

Tuesday, June 28th | 1:00 pm - 2:00 pm | Galerie 3

**Moderator:** David Conn, BGE

**Presenters:** Erica Lambert, Fuel Fund of Maryland  
Lindsay Mulvihill, Dollar Energy Fund  
Enrique Hernandez, Energy Outreach Colorado  
Kathleen Kerr, Affordable Housing Alliance

The coronavirus pandemic created enormous stress on all of us as individuals, communities and organizations. Not least among those affected by the pandemic were the agencies tasked with helping our most vulnerable neighbors. Learn how energy assistance agencies across the country adapted through the pandemic, and the tough lessons they learned about providing vitally needed services during a dramatically changing landscape.

## **3B ADDRESSING BARRIERS TO CLEAN HEATING WITH QUICK START GRANTS**

Tuesday, June 28th | 1:00 pm - 2:00 pm | Galerie 5-6

**Moderator:** Frank Rapley, Tennessee Valley Authority

**Presenters:** Desmond Kirwan, VEIC

## **3C LIHEAP CLEARINGHOUSE WEBSITE: FINDING WHAT YOU NEED WHEN YOU NEED IT**

Tuesday, June 28th | 1:00 pm - 2:00 pm | Galerie 1-2

**Moderator:** Häly Laasme, Delaware Office of Community Services

**Presenters:** Marisa Larson, National Center for Appropriate Technology (NCAT)  
Dan Bausch, APPRISE  
David Carroll, APPRISE



# DETAILED SCHEDULE

## **3D EFFECTIVE & COMPASSIONATE PRACTICES: HOW TO MINIMIZE WATER TURNOFFS**

Tuesday, June 28th | 1:00 pm - 2:00 pm | Studio 1-2

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

**Presenters:** Zoë Roller, US Water Alliance

Shannon Tivitt, Louisville One Water Partnership

Kelly Gibson Caplan, WSSC Water

Compassionate Utility Practices to Reach Vulnerable Populations - Is your organization looking for innovative, targeted and creative ways to engage with vulnerable customers segments during this pandemic and beyond? If so, please join WSSC Water and Louisville One Water Partnership for an informative presentation that will provide proactive compassionate outreach measures that they each have implemented to maximize engagement and help their customers during this unprecedented time.

## **3E PILOTS, COLLABORATIONS AND COMMUNITY: HOW THE DTE ENERGY EFFICIENCY ASSISTANCE PROGRAM MAXIMIZES IMPACT**

Tuesday, June 28th | 1:00 pm - 2:00 pm | Studio 3-4

**Moderator:** Anne Armstrong, Michigan Public Service Commission

**Presenters:** David Becker, DTE Energy

This presentation will provide an overview of DTE's Energy Efficiency Assistance (EEA) Program with specific focus on pilots and program enhancements which have helped the program more holistically meet the needs of limited income single-family households. DTE supports limited income customers with high efficiency furnaces, refrigerators, water heaters, home weatherization services and direct install measures, at no cost to the customer. The program targets customers in billing assistance programs, funds health and safety work to reduce project walkaways, partners with government agencies and nonprofits to amplify impact, and leverages food banks for LED distributions in impoverished communities. This presentation will highlight program improvements and community collaborations to more equitably and holistically delivery program benefits to customers in need with a focus on a whole home approach.

## **3F DYNAMIC TRIO: HOW CAN UTILITY AFFORDABILITY, INCLUSIVE UTILITY INVESTMENT, AND AFFORDABLE HOUSING ADVOCATES JOIN FORCES FOR AMPLIFIED IMPACT?**

Tuesday, June 28th | 1:00 pm - 2:00 pm | Studio 7-8

**Moderator:** Scott Alan Davis, SEEL, LLC

**Presenters:** Karen Campblin, NAACP State Conference of Virginia

Philip Fracica, Renew Missouri

Stephen Bickel, Clean Energy Works

We will be talking about the various complexities of energy efficiency financing, energy burden in affordable housing, and the role utilities can play in removing traditional barriers that have prevented them from best serving all customer types.



# DETAILED SCHEDULE

## **4B LEVERAGING EQUITY DATA TO BUILD ENERGY, HEALTH, AND HOUSING COALITIONS**

Tuesday, June 28th | 2:15 pm - 3:30 pm | Galerie 5-6

**Moderator:** Häly Laasme, Delaware Office of Community

**Presenters:** Andrew Robison, Texas Energy Poverty Research Institute (TEPRI)

Joy Ward, Southeast Energy Efficiency Alliance (SEEA)

Will Bryan, SEEA

Equity and Inclusion is more than just the hot new buzz words our industry is using in this clean energy transformation. It is the key to unlocking access to clean, affordable and resiliency energy in our community. But in order to increase equity in programs, you must first understand which customers are participating and why. The goal of this session is to allow attendees to come away with a plan of how to target their outreach to promote racial equity and illustrate its importance to policy makers and utilities to achieve clean energy goals.

## **4C WATER AFFORDABILITY: STORIES, STRATEGIES, SOLUTIONS**

Tuesday, June 28th | 2:15 pm - 3:30 pm | Galerie 1-2

**Moderator:** Kenley Farmer, DC Department of Energy and Environment

**Presenters:** Olivia Wein, National Consumer Law Center (NCLC)

Larry Levine, Natural Resources Defense Council (NRDC)

Briana Parker, National Coalition for Legislation on Affordable Water (NCLAWater)

## **4D A DAY IN THE LIFE: HOW ONE STATE STREAMLINED THEIR WATER ASSISTANCE, LIHEAP & WEATHERIZATION PROGRAMS**

Tuesday, June 28th | 2:15 pm - 3:30 pm | Studio 1-2

**Moderator:** Keelie Gustin, Miami Valley Community Action Partnership

**Presenters:** Fred Sneesby, Rhode Island Department of Human Services (RI DHS)

Deirdre Weedon, RI DHS

Kelia Bravo, RI DHS

Danielle Amasia, Hancock Software

Lily Li, Hancock Software

Federal Stimulus packages have enabled low-income programs across the country to ramp up and offer new and existing clients even more benefits. But how does a state go about implementing a new water assistance program while driving more LIHEAP and Weatherization Participation? The secret is to collaborate across programs. Our clients will apply online and we will track their eligibility and progress through receiving benefits from multiple programs. During this session Rhode Island's respective program managers will share their tips and tricks and show you how to effectively manage programs with existing and new resources. At RI DHS we have seen our annual client participation grow and have seen dramatic improvements with efficiently delivering benefits from multiple programs, and we are excited to show you a day in the life of a Rhode Island Program Manager.



# DETAILED SCHEDULE

## **4E EXPERIENCES ON THE HILL: PERSPECTIVES ON ADVOCACY**

Tuesday, June 28th | 2:15 pm - 3:30 pm | Studio 3-4

**Moderator:** Steve Whitworth, Florida Power & Light

**Presenters:** Nina Moussavi, Indivisible

Silvia Aldana, Pacific Gas and Electric Company (PG&E)

Andrew Bennett, Energy Outreach Colorado

Faye Kinner, Atmos Energy

## **4F LOW INCOME CUSTOMER ACQUISITION AND MANAGEMENT: ENSURING EQUITABLE ACCESS TO COMMUNITY SOLAR FOR ALL**

Tuesday, June 28th | 2:15 pm - 3:30 pm | Studio 7-8

**Moderator:** Kim Campbell Hailey, Vistra Corp

**Presenters:** Ariel Drehobl, U.S. Department of Energy, Solar Energy Technologies Office

Elvis Moleka, Groundswell

Wafa May Elamin, Clean Energy States Alliance

Collaborating with Community Based Organizations and Frontline Communities

As part of this session, Wafa May Elamin from the Clean Energy States Alliance (CESA) will highlight best practices for how utilities and state agencies can collaborate with community-based organizations and frontline communities to disseminate information and facilitate customer acquisition for community solar. Hope to see you on Tuesday June 28th from 2:15-3:30 in Studios 7&8!

## **4G HELPING CUSTOMERS THROUGH COVID TO REDUCE ENERGY BURDEN AND EMERGE STRONGER**

Tuesday, June 28th | 2:15 pm - 3:30 pm | Studio 9-10

**Moderator:** Gerri Drummond, TECO

**Presenters:** Darin Schrum, Sacramento Municipal Utility District (SMUD)

Kim Rikalo, SMUD

How SMUD pivoted quickly to support and educate our most in need customers and used the opportunity to refine and improve processes to change the way we interact with them. The challenges have created a win-win for the customer and the business, we can now educate and assist a greater number of customers with reduced costs and greater efficiency.



# DETAILED SCHEDULE

## WEDNESDAY JUNE 29TH

### PLENARY 3 WELCOME TO NOLA! / NEUAC AWARDS

Wednesday, June 29th | 8:00 am - 9:15 am | Grand Ballroom

**Presenters:** Patty Riddlebarger, Vice President, Corporate Social Responsibility, Entergy Corporation  
Congressman Troy A; Carter, Sr., Louisiana's Second Congressional District  
Michael Hecht, President and CEO, Greater New Orleans, Inc.  
**NEUAC Awards:** Katrina Metzler, Executive Director, NEUAC

### 5B UPDATING THE PECO ASSISTANCE PROGRAM TO INCREASE EQUITY

Wednesday, June 29th | 9:30 - 10:30 am | Galerie 5-6

**Moderator:** David Conn, BGE

**Presenters:** Jackie Berger, APPRISE  
Patricia King, PECO Energy

### 5C LIHWAP FEDERAL UPDATE

Wednesday, June 29th | 9:30 - 10:30 am | Galerie 1-2

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

**Presenters:** Christina Clark, LIHWAP Operations Branch Chief, U.S. Department of Health & Human Services (HHS)  
Mary Watts, LIHWAP Policy Branch Chief, U.S. Department of Health & Human Services (HHS)

The Low Income Household Water Assistance Program (LIHWAP) is the first ever federally funded water utility assistance program. In this session we will provide an overview of the program and its current status and discuss innovative approaches and opportunities to maximize program impact. We will also take a look at grantee progress and quarterly updates that are shared publicly through the LIHWAP Data Dashboard. There will be an opportunity for question and answers at the end of the presentation.

### 5D BEYOND BASELOAD

Wednesday, June 29th | 9:30 - 10:30 am | Studio 1-2

**Moderator:** Cindy Collins, Ohio Partners for Affordable Energy (OPAE)  
Dora Tharp, OPAE

**Presenters:** Nick Milano, OPAE  
John Sarver, OPAE



# DETAILED SCHEDULE

## **5E HOW ONE COMPANY AIMED HIGH TO CONNECT QUALIFIED CUSTOMERS TO BILL PAYMENT ASSISTANCE OPTIONS IN RESPONSE TO COVID-19 IMPACTS**

Wednesday, June 29th | 9:30 - 10:30 am | Studio 3-4

**Moderator:** Sheila Pressley, JEA

**Presenters:** Tiffany Gilstrap, Southern Company Gas  
Jennifer Marten, Nicor Gas

In this session, best practices for how Southern Company Gas created a Moonshot model to connect its eligible customers to bill payment assistance options through new/existing energy assistance programs in response to COVID-19 impacts will be shared, along with how such efforts can help significantly reduce or eliminate customers' past-due balances. Through this presentation, audience attendees will be exposed to creative ways to develop new/expand existing energy assistance programs to distribute available funds to qualified customers, as well as how to engage all channels of communication to connect these customers to information about bill payment assistance options.

## **5F IDENTIFYING MULTIPLE FORMS OF ENERGY POVERTY: ENERGY BURDEN AND ENERGY DEFICITS**

Wednesday, June 29th | 9:30 - 10:30 am | Studio 7-8

**Moderator:** Aimee Gendusa-English, National Community Action Partnership

**Presenters:** Destenie Nock, Carnegie Mellon University (CMU)  
Luling Huang, CMU  
Shuchen Cong, CMU  
Häly Laasme, Delaware Office of Community Services

It is imperative for the energy sector to adequately comprehend the concepts of energy poverty and energy burden to improve the health outcomes depending on social determinants of health. This session will explain the concepts of energy burden and energy poverty and how they are influenced by the end user behavior. In the break out session we will use a combination of power point and group discussion to highlight different tools the team is creating to identify energy poverty, and who may be missed in the traditional energy burden measure. Early in the presentation we plan to include an informal survey where we will ask the audience questions about how they currently identify those experiencing energy poverty. Then we will have three presentations on methods for 1) identifying those that limit energy consumption to reduce financial poverty, 2) how disconnections may be inequitably spread across a population, and 3) how different groups value energy equality.



# DETAILED SCHEDULE

## **5G** COMMUNITY ENGAGEMENT IN LMI SOLAR

Wednesday, June 29th | 9:30 - 10:30 am | Studio 9-10

**Moderator:** Edith Baltierrez, City of Avondale, AZ

**Presenters:** Ari Gerstman, DC Department of Energy & Environment  
Dan Bausch, APPRISE

Is your state or municipal government considering developing an energy assistance program facilitated through solar energy? Have you considered community solar? Have you started a program like this but run into some road blocks? This is the session for you. There are lots of ways to run a solar program like the one I manage in DC - Solar for All - and you should consider the characteristics and attributes of your jurisdiction before you start to develop the program: who will administer the program, what is the role of the utility, where do your customers live, how do you want to market the program, etc. There are a few jurisdictions to learn from and a lot of thinking left to do.

## **6A** OUTREACH METHODS TO SPECIAL NEEDS LMI SEGMENTS

Wednesday, June 29th | 10:45 am - 11:45 am | Galerie 3

**Moderator:** Maria Delaplain, New Jersey Natural Gas

**Presenters:** Patricia King, PECO Energy

## **6B** LEVERAGING DATA TO IMPROVE RACIAL EQUITY AND INCLUSION

Wednesday, June 29th | 10:45 am - 11:45 am | Galerie 5-6

**Moderator:** Steve Luxton, Energy Coordinating Agency

**Presenters:** Stephen Marencic, DC Office of the People's Counsel  
William Ellis, Pepco, An Exelon Company  
Quinn Parker, Encolor

Equity and Inclusion is more than just the hot new buzz words our industry is using in this clean energy transformation. It is the key to unlocking access to clean, affordable and resiliency energy in our community. But in order to increase equity in programs, you must first understand which customers are participating and why. The goal of this session is to allow attendees to come away with a plan of how to target their outreach to promote racial equity and illustrate its importance to policy makers and utilities to achieve clean energy goals.



# DETAILED SCHEDULE

## **6C** DIALOGUE WITH FEDERAL LIHEAP PARTNERS

Wednesday, June 29th | 10:45 am - 11:45 am | Galerie 1-2

**Moderator:** Häly Laasme, Delaware Office of Community Services

**Presenters:** Akm Rahman, LIHEAP Program Operations Branch Chief, U.S. Department of Health & Human Services

Heather Jones, LIHEAP Policy and Evaluation Branch Chief, U.S. Department of Health & Human Services

## **6F** MOBILIZING EXISTING ECOSYSTEMS IN TIMES OF CRISIS

Wednesday, June 29th | 10:45 am - 11:45 am | Studio 7-8

**Moderator:** Alison Donovan, VEIC

**Presenters:** Daphany Rose Sanchez, Kinetic Communities

Sahara James, Kinetic Communities

Nikki Joseph, Solar One

This session will discuss strategies to mobilize the energy sector to connect with local organizations to increase climate resiliency, especially for low-income and BIPOC communities. We center energy equity by presenting emergency disasters as an opportunity for stakeholders within the energy sector to support these communities in doing sustainable home remediation with minimal fiscal burden. We will provide instructions for utilities to utilize during different emergency situations such as energy shut-offs, equipment failures, and climate disasters. We will then walk-through different pathways they can use to connect with local orgs to increase resiliency and decarbonization through these emergency situations. These pathways can be used to mobilize equitable climate solutions within their utility regions.

## **6G** THE FUTURE OF WATER ASSISTANCE AT THE FEDERAL LEVEL - ADVOCACY UPDATE

Wednesday, June 29th | 10:45 am - 11:45 am | Studio 9-10

**Moderator:** Kristin Zatta, Entergy

**Presenters:** Kristina Surfus, National Association of Clean Water Agencies (NACWA)

Scott Berry, US Water Alliance

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





# DETAILED SCHEDULE

## **PLENARY 4 CURRENT INITIATIVES FOR ENERGY EQUITY**

Wednesday, June 29th | 12:45 pm - 1:45 pm | Grand Ballroom

**Presenters:** Shalanda Baker, Secretarial Advisor on Equity and Director, Office of Economic Impact and Diversity  
Tony G. Reames, PHD, PE, Senior Advisor on Energy Justice, Office of Economic Impact and Diversity  
U.S. Department of Energy

## **7A COLLABORATING FOR COLLECTIVE IMPACT**

Wednesday, June 29th | 2:00 - 3:00 pm | Galerie 3

**Moderator:** Häly Laasme, Delaware Office of Community Services

**Presenters:** Jacquie Moss, Texas Energy Poverty Research Institute (TEPRI)  
Justin Schott, Urban Energy Justice Lab, University of Michigan School for Environment & Sustainability  
Amanda Dewey, American Council for an Energy-Efficient Economy

What happens when you combine three wicked problems: decarbonization of our energy system, poverty, and systemic racial inequities? There are a number of connections, such as air pollution that harms health, discriminatory housing practices that have led to higher energy bills and poorer indoor air quality; and overall vulnerability to the effects of climate change. Energy equity requires cooperation among the typical energy players plus participants from affordable housing, transportation, health, social services, among others. The recognition of these links motivated us to build broad cross-sectoral alliances. This panel provides ideas and suggestions on incorporating new voices into conversations around energy system planning and policy development. How do we incorporate community leaders who bring lifeworld stories and local knowledge that are just as valuable as empirical data and statistics? There is no recipe to follow; we offer insights from our own extensive experiences.

## **7B HOW ILLINOIS IS USING DATA TO IMPROVE OUR LIHEAP PERFORMANCE**

Wednesday, June 29th | 2:00 - 3:00 pm | Galerie 5-6

**Moderator:** Anne Armstrong, Michigan Public Service Commission

**Presenters:** David Wortman, Illinois Department of Commerce and Economic Opportunity

Administering a LIHEAP generates a great amount of data. Illinois has begun using the data to provide performance measures to the local administering agencies during the program year. The data is also analyzed to determine if all areas of the state are being served with a plan to use the data to inform a marketing campaign to target underserve areas.



# DETAILED SCHEDULE

## **7C** ADVANCING EQUITY IN UTILITY REGULATION

Wednesday, June 29th | 2:00 - 3:00 pm | Galerie 1-2

**Moderator:** Olivia Wein, NCLC

**Presenters:** John Howat, National Consumer Law Center (NCLC)  
Chandra Farley, ReSolve

## **7D** WATER BURDEN STUDY

Wednesday, June 29th | 2:00 - 3:00 pm | Studio 1-2

**Moderator:** Kenley Farmer, DC Department of Energy and Environment

**Presenters:** David Carroll, APPRISE

## **7E** WAP FEDERAL UPDATE

Wednesday, June 29th | 2:00 - 3:00 pm | Studio 3-4

**Moderator:** Britt Pomush, National Association for State Community Services Programs (NASCSPP)

**Presenters:** Katherine Kujawski, U.S. Department of Energy, Weatherization Assistance Program  
Amy Klusmeier, U.S. Department of Energy, Weatherization Assistance Program

## **7F** A HOLISTIC APPROACH OF ADDRESSING CLIMATE, WEATHERIZATION, AND CAPACITY NEEDS THROUGH HOUSING PROGRAMS IN TRIBAL NATIONS

Wednesday, June 29th | 2:00 - 3:00 pm | Studio 7-8

**Moderator:** Keelie Gustin, Miami Valley Community Action Partnership

**Presenters:** Yasmin Abraham, Kambo Energy Group  
Karim Abraham, Kambo Energy Group  
Dany Kahumoku, ICF

Delivering energy efficiency in Tribal Nations requires holistic thinking that goes beyond energy audits, rebates and energy conservation measures. Learn how Community Power works in collaboration with Tribal nations, governments, and Utilities to deliver meaningful community wide reductions in energy bills and improve housing. Together, Community Power and ICF will share their experiences and learnings of working in this sector and the historical context of why this work should be prioritized as part of the energy transition.



# DETAILED SCHEDULE

## **7G NATIONAL PARTNERS UPDATE**

Wednesday, June 29th | 2:00 - 3:00 pm | Studio 9-10

**Moderator:** Katrina Metzler, NEUAC

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

## **8A SOVEREIGN POWER: TRIBAL DISTRIBUTED ENERGY GENERATION WITH LOW-INCOME REINVESTMENT**

Wednesday, June 29th | 3:15 pm - 4:30 pm | Galerie 3

**Moderator:** Steve Luxton, Energy Coordinating Agency

**Presenters:** Shawn Collins, Opportunity Council  
Hannah Jantz, Lummi Indian Business Council  
Mikhaila Gonzales, Spark Northwest  
Cathy Ballew, Lhaq'temish Foundation  
Nicole Brown, Lhaq'temish Foundation

## **8B COMMUNITY CONVERSATIONS ON ENERGY EQUITY WITH THE NATIONAL LABS**

Wednesday, June 29th | 3:15 pm - 4:30 pm | Galerie 5-6

**Moderator:** Rodney Sobin, National Association of State Energy Officials

**Presenters:** Sydney Forrester, Lawrence Berkeley National Laboratory  
Jennifer Yoshimura, Pacific Northwest National Laboratory  
Iain Hyde, Argonne National Laboratory  
David Gohlke, Argonne National Laboratory  
Ardelia Clarke, National Renewable Energy Laboratory

Argonne National Laboratory (ANL), Lawrence Berkeley National Lab (LBL), and Pacific Northwest National Lab (PNNL) will discuss energy equity projects the labs are working on that directly relate to energy access and affordability for vulnerable communities. The labs would like to listen and learn from the audience how they can connect and support work in the equity space. They welcome questions and conversations during the panel. Some potential topics to explore include: relevant data and tools at the labs and opportunities for collaboration with community based organizations, indigenous communities, and utilities.



# DETAILED SCHEDULE

## **8C** LIHEAP/LIHWAP LISTENING SESSION WITH HHS

Wednesday, June 29th | 3:15 pm - 4:30 pm | Galerie 1-2

**Moderator:** Theresa Kullen, National Energy Assistance Directors Association (NEADA)

**Presenters:** Akm Rahman, LIHEAP Program Operations Branch Chief, U.S. Department of Health & Human Services (HHS)

Heather Jones, LIHEAP Policy and Evaluation Branch Chief, HHS

Christina Clark, LIHWAP Operations Branch Chief, HHS

Mary Watts, LIHWAP Policy Branch Chief, HHS

## **8E** ARKANSAS WEATHERIZATION BRAIDING PROJECT

Wednesday, June 29th | 3:15 pm - 4:30 pm | Studio 3-4

**Moderator:** Liz Brister, Entergy

**Presenters:** Heather Hendrickson, Entergy Arkansas

Darryl Swinton, Better Community Development

Terry Kessinger, ICF

Iris Pennington, Arkansas Energy Office, Department of Energy & Environment

The Entergy Low-Income Solutions Partnership was launched in 2020 using government, ratepayer and private, nonprofit resources to help income-qualified Arkansas households become more comfortable, safe and energy efficient through home weatherization upgrades. The partnership program is designed for Entergy customers who are LIHEAP-eligible. Working with Better Community Development nonprofit organization, qualified residences are identified and evaluated for energy efficiency needs. Entergy provides funding to prepare the homes for weatherization, including repairs and efficiency enhancements not covered in WAP. All home types are eligible to participate, including single-family homes, apartments and manufactured homes. The ability to “braid” resources helps many households who lack the resources to upgrade the home for weatherization. This holistic approach reduces the energy burden from vulnerable households who need the help the most.



# DETAILED SCHEDULE

## **8F PEOPLE POWER: COMMUNITY ENGAGEMENT AND TRUST BUILDING DELIVER RESULTS**

Wednesday, June 29th | 3:15 pm - 4:30 pm | Studio 7-8

**Moderator:** Scott Alan Davis, SEEL, LLC

**Presenters:** Beth Pauley, Climate + Energy Project

Claire Williamson, NC Justice Center and the Energy Insecurity Working Group

Jacqueline Hutchinson, Consumers Council of Missouri

Phitz Nantharath, Center for Earth, Energy and Democracy

While community-based organizations and utilities are often at odds over the magnitude of investments in energy upgrades and the methods for distributing program benefits, they can still forge effective collaborations through structured processes that build trust and structures for accountability. This session will feature illustrative deep dives on effective collaborations within Minneapolis on behalf of low-income and moderate-income communities; the Energy Insecurity Working Group in the Southeast and its Utility Solutions action team; and a collaborative in Kansas that is pursuing some of the same policy aims already achieved with the leadership of the state consumer advocate in neighboring Missouri. These four very different approaches have each had the effect of changing the modes of engagement, which also has changed the outcomes that are now in sight. Join this breakout session to take home ideas about field tested method.

## **8G HELPING SERIOUSLY ILL UTILITY CUSTOMERS STAY CONNECTED**

Wednesday, June 29th | 3:15 pm - 4:30 pm | Studio 9-10

**Moderator:** Gerri Drummond, TECO

**Presenters:** Charles Harak, National Consumer Law Center (NCLC)

Cynthia Zwick, AZ Wildfire

David Conn, BGE

Peter Kahn, Yale Medical School

## **REUNITED ON THE RIVER: NEW ORLEANS RIVERBOAT CRUISE AND DINNER RECEPTION**

Wednesday, June 29th | 5:30 - 8:00 pm | Meet in Lobby

## **THURSDAY, JUNE 30TH**

### **PLENARY 5 RISING WITH RESILIENCY / INVITATION: SAN DIEGO 2023**

Thursday, June 30th | 8:30 am - 9:30 am | Grand Ballroom

**Presenters:** Marc H. Morial, President and CEO, National Urban League

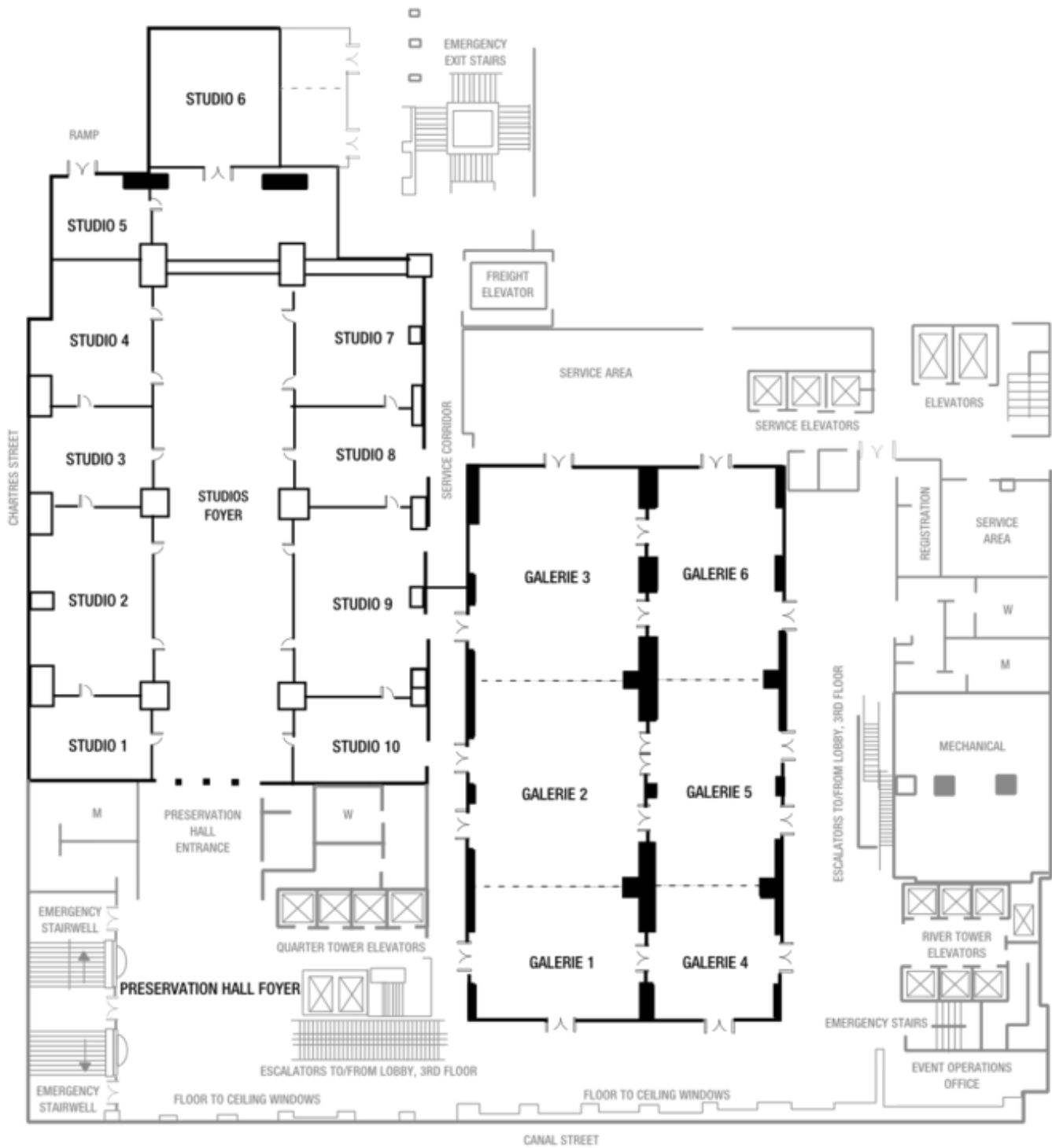
### **REGIONAL ROUNDTABLES**

Thursday, June 30th | 9:45 am - 11:30 am | Grand Ballroom



# HOTEL MAP

## 2ND FLOOR



# HOTEL MAP

## 3RD FLOOR



# THANK YOU 2022 SPONSORS

## LEGACY



## LEADER



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# SPECIAL THANKS

## 2022 CONFERENCE CO-CHAIRS

Liz Brister, Entergy  
Thelma French and Glenis Scott, Total Community Action, New Orleans  
Rhonda Harper, Citizens Energy Group  
Tanya Jones, HeartShare Human Services of New York

## A/V COORDINATOR

Marc Dunning

## IN LOVING MEMORY

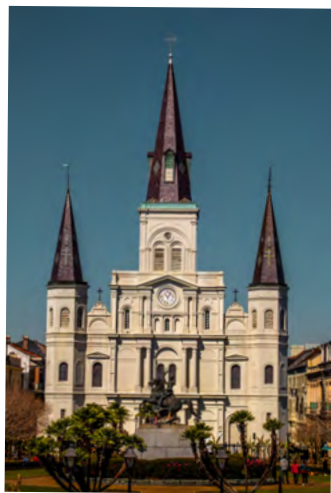
This conference is dedicated to Edward Gingold, Esq., Federal Energy Regulatory Commission, who hailed from Tulane University and was “practically related” to everyone.  
Rest well, friend.

## THANK YOU!

Thank you to the staff and volunteers of Total Community Action, New Orleans for their special assistance at our event.  
Heartfelt thanks also to our board members, track leaders, speakers, moderators, in-kind supporters, and silent auction contributors.



# FUN IN NEW ORLEANS



## PLAN YOUR VISIT TO NEW ORLEANS

Nicknamed 'The Big Easy,' New Orleans is the largest city in Louisiana and is nestled in the bayous of the Mississippi River delta. The historic heart of the city is the French Quarter, known for its French and Spanish Creole architecture and vibrant nightlife along Bourbon Street. The city has been described as the 'most unique' in the United States, owing in large part to its cross-cultural and multilingual heritage.

Check out the [New Orleans Visitor Guide](#) to plan your trip and utilize discounts around the city!

View some [pre-set itineraries](#) to make planning your trip easier.

Follow Visit New Orleans on [Instagram](#), [Twitter](#) and [Facebook](#) to get the most recent updates on what is happening in the city.

## GETTING AROUND NEW ORLEANS

**Walking:** The New Orleans Marriott is a central location in the city, being just a 10 minute walk from the French Quarter.

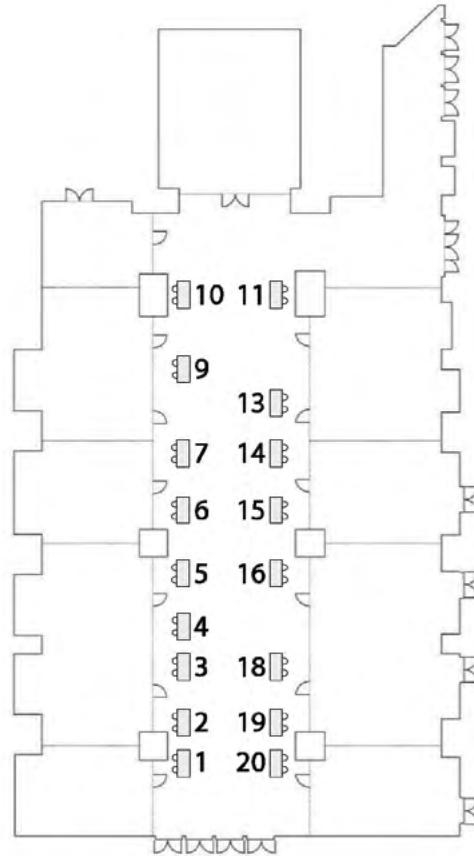
**Ride Share:** Taxis, Ubers and Lyfts

**Streetcar:** A unique way to get around New Orleans! Use the [RTA Trip Planner](#) to plan your route.



# EXHIBITORS

Stop by the exhibit area and meet with representatives from the following companies:



- |   |                                |
|---|--------------------------------|
| 1. Promise  | 11. AM Conservation            |
| 2. Computer Data Services                                 | 13. JAI Software               |
| 3. Propel   | 14. Sol Systems, LLC           |
| 4. LIHEAP Performance Management & Clearinghouse Websites | 15. Oracle                     |
| 5. Hancock Software                                       | 16. DNV                        |
| 6. Heat Smart Campaign                                    | 18. Roeing IT Solutions        |
| 7. Evolve Technologies                                    | 19. Tennessee Valley Authority |
| 9. National Energy Foundation                             | 20. Hemingway Solutions        |
| 10. SEEL, LLC   |                                |





## LOW-INCOME PROGRAM MANAGEMENT SOFTWARE

Cloud-based software platform for LIHEAP, WAP, LIHWAP and Utility Assistance Programs. Combines the administration of multiple income eligible programs, case management, client application, program qualification, service delivery, and reporting into a single solution! By bringing together all program stakeholders into a common platform, client services are improved, program integrity is strengthened, and costs are reduced. The efficiencies gained by automating program implementation and tracking means more funding goes as intended to the families in need and not to the administration of the programs.

- Modern, secure, software-as-a-service
- Universal client intake
- Web-based client self intake
- Qualify against multiple programs from one application
- Role based data access and visibility
- Upload and store unlimited documents
- DOE approved weatherization modeling
- Inventory management for weatherization
- Wx project scheduling and tracking
- Vendor and contractor management
- Offline mobile energy audit tool



*Weatherization*



**LIHWAP**



*Utility Assistance*



## BROADEN YOUR IMPACT

Leverage our easy-to-use appointment scheduling solutions and outsourced call center services.



**Serve more customers**  
**More inflow** with automated solutions



**Reduce no shows**  
**45%** drop in no-show rates



**Boost office productivity**  
**80%** reduction of daily calls

Online Appointment Scheduler

Text Confirmation with Document Upload

24/7 Call Processing

Live Operator Assistance

Online Application Portal

Multilingual Capabilities



**We never outsource.**

CDS is a family-owned business, owned and operated in the USA — headquartered in Cleveland, OH, since 1989.

**CDSANSWERSFORYOU.COM**



# COMPLETE SOFTWARE SOLUTION FOR LIHEAP, WAP & UTILITY PROGRAMS

Interconnects all stakeholders in one highly secure platform



## WHY WORK WITH JAI SOFTWARE?

- Staff expertise in LIHEAP and Weatherization
- Committed to your agencies' success
- Customer service from experienced staff
- Customizable to meet your program needs

COME SEE OUR BOOTH TO LEARN MORE!



Comprehensive Data Management System

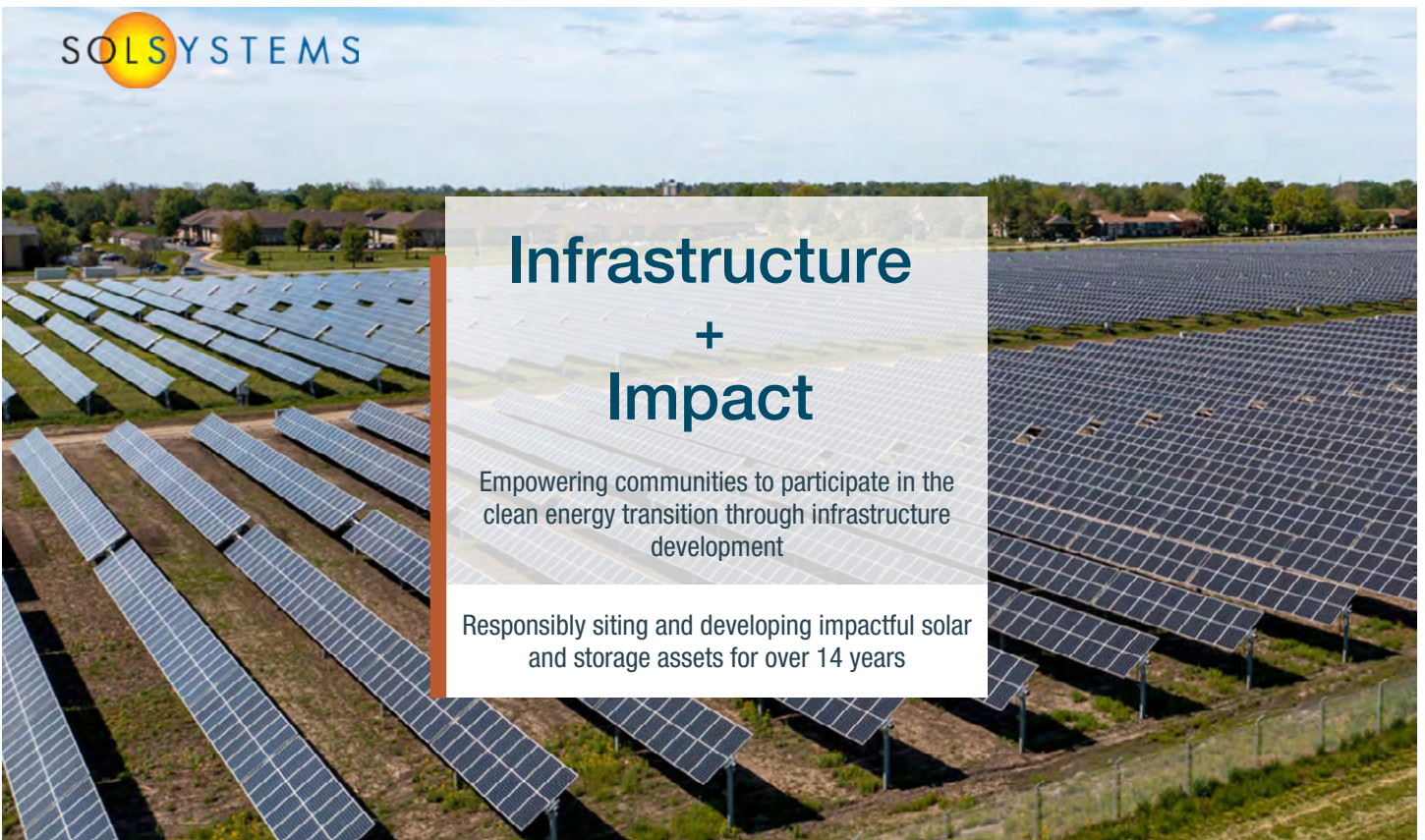
## IMPROVING THE LIVES OF VULNERABLE HOUSEHOLDS

**EAPconnect** is designed to allow agencies to manage their Low Income Housing Energy Assistance Program (LIHEAP).

**EAPconnect** streamlines the process with the EAP to allow grantees to operate efficiently and refocus their efforts on connecting households with assisted energy resources. The results allow the grantee to provide transparency and fiscal responsibilities to all stakeholders and efficiently manage the LIHEAP program.

Learn more at [roeing-gov.com/government-solutions](http://roeing-gov.com/government-solutions)

Visit us online at [www.roeing.com](http://www.roeing.com)



# Infrastructure + Impact

Empowering communities to participate in the clean energy transition through infrastructure development

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# SAN DIEGO 2023

NEUAC ANNUAL CONFERENCE

JUNE 13 - 15TH | SHERATON SAN DIEGO HOTEL AND MARINA

