

# neuac

## Winds of Change

### Uplifting Community

## 2024 Annual Conference

Chicago, IL | May 21 - 24, 2024



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# Welcome to Chicago!



**Tanya Jones**

**PRESIDENT**  
NEUAC Board of Directors

I am delighted to welcome you once again to the National Energy & Utility Affordability Coalition (NEUAC) conference. 2024 brings us to the iconic city of Chicago, known for its rich heritage, culture and diversity. This year, the conference is specifically created with all of you in mind. From baseball games and boat tours to our famous mixers, we at NEUAC hope that you have a great time.

Get ready to engage with some of the nation's brightest presenters on energy affordability, innovative community programs, and protecting those most vulnerable. Sit back and enjoy thought-provoking general sessions and deep dives. Immerse yourself in the poverty simulation that will not only bring you "aha" moments, but will help you understand how to create change, build better dialogue, and uplift the communities you serve.

Each year our conference has had record-breaking attendance, and I'm sure this year will not disappoint. You have chosen to learn and grow with us, and I thank you for seeing the value in NEUAC. I promise that this conference will not only be uplifting, it will be impactful. The work that each of you do signifies your dedication and commitment. It shows that you have found your passion and purpose, and here at our conference is where you will discover your power!

*Tanya H. Jones*

# About NEUAC

The **NATIONAL ENERGY & UTILITY AFFORDABILITY COALITION** is a broad-based coalition of diverse members dedicated to heightening awareness of the energy and utility affordability needs of vulnerable households, fostering public-private partnerships, and engaging in advocacy, education, and other activities to help address these needs. Led by a dedicated Board of Directors, NEUAC's vision is for all people to have access to the energy and utility resources they need to live in a safe and healthy way.

## Executive Committee & Governance Board

### EXECUTIVE COMMITTEE

**President:** Tanya Jones, HeartShare Human Services  
**First Vice President:** Kim Campbell Hailey, Vistra Corp  
**Second Vice President:** Keelie Gustin, Miami Valley Community Action Partnership  
**Secretary:** Michael Bell, Washington Gas  
**Treasurer:** John Rich, Mid America Assistance Coalition

### GOVERNANCE BOARD

**Affordable Housing Alliance:** Kathleen Kerr  
**American Council for an Energy-Efficient Economy:** Roxana Ayala  
**Arizona Public Service (APS):** Michelle Lehman  
**Baltimore Gas and Electric:** David Conn  
**CEDA | Community & Economic Development Association of Cook County:** Latoya Butler  
**CenterPoint Energy:** Todd Berreman  
**Central Coast Energy Services:** Julie Garcia  
**Citizens Energy Group:** Shannon Stahley  
**Consumers Energy:** Gabe Terry  
**Delaware Office of Community Services:** Häly Laasme  
**Dollar Energy Fund:** Chad Quinn  
**Dominion:** Carolyn Perry  
**DTE Energy:** Sakinah Howard

**Duke Energy:** Kevin Alexander  
**Energy Outreach Colorado:** Andrew Bennett  
**Energy:** Liz Brister  
**Florida Power & Light:** Laura Bayona  
**HeartShare Human Services:** Tanya Jones  
**Lumbee Tribe of North Carolina:** Tony Hunt  
**Miami Valley Community Action Partnership:** Keelie Gustin  
**Mid America Assistance Coalition:** John Rich  
**Morris County for Hispanic Affairs (MCOHA):** Marcela Lenox  
**National Energy Foundation:** Gary Swan  
**Oregon Energy Fund:** Marietta Doney  
**Pacific Asian Consortium in Employment:** Celia Andrade  
**Salt River Project:** Jackie Castrellon  
**The Salvation Army – National Headquarters:** Mike Bradford  
**Tennessee Valley Authority:** Frank Rapley  
**Total Community Action:** Glenis Scott  
**VEIC:** Kevin McGrath  
**Vistra Corp:** Kim Campbell Hailey  
**Washington Gas:** Michael Bell  
**WSSC Water:** Kelly Caplan

# Advisory & Ex-Officio Board

## ADVISORY BOARD

**Alliance to Save Energy:** Sapna Gheewala Dowla  
**APPRISE, Inc.:** David Carroll  
**Atmos Energy:** Diana Marin  
**Berkshire Hathaway Energy:** Paridhi Kapadia  
**Citizens for Citizens:** Elizabeth Berube  
**ConEd:** Jennifer Rodriguez  
**CPS Energy:** Laura Jacobs  
**DC Department of Energy & Environment:** Danielle Lewis-Wright  
**Energy Coordinating Agency:** Steve Luxton  
**EPB Chattanooga:** Evann Freeman  
**JEA:** Elizabeth Paulson  
**Massachusetts Association for Community Action (MASSCAP):** Joe Diamond  
**Michigan Public Service Commission:** Anne Armstrong  
**Missouri EnergyCare:** Melanie Tobin  
**National Association for State Community Services Programs (NASCSPP):** Andrea Schroer  
**National Community Action Partnership (NCAP):** Aimee Gendusa-English  
**National Consumer Law Center:** Olivia Wein  
**National Energy Assistance Directors Association (NEADA):** Theresa Kullen  
**National Grid:** Rasheeda Davis  
**New Jersey Natural Gas:** Maria Delaplain  
**New Jersey SHARES:** Alita Corbett  
**Ohio Partners for Affordable Energy (OPAEE):** John Sarver  
**Omaha Public Power District:** Britton Gabel  
**Operation Fuel:** Mike Turaj  
**The Pacific Gas and Electric Company:** Silvia Aldana

**Philadelphia Gas Works:** Mike Artuso  
**Pierce County Human Services:** *open*  
**Public Service Enterprise Group (PSEG):** Jared Hawes  
**Rosebud Sioux Tribe:** Lori Walking Eagle  
**Sacramento Municipal Utility District (SMUD):** Kim Rikalo  
**SEEL, LLC:** Scott Alan Davis  
**SoCalGas:** Octavio Verduzco  
**Southern Company Gas:** Tiffany Gilstrap  
**Step Forward:** Doug Bennett  
**Tacoma Public Utilities:** Francine Artis  
**TECO Energy:** Gerri Drummond  
**Texas Energy Poverty Research Institute (TEPRI):** Bobuchi Ken-Oporum  
**The Heat and Warmth Fund (THAW):** Saunteel Jenkins  
**The Salvation Army - Central Territory:** Angie Sterner  
**Xcel Energy:** Diedra Howard

## EX-OFFICIO BOARD

**American Gas Association:** Brian Caudill  
**American Public Gas Association:** Josh St. Pierre  
**American Public Power Association:** John Godfrey  
**Edison Electric Institute:** Allison Poe  
**Federal Energy Regulatory Commission:** Susie Holmes  
**National Rural Electric Cooperative Association:** Hill Thomas  
**U.S. Department of Energy:** *open*  
**U.S. Department of Health and Human Services:** Megan Meadows



# General Information

## SESSION LOCATIONS

All session information and locations are available in the conference app, as well as the following pages of this conference program. All breakfast and lunch will be provided in Sheraton 4, 5 and Chicago 6, 7.

## 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.

## SESSION EVALUATIONS

Please share your feedback for each session and the full conference through Whova, the conference app.

## RECORDING

NEUAC may photograph, videotape and/or audiotape attendees and materials at the functions of this conference. 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 the Registration desk for help.

## HOTEL PARKING

Onsite parking is available for \$68/day.

## CHECK IN/OUT

Check-in time at the hotel is 4:00 pm.  
Check-out time at the hotel is 12:00 pm.

## 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

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 in the tabs at the top of the page [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 Chicago. Download the Whova app from your app store below. Use the email from your conference registration to sign up. **Please see Whova for most up to date information about schedule, Whova and exhibitors.**

[Whova How to Guide](#)

Thank you to our conference app sponsor, Citizens Energy Group!





# Winds of Change

Uplifting Community

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2024 Annual Conference

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## AGENDA AT A GLANCE

### WEDNESDAY MAY 22: DAY ONE

8:00 - 9:00 AM	Breakfast by State / Tribe / Territory (included)
8:30 - 9:00 AM	Plenary
9:15 - 10:30 AM	Session A
10:45 - 11:45 AM	Session B
12:00 - 1:00 PM	Lunch (included)
12:30 - 1:30 PM	Plenary
1:45 - 2:45 PM	Session C
3:00 - 4:30 PM	Session D
6:40 - 9:00 PM	Chicago Cubs vs. Atlanta Braves, Wrigley Field ^

### MONDAY MAY 20

12:00 - 4:00 PM NEUAC Board Meeting

### TUESDAY MAY 21: PRECONFERENCE

12:00 - 1:00 PM	Lunch and 2024 Policy Outlook: David Bradley, National Community Action Foundation*
1:00 - 4:00 PM	Documentary: "Cooked: Survival by Zip Code" *
1:00 - 4:00 PM	Poverty Simulation *
1:00 - 4:00 PM	Introduction to LIHEAP Program Requirements & Noteworthy Practices*
1:00 - 4:00 PM	CEDA / Mobile Unit Tour *
4:00 - 5:00 PM	Volunteer Opportunity: Pack Hygiene Kits
4:30 - 5:00 PM	NEUAC Annual Membership Meeting
7:00 - 8:30 PM	Architecture Tour of Chicago ^

### THURSDAY MAY 23: DAY TWO

8:00 - 9:00 AM	Breakfast (included)
8:30 - 9:00 AM	Plenary
9:15 - 10:15 AM	Session E
10:30 - 11:45 AM	Session F
12:00 - 1:00 PM	Lunch (included)
12:30 - 1:30 PM	Plenary
1:45 - 4:30 PM	CEDA / Mobile Unit Tour *
1:45 - 2:45 PM	Session G
3:00 - 4:30 PM	Session H
4:30 - 5:30 PM	Networking Mixer (included)

### FRIDAY MAY 24: DAY THREE

8:00 - 9:00 AM	Breakfast (included)
9:00 - 12:00 PM	Deep Dive Sessions
12:00 PM	Depart

\* Requires pre-registration to attend

^ Requires ticket purchase, optional social activity

## SESSIONS - WEDNESDAY, MAY 22

### SESSION A

9:15-10:30 AM

### SESSION B

10:45-11:45 AM

### SESSION C

1:45-2:45 PM

### SESSION D

3:00-4:30 PM

<p><b>1A:</b> Region 1 Meeting</p> <p><b>Sheraton 1-2</b></p>	<p><b>1B:</b> LIHEAP 101</p> <p><b>Sheraton 1-2</b></p>	<p><b>1C:</b> LIHEAP 102</p> <p><b>Sheraton 1-2</b></p>	<p><b>1D:</b> Dialogue with the Feds - HHS, LIHEAP and LIHWAP</p> <p><b>Sheraton 1-2</b></p>
<p><b>2A:</b> Region 2 Meeting</p> <p><b>Sheraton 3</b></p>	<p><b>2B:</b> Keeping Staff Safe in a Changing World</p> <p><b>Sheraton 3</b></p>	<p><b>2C:</b> Leaving No One Behind: Key Lessons for Designing Great Relief Applications</p> <p><b>Sheraton 3</b></p>	<p><b>2D:</b> LIHEAP State / Tribal Agreements</p> <p><b>Sheraton 3</b></p>
<p><b>3A:</b> Region 3 Meeting</p> <p><b>Chicago 8</b></p>	<p><b>3B:</b> Removing Barriers to Small Residential Solar: Illinois Solar for All</p> <p><b>Chicago 8</b></p>	<p><b>3C:</b> Solar Pathways in Federal Energy Assistance Programs: Expanding Low-Income Home Energy Assistance Program (LIHEAP) and Weatherization Assistance Program (WAP)</p> <p><b>Chicago 8</b></p>	<p><b>3D:</b> Extreme Heat and Weather: Strategies to Protect Vulnerable Families and Communities</p> <p><b>Chicago 8</b></p>
<p><b>4A:</b> Region 4 Meeting</p> <p><b>Chicago 9</b></p>	<p><b>4B:</b> Avoiding Utility Scams</p> <p><b>Chicago 9</b></p>	<p><b>4C:</b> By the Numbers: Six Years of Philadelphia Water's Tiered Assistance Program (TAP)</p> <p><b>Chicago 9</b></p>	<p><b>4D:</b> Win, Win, Win: U.S. DOE Buildings Upgrade Prize Teams Aim to Lift People and the Planet while Lowering Utility Bills</p> <p><b>Chicago 9</b></p>
<p><b>5A:</b> Region 5 Meeting</p> <p><b>Chicago 10</b></p>	<p><b>5B:</b> More than Just a Coupon: Designing a Bill Discount Program with Broader Impact</p> <p><b>Chicago 10</b></p>	<p><b>5C:</b> Innovative Solutions for Healthier Homes: Lessons from Denver's and Energy Outreach Colorado's Healthy Homes Electrification Program</p> <p><b>Chicago 10</b></p>	
	<p><b>6B:</b> The Psychology of the LIHEAP Customer</p> <p><b>Michigan</b></p>	<p><b>6C:</b> Exhibitor Solutions Module: Speridian Technologies</p> <p><b>Michigan</b></p>	<p><b>6D:</b> Trauma-Informed Care for the LIHEAP Client</p> <p><b>Michigan</b></p>



## SESSIONS - THURSDAY, MAY 23

### SESSION E

9:15-10:15 AM

### SESSION F

10:30-11:45 AM

### SESSION G

1:45-2:45 PM

### SESSION H

3:00-4:30 PM

	<p><b>1F:</b> Striking the Right Balance: Modernizing Workflow for Enhanced Client Connectivity</p> <p><b>Sheraton 1</b></p>	<p><b>1G:</b> Energy Justice for Residents of Manufactured Housing</p> <p><b>Sheraton 1</b></p>	<p><b>1H:</b> How to Start a Statewide Water Affordability Program</p> <p><b>Sheraton 1</b></p>
<p><b>2E:</b> Building Equity: Seeking out Eligible Non-Participants</p> <p><b>Sheraton 2</b></p>	<p><b>2F:</b> Understanding the LIHEAP Formula</p> <p><b>Sheraton 2</b></p>	<p><b>2G:</b> Using Performance Ratemaking Incentives to Improve Utility Service Affordability and Access: The Successful Illinois Experience</p> <p><b>Sheraton 2</b></p>	<p><b>2H:</b> The Progress and Shortcomings of LIHEAP in Addressing Today's Needs</p> <p><b>Sheraton 2</b></p>
<p><b>3E:</b> Dialogue with the Feds - DOE</p> <p><b>Sheraton 3</b></p>	<p><b>3F:</b> Community Solar – The Urgent Need for Consumer Protections for Limited-Income Customers</p> <p><b>Sheraton 3</b></p>	<p><b>3G:</b> Lessons Learned from COVID Supplemental LIHEAP Funding</p> <p><b>Sheraton 3</b></p>	<p><b>3H:</b> Channeling Federal Energy Funding to Underserved Areas</p> <p><b>Sheraton 3</b></p>
<p><b>4E:</b> The 5C's of Partnership! 1. Community 2. Collaboration 3. Communication 4. Culture 5. Compassion</p> <p><b>Chicago 8</b></p>	<p><b>4F:</b> Exploring Energy Burdens Across the United States</p> <p><b>Chicago 8</b></p>	<p><b>4G:</b> Lawrence Berkeley Lab Presents: Knowing the Tools to Build Energy Equity</p> <p><b>Chicago 8</b></p>	<p><b>4H:</b> 40 Years in the Trenches: Lessons from a Career Looking at the Overlap of Affordability of Household Necessities</p> <p><b>Chicago 8</b></p>
<p><b>5E:</b> Emerging Strategies to Develop Affordable and Energy Efficient Cooling</p> <p><b>Chicago 9</b></p>	<p><b>5F:</b> Reaching Out, Working Together: Utilities and Nonprofit Partnerships Make a Difference in Communities</p> <p><b>Chicago 9</b></p>	<p><b>5G:</b> Paths Forward for LIHWAP: A Dialogue with Water Partners</p> <p><b>Chicago 9</b></p>	<p><b>5H:</b> Can't Get the Community to You? Go to Them! How to Host a Successful Enrollment Event</p> <p><b>Chicago 9</b></p>
<p><b>6E:</b> Low-Income Discount + LIHEAP = Energy Affordability Illinois' Drive to Make Energy Affordable for All</p> <p><b>Chicago 10</b></p>	<p><b>6F:</b> By Community, For Community: Collaborating Across Sectors for an Equitable Clean Energy Transition</p> <p><b>Chicago 10</b></p>	<p><b>6G:</b> Wraparound Services: CPS Energy Providing In-Depth Casework to Customers</p> <p><b>Chicago 10</b></p>	<p><b>6H:</b> Successful Strategies for Reaching LMI and Vulnerable Communities</p> <p><b>Chicago 10</b></p>
<p><b>7E:</b> Putting Knowledge in Technology: Bringing Great Minds Together for a Data &amp; Technology Working Group</p> <p><b>Michigan</b></p>	<p><b>7F:</b> Trauma-Informed Care for the LIHEAP Client, Self Care for Providers</p> <p><b>Michigan</b></p>	<p><b>7G:</b> LIHEAP Storytelling Workshop</p> <p><b>Michigan</b></p>	<p><b>7H:</b> NEUAC Page Turners Book Club</p> <p><b>Michigan</b></p>
<p>Open Office Hours with HHS Staff</p> <p><b>Superior</b></p>	<p><b>8F -</b> Guiding the Energy Affordability Community's Journey with Generative AI (Artificial Intelligence)</p> <p><b>Superior</b></p>	<p>Community Action IN Action! Tour of CEDA's Weatherization Training Center and Mobile Command Unit</p> <p><b>Offsite - 1:45-4:30 PM</b></p>	

## SESSIONS - FRIDAY, MAY 24

### DEEP DIVES

9:00-12:00 PM

#### **Pancakes and PIPP: National Meeting and Strategy Sharing | Sheraton 1**

NEUAC is convening a first-of-its-kind national meeting of the professionals working in and with Percentage of Income Payment Plans (PIPPs) across the country. If your state has a PIPP and you'd like to connect with PIPP administrators and practitioners in other states for a conversation on successful PIPPs, this is the session for you. This will be a session full of discovery and education of the various and myriad ways PIPPs are implemented and the past, present, and future of these programs. Please also feel free to attend if you have questions about starting or implementing a PIPP in your area and would like more information.

Issues to be discussed:

- Inter-agency data sharing and program enrollment
- Tiered discounts vs. PIPPs: pluses and minuses
- Re-enrollment and participant retention
- Electronic submission of certification information
- Outreach challenges
- Competitive energy supply issues
- Working poor: how to provide benefits to households at the upper end of the income-eligibility scale

#### **Utility Summit: Exploring the Role of Utilities in Bipartisan Infrastructure Fund Programs | Sheraton 2**

LIHEAP participants are eligible for billions of federal dollars for home weatherization, appliances and HVAC upgrades through the bipartisan infrastructure bills. During this utility summit, hear from other utilities about how they are engaging with these federal programs to take advantage of this unprecedented opportunity. Additionally, representatives from other organizations will be in person to answer questions about federal funds and the intersection with LIHEAP. Join us for this utility only summit to learn from experts and peers in the utility industry.

#### **Improv and Advocacy | Sheraton 3**

Local voices make great advocates for LIHEAP and energy affordability. But speaking to policymakers can be intimidating when that's not your "day job"! This session will explore tips and tricks from improv to help you get more comfortable telling your story and asking for support. Learn to think on your feet, approach advocacy as a chance for teamwork, and practice collaborative storytelling. This session is for anyone interested in developing their advocacy skills, whether you're just getting started or an old pro. Limited to 30 attendees.

#### **Kairos Blanket Exercise | Chicago 8**

The KAIROS Blanket Exercise (KBE) is a powerfully impactful teaching tool to share the historic and contemporary relationship between Indigenous and non-Indigenous peoples in America. Attendees are asked to bring a small blanket or lap quilt with them for the workshop. NEUAC will provide blankets for those unable to fulfill this requirement.

#### **JEDI: Practical Approaches for Putting Change into Action | Chicago 9**

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

## DETAILED SCHEDULE - TUESDAY, MAY 21

### Lunch and 2024 Policy Outlook: David Bradley, National Community Action Foundation

5/21/24 11:30 AM - 1:00 PM

Sheraton 4, 5 and Chicago 6, 7

Speaker: David Bradley - National Community Action Foundation

Participate in a special luncheon with featured speaker David Bradley, Chief Executive Officer and Co-Founder, National Community Action Foundation. David will provide his unique perspective based on decades of experience advocating for programs including policies that have shaped the CSBG, LIHEAP, Weatherization and other social services programs of today. **Requires pre-registration.**

### Community Action IN Action! Tour of CEDA's Weatherization Training Center and Mobile Command Unit

5/21/24 1:00 PM - 4:00 PM

Offsite, Meet in Lobby

Speaker: Nick Horras - CEDA | Community and Economic Development Association of Cook County

**Requires pre-registration**, limited to 50 attendees. CEDA | Community and Economic Development Association of Cook County is offering an offsite tour at their campus. Attendees will meet in the lobby at **12:45 pm** where shuttle transportation will be provided. The energy efficiency and renewable energy training center located in South Holland, IL focuses on providing a blended hands-on training approach that effectively connects knowledge and skills, to help adult learners develop their abilities which in turn helps them further their careers and gives them the tools to manage their own learning for continued growth. Our unique facility, professional trainers and subject matter experts offer a specialized learning environment that is unsurpassed. Included will be a tour with our mobile command vehicle. On your tour you will experience our 1,800 square foot full size training house and HVAC training lab that are both built inside our 25,000 square foot warehouse dedicated to providing skills training. The house and the lab are used to train energy auditors for the Illinois Home Weatherization Assistance Program and provide testing for Building Performance Institute certifications that are nationally recognized in the home performance industry. Stroll through our Lab spaces where we are currently set up to train residential photovoltaic solar installers and learn about how we to train the future workforce for energy efficiency and renewable energy.

### Documentary: "Cooked: Survival By Zip Code"

5/21/24 1:00 PM - 4:00 PM

Chicago 8

Moderators: Latoya Butler - CEDA | Community and Economic Development Association of Cook County; Katrina Metzler - National Energy and Affordability Coalition

Speaker: Judith Helfand - Filmmaker

*Cooked: Survival by Zip Code* tells the story of the tragic 1995 Chicago heatwave, the most traumatic in U.S. history, in which 739 citizens died over the course of just a single week, most of them poor, elderly, and African American. Join us for a viewing of the documentary and discussion with the filmmaker, Judith Helfand focused on solutions to the equity gap and eliminating energy poverty.

## DETAILED SCHEDULE - TUESDAY, MAY 21

### Introduction to LIHEAP: Program Requirements and Noteworthy Practices

5/21/24 1:00 PM - 4:00 PM

Chicago 10

**Moderators:** Theresa Kullen - CO Department of Human Services (CDHS); Cassandra Lovejoy - National Energy Assistance Directors Association; Melissa Torgerson - Verve Associates LLC; Marisa Larson - National Center for Appropriate Technology

The purpose of this session is to give staff who work in LIHEAP more information on what knowledge and skills are required to effectively manage a LIHEAP program. It will focus on the LIHEAP Assurances and what states, agencies, and energy vendors need to do to comply with those Assurances. This session is intended mainly for those staff who are new to LIHEAP and are having a hard time navigating the rules and regulations, including staff in state LIHEAP program offices, local intake agencies, and utilities. This session can be useful for staff who have been working in LIHEAP for a while and have wondered why the program is designed in the way that it is and whether there are any alternative approaches that their state can consider. If you don't know about the LIHEAP Assurances, this session might be the right one for you.

### Poverty Simulation

5/21/24 1:00 PM - 4:00 PM

Sheraton 1-2

**Moderators:** Kim Campbell Hailey - Vistra Corp; Patrick Johnson - Vistra Corp

**Requires pre-registration**, limited to 120 attendees. Could you survive a month in poverty? The Poverty Simulation provides participants with the opportunity to assume the role of a low-income family member living on a limited budget. The experience is divided into sessions, each of which represents one week in which you must provide for your family and maintain your home. As one participant commented, "This poverty simulation dramatically demonstrates how much time and energy many families have to give just to survive from day to day. It quickly dispels the myth 'that people would do fine if they would only go out and get a job!'"

### Volunteer Opportunity: Pack Hygiene Kits

5/21/24 4:00 PM - 5:00 PM

Sheraton 3

Join us to make a tangible impact in the lives of Chicago's children and families! We are rallying together to assemble hygiene kits comprised of soap, shampoo, toothbrush, toothpaste, a sanitizing towelette, and a personalized notecard, along with an extra touch of warmth via donated socks from Bombas.

## DETAILED SCHEDULE - TUESDAY, MAY 21

### NEUAC Annual Membership Meeting

5/21/24 4:30 PM - 5:00 PM

Sheraton 4, 5 and Chicago 6, 7

NEUAC member organizations are invited to the coalition's annual membership meeting. Newly elected Governance Board members will be introduced, and NEUAC's board officers and executive director will provide updates on the "State of the Organization," including NEUAC's new 2024-2026 Strategic Plan.

### Architecture Boat Tour of Chicago

5/21/24 7:00 PM - 8:30 PM

400 N Michigan Avenue, Chicago, IL 60611

Experience the city's legendary architecture on this 90-minute tour. This comprehensive tour navigates through the heart of the city on all three branches of the Chicago River. You will board the boat at 400 N Michigan Avenue, Chicago, IL 60611, boarding begins 15-30 minutes prior. Please note that the dock is about a 6-minute walk from the Sheraton Grand Chicago Riverwalk Hotel and will require attendees to go up and down stairs.

**Requires advance ticket purchase to attend.**

# DETAILED SCHEDULE - WEDNESDAY, MAY 22

## Breakfast by State/Tribe/Territory

5/22/24 8:00 AM - 9:00 AM

Sheraton 4, 5 and Chicago 6, 7

Find your table to make local connections at this informal networking breakfast.

## Plenary 1: Welcome to Chicago

5/22/24 8:30 AM - 9:00 AM

Sheraton 4, 5 and Chicago 6, 7

**Speakers:** Katrina Metzler - NEUAC; Megan Meadows - Office of Community Services (OCS), Administration for Children & Families (ACF), U.S. Department of Health and Human Services (HHS); Harold Rice Jr. - CEDA | Community and Economic Development Association of Cook County

## Regional Meetings

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

### 1A Region 1 Meeting

5/22/24 9:15 AM - 10:30 AM

Sheraton 1-2

**Moderators:** Liz Berube - Citizens for Citizens; Maria Delaplain - New Jersey Natural Gas; Kathy Kerr - Affordable Housing Alliance

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

### 2A Region 2 Meeting

5/22/24 9:15 AM - 10:30 AM

Sheraton 3

**Moderators:** Keelie Gustin - Miami Valley Community Action Partnership; Shannon Stahley - Citizens Energy Group; Rhonda Harper - Citizens Energy Group

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

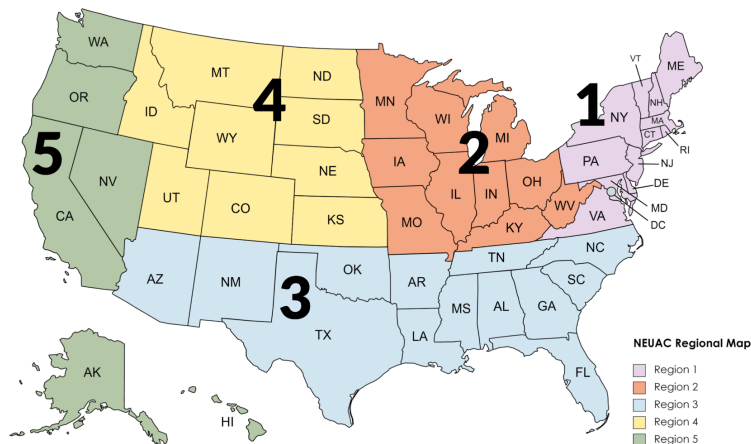
### 3A Region 3 Meeting

5/22/24 9:15 AM - 10:30 AM

Chicago 8

**Moderators:** Mike Bradford - The Salvation Army National Headquarters; Tiffany Gilstrap - Southern Company Gas

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



## DETAILED SCHEDULE - WEDNESDAY, MAY 22

### 4A Region 4 Meeting

5/22/24 9:15 AM - 10:30 AM

Chicago 9

**Moderators:** Brittany Price - U.S. Department of Energy Weatherization Assistance Program; Deidra Howard - Xcel Energy

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

### 5A Region 5 Meeting

5/22/24 9:15 AM - 10:30 AM

Chicago 10

**Moderators:** Marietta Doney - Oregon Energy Fund; Celia Andrade - Pacific Asian Consortium in Employment

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

### 1B LIHEAP 101

5/22/24 10:45 AM - 11:45 AM

Sheraton 1-2

**Moderators:** David Carroll - APPRISE, Inc.; Kevin Schwartzbach - APPRISE, Inc.

**Speakers:** Bobbi Davis - Department of Administration, Division of Energy, Housing, and Community Resources; Lori Walking Eagle - Rosebud Sioux Tribe LIHEAP; Brian Whorl - PA Department of Human Services; Melissa Torgerson - Verve Associates LLC; Theresa Kullen - CO Department of Human Services (CDHS)

**Session Goal:** LIHEAP intake agencies, utilities, program advocates, and other stakeholders will hear how state program managers are working to improve the LIHEAP program participation experience for clients who need assistance and caseworkers who are delivering program services. For clients, that means improving accessibility by streamlining application procedures while also ensuring that each client's needs are being considered and addressed. For caseworkers, that means furnishing them with the training, resources, and systems that maximize their skills and productivity, and thereby enhance their professional development.

**Description:** A key component of LIHEAP is treating customers and caseworkers with respect. During this session, state and tribal LIHEAP program managers will talk about the diverse ways they've worked to improve customer experience for clients, as well as the steps they've taken to ease intake and processing workload for frontline staff, and for ensuring the personal safety of those staff."

## **DETAILED SCHEDULE - WEDNESDAY, MAY 22**

### **2B Keeping Staff Safe in a Changing World**

5/22/24 10:45 AM - 11:45 AM

Sheraton 3

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

**Speaker:** Mindy Browning - Embarras River Basin Agency

Since COVID, more and more customers show signs of stress; their fuses are sometimes very short. Mindy Browning started her career with ERBA in an outreach office almost 25 years ago and has first-hand experience with clients who get extremely upset when ineligible for services, either because the household is over income, or because an incomplete application. ERBA has recently increased safety measures, starting with installing cameras. ERBA also has a phone system that allows staff to message one another, similar to texting but via their computer screen. This way, if someone is feeling threatened, the staff can message management to monitor the cameras, or to call 911, or simply randomly call to help de-escalate the situation. Most recently, the organization enacted recording phone calls. ERBA also offers de-escalation training and Active Shooter training for staff. Join this session and learn how agencies can protect their staff and the types of threats that are most concerning to nonprofits in 2024 and beyond.

### **3B Removing Barriers to Small Residential Solar: Illinois Solar for All**

5/22/24 10:45 AM - 11:45 AM

Chicago 8

**Moderator:** Aimee Gendusa-English - National Community Action Partnership (NCAP)

**Speakers:** Mari Johnson - Elevate; Jennifer Schmidt - Illinois Power Agency; Mallika Jayaraman - ILLUME Advising, LLC

The Illinois Solar for All (ILSFA) program provides greater access to the clean energy economy and solar energy to low-income households, nonprofit organizations, and public facilities across the state through incentives that help make solar installations more affordable. The Residential Solar (Small) subprogram, which serves single family and small multifamily (2-4 unit) households, has historically not received enough project applications to award all available incentives. This session will present customer and installer barriers to participation in the Small Residential Solar program, as well as two new pilot programs aimed at addressing common barriers to small residential solar. One pilot, focused on residential repairs, provides additional incentives for roof repairs and electrical upgrades in owner occupied homes because inability to access these upgrades is a common barrier to participating in the program. The other pilot, ILSFA Bright Neighborhoods, aims to increase participation in select geographic regions by reducing barriers, including unfamiliarity with solar power, distrust in marketers, language barriers, and a complex administrative process. These barriers have been found to inhibit both installers and customers from participating in the program. Session attendees can expect to leave with a greater understanding of why eligible households haven't engaged or have not successfully been able to participate in the program, as well as how program interventions have reduced those barriers.

### **4B Avoiding Utility Scams**

5/22/24 10:45 AM - 11:45 AM

Chicago 9

**Moderators:** Gabe Terry - Consumers Energy

**Speakers:** Monica Martinez - Utilities United Against Scams; Purba Mukerjee - Federal Trade Commission



## **DETAILED SCHEDULE - WEDNESDAY, MAY 22**

### **5B More than Just a Coupon: Designing a Bill Discount Program with Broader Impact**

5/22/24 10:45 AM - 11:45 AM

Chicago 10

**Moderator:** Karen Luson - National Consumer Law Center

**Speakers:** Kirsy Veloz - Con Edison; Carol Weltz - Spokane Neighborhood Action Partner; Kelsey Solberg - Avista Utilities

### **Lunch**

5/22/24 12:00 PM - 1:00 PM

Sheraton 4, 5 and Chicago 6, 7

### **Plenary 2: NEUAC 10-Year Celebration, Sister Pat Kelley Award Presentation**

5/22/24 12:30 PM - 1:30 PM

Sheraton 4, 5 and Chicago 6, 7

**Speaker:** Tanya Jones - HeartShare Human Services; Melissa Washington - Com-Ed

### **1C LIHEAP 102**

5/22/24 1:45 PM - 2:45 PM

Sheraton 1-2

**Moderators:** David Carroll - APPRISE, Inc.; Kevin Schwartzbach - APPRISE, Inc.

**Speakers:** Daniel Bausch, APPRISE, Inc.; Brian Whorl - PA Department of Human Services; Jane Blank - WI Home Energy Assistance Program; Cynthia Bryant - GA Department of Human Services

**Session Goal:** The LIHEAP statute requires states and tribes to ensure that the highest level of assistance will be furnished to those households which have the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size. While the statutory requirement is clear, neither the LIHEAP statute nor the LIHEAP regulations specify how that object should be achieved. LIHEAP program administrators have developed a number of different procedures for benefit determination, each of which offers some advantages and some challenges.

**Description:** The purpose of this session is to furnish stakeholders with information on how different LIHEAP benefit determination procedures are implemented and to discuss the advantages and disadvantages of each. In addition, one program manager will tell us how she worked with stakeholders in her state to update their procedures to better meet the LIHEAP statutory mandate.

## DETAILED SCHEDULE - WEDNESDAY, MAY 22

### 2C Leaving No One Behind: Key Lessons for Designing Great Relief Applications

5/22/24 1:45 PM - 2:45 PM

Sheraton 3

**Moderators:** Elizabeth Paulson - JEA; Rhonda Harper - Citizens Energy Group

**Speakers:** Juliet Ellis - Promise Network; Ben Nathan - E Source

There is a growing affordability crisis in the utility sector, with millions of vulnerable customers facing high energy burden, insecurity, and rising debt. Despite the availability of utility affordability programs to help these customers pay their bills or lower their energy use, these programs remain widely under-deployed to this at-risk population. It's our job to make it easier for vulnerable customers to prove eligibility and enroll in these programs. In this session, we'll explore innovative process improvements, illuminated by case studies from across the U.S., of how we can streamline access to these programs for millions of households. We'll discuss, with active audience participation, the following strategies:

- Enabling categorical eligibility to automatically trigger customer eligibility across multiple assistance programs.
- Entering into data-sharing agreements between states, facilities, and assistance providers so the customer doesn't have to reinvent the wheel every time they apply for assistance.
- Simplifying program enrollment through digitizing documents and reducing required paperwork for customer applications.
- Triggering automatic renewals of customers' eligibility and enrollment in programs, so that agencies don't unnecessarily remove them from the rolls, often without their knowledge.
- Allowing customers to self-attest their income or eligibility for participation in programs without too much red tape.

### 3C Solar Pathways in Federal Energy Assistance Programs: Expanding Low-Income Home Energy Assistance Program (LIHEAP) and Weatherization Assistance Program (WAP)

5/22/24 1:45 PM - 2:45 PM

Chicago 8

**Moderator:** Roxana Ayala - American Council for an Energy-Efficient Economy

**Speakers:** Jenna Harmon - National Renewable Energy Laboratory; Juliana Williams - National Renewable Energy Laboratory; Stephanie Insinna-Sahondo - CO Energy Office

How can solar best fit within your LIHEAP or WAP activities? Come join NREL and learn about the various pathways and new resources available to help implement solar in low-income programs. Panelists will share results from a multi-year research project, including survey results on LIHEAP and WAP solar adoption across the United States. This session will highlight case studies from early implementers, key lessons learned and resources developed based on stakeholder feedback for interested organizations. Attendees can expect gain a better understanding of the perceived barriers and opportunities to solar implementation, including the importance of partner coordination and complementary funding sources, and the next steps for how to get started. Attendees also will hear from a local WAP solar implementer about their program and process.

## **DETAILED SCHEDULE - WEDNESDAY, MAY 22**

### **4C By the Numbers: Six Years of Philadelphia Water's Tiered Assistance Program (TAP)**

5/22/24 1:45 PM - 2:45 PM

Chicago 9

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

**Speakers:** Rob Ballenger - Community Legal Services; Roger Colton - Fisher, Sheehan & Colton

The City of Philadelphia began its water bill affordability program, the percentage-of-income "Tiered Assistance Program" in 2017. It is now possible to examine the impacts that TAP has had on improving the affordability of low-income water bills, as well as the operational lessons that have been learned for delivering water affordability assistance. This session will inform attendees of the impacts and operations of TAP based on real data from this six years of experience.

### **5C Innovative Solutions for Healthier Homes: Lessons from Denver's and Energy Outreach Colorado's Healthy Homes Electrification Program**

5/22/24 1:45 PM - 2:45 PM

Chicago 10

**Moderator:** Marietta Doney - Oregon Energy Fund

**Speakers:** Ashley Feiertag - Energy Outreach Colorado; Mac Prather - City of Denver, Office of Climate Action Sustainability and Resilience

### **6C - Exhibitor Solutions Module: Speridian Technologies**

5/22/24 1:45 PM - 2:45 PM

Michigan

**Moderator:** Bodil Rosenhagen - Meeting Solutions Inc.

**Speaker:** Justin Waller - Speridian Technologies

### **1D Dialogue with the Feds - HHS, LIHEAP and LIHWAP**

5/22/24 3:00 PM - 4:30 PM

Sheraton 1-2

**Moderator:** Theresa Kullen - CO Department of Human Services (CDHS)

**Speakers:** Megan Meadows - Office of Community Services (OCS), Administration for Children & Families (ACF), U.S. Department of Health and Human Services (HHS); Akm Rahman - HHS/ACF/OCS/DEA; Andrew Germain - HHS/ACF/OCS/DEA; Heather Jones - HHS/ACF/OCS/DEA

## **DETAILED SCHEDULE - WEDNESDAY, MAY 22**

### **2D LIHEAP State / Tribal Agreements**

5/22/24 3:00 PM - 4:30 PM

Sheraton 3

**Moderator:** David Carroll - APPRISE, Inc.

**Speakers:** Jacob Timmons - Aleutian Pribilof Islands Association; Lori Walking Eagle - Rosebud Sioux Tribe LIHEAP; David Gall - SD Department of Social Services; Pamela Murphy - BBNA; Jesse Parr - Alaska Department of Health and Social Services

**Session Goal:** The LIHEAP statute allows tribes to apply for direct LIHEAP funding from HHS. The amount of their grant is determined either by a formula specified in the statute or by "... a greater amount as the Indian tribe and the State may agree upon." In a number of states, the state and one or more tribes have agreed that the default allocation amount is inadequate and have agreed to allocate a greater amount of LIHEAP funding to the tribe. Another important part of the agreement is to determine which households will be served by the state program and which households will be served by the tribal program. While there is statutory language specific to that decision, many states and tribes have determined that other arrangements are more appropriate.

**Description:** The purpose of this session is to furnish stakeholders with information on how different states and tribes have developed state-tribal agreements that they perceive best meet the needs of both parties. Such agreements specify the amount of funding (greater than the default) that will be received by the tribe, the geographic area(s) and/or tribal members who will be served by the tribe, and other important program coordination issues.

### **3D Extreme Heat and Weather: Strategies to Protect Vulnerable Families and Communities**

5/22/24 3:00 PM - 4:30 PM

Chicago 8

**Moderator:** Laura Bayona - Florida Power & Light Company

**Speaker:** Karen Lusson - National Consumer Law Center

As extreme heat and dangerous weather events become more frequent and intense, uninterrupted utility service is increasingly necessary to avoid serious health and safety consequences. Households in low-income communities and communities of color are at even greater risk. This session will explore possible strategies to help protect vulnerable consumers during and in the aftermath of extreme weather events, including disconnection protections during extreme heat events, disaster protections to aid displaced families, and LIHEAP programs that support both heating and cooling needs.

## DETAILED SCHEDULE - WEDNESDAY, MAY 22

### 4D Win, Win, Win: U.S. DOE Buildings Upgrade Prize Teams Aim to Lift People and the Planet while Lowering Utility Bills

5/22/24 3:00 PM - 4:30 PM

Chicago 9

Moderator: David Conn - BGE

Speakers: Holly Carr - U.S. Department of Energy; Ruth Ann Norton - Green & Healthy Homes Initiative; Natasha Begay - Red Feather Development Group; Georlinda Tsosie - Red Feather Development Group

The U.S. Department of Energy (DOE) Buildings Upgrade Prize (Buildings UP) is designed to build capacity to accelerate equitable, widespread energy efficiency and efficient electrification building upgrades across the country, which can offer multiple benefits including lower energy bills, improved indoor air quality, and workforce development opportunities. Buildings UP invited community-based organizations, state and local governments, Indian tribes, building owners, utilities, nonprofit organizations, energy efficiency program implementers, and other organizations to collaborate and apply for more than \$22 million in cash prizes and technical assistance. Teams applying through the Equity-Centered Innovation pathway commit to complete at least 80% of their building upgrades in Equity-eligible buildings such as low and moderate-income housing, disadvantaged businesses, and buildings housing nonprofits or other community services. Representatives from two winning teams present, focusing on how they have centered equity in development of their winning initiatives. DOE prize manager, Holly Carr, describes the 10 Critical Success Factors winning teams are addressing as they build out their initiatives, and leads a discussion and mini-workshop for audience members to consider how the Buildings UP 10 could impact their own energy initiatives.

### 6D Trauma-Informed Care for the LIHEAP Client

5/22/24 3:00 PM - 4:30 PM

Michigan

Moderator: Keelie Gustin - Miami Valley Community Action Partnership

Speaker: Kirsty Sayer - Northwestern University

### Chicago Cubs vs. Atlanta Braves at Wrigley Field

5/22/24 6:40 PM - 9:00 PM

Offsite, Meet in Lobby

The Chicago Cubs will be facing the Atlanta Braves at Wrigley Field on Wednesday, May 22 at 6:40 PM. Attendees will meet in the lobby at 5:15 PM. **Requires advance ticket purchase to attend.**

## **DETAILED SCHEDULE - THURSDAY, MAY 23**

### **Breakfast**

5/23/24 8:00 AM - 9:00 AM

Sheraton 4, 5 and Chicago 6, 7

### **Plenary 3: AARP Remarks with William Malcolm, Government Affairs Director (Utilities), AARP**

5/23/24 8:30 AM - 9:00 AM

Sheraton 4, 5 and Chicago 6, 7

Speaker: William Malcolm - AARP

### **1E Clean Energy Pathways Leveraging Natural Gas**

5/23/24 9:15 AM - 10:15 AM

Sheraton 1

Moderator: Tiffany Gilstrap - Southern Company Gas

Speakers: TBA

In addition to playing a central role in the global economy, natural gas is uniquely positioned to accelerate sustainability and decarbonization in the country. Understanding the efficient and equitable solutions that natural gas infrastructure and ancillary energy technologies offer is critical to building a clean energy future for all. Moreover, this session explores the growth and demand of natural gas and the synergies with energy efficiency, and panelists also showcase creative and cross-industry partnerships, including Smart Neighborhood – Illinois' first net zero, affordable housing community, which are advancing a safe, reliable, and affordable clean energy transition.

## DETAILED SCHEDULE - THURSDAY, MAY 23

### 2E Building Equity: Seeking out Eligible Non-Participants

5/23/24 9:15 AM - 10:15 AM

Sheraton 2

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

**Speakers:** Brady Steigauf - APTIM; Levi Kingery - VEIC; Mitchell Horrie - Wisconsin Public Service Commission

This session will share results of research conducted to better understand how the Focus on Energy program has served customers throughout Wisconsin and to better target energy efficiency program offerings to areas that have been underserved. Research that will be discussed includes:

1. Review of the Wisconsin regulatory environment and the momentum toward addressing equity and energy affordability.
2. Development of a framework to define and identify underservice, with particular emphasis on low-income populations and communities with higher energy burdens.
3. Geospatial analysis of program participation and impact data combined with census data and other resources to
  - a. identify areas / communities that have been underserved,
  - b. assess uptake of energy efficiency program offerings with differing impacts across different regions and populations, and
  - c. evaluate efforts that the program has taken to improve the targeting of its program to ensure more equitable distribution of benefits, considering community-based programming efforts for example.
4. Outreach to community-based organizations (CBOs) to better understand the role CBOs can play promoting energy affordability in their communities and identify opportunities for collaboration.

### 3E Dialogue with the Feds - DOE

5/23/24 9:15 AM - 10:15 AM

Sheraton 3

**Moderator:** Amy Klusmeier - U.S. Department of Energy, Weatherization Assistance Program

**Speakers:** Amy Klusmeier - U.S. Department of Energy, Weatherization Assistance Program; Brittany Price - U.S. DOE/WAP; Amanda Rains - U.S. DOE/WAP; Andrea Schroer - NASCSP (National Association for State Community Services Programs); Aimee Gendusa-English - National Community Action Partnership (NCAP)

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

## **DETAILED SCHEDULE - THURSDAY, MAY 23**

### **4E The 5C's of Partnership! (1) Community (2) Collaboration (3) Communication (4) Culture (5) Compassion**

5/23/24 9:15 AM - 10:15 AM

Chicago 8

**Moderator:** Glenis Scott - Total Community Action, Inc.

**Speakers:** Kimberly Hightower - IMPACT Community Action; Shameikia Smith - IMPACT Community Action

Creating partnerships happens, not only with those populations that we serve, but also with staff and other community agencies. This session will focus on the 5C's of partnership: (1) Community; (2) Collaboration; (3) Communication; (4) Culture; (5) Compassion. Attendees will learn best practices on how to build effective partnerships as we serve vulnerable populations.

### **5E Emerging Strategies to Develop Affordable and Energy Efficient Cooling**

5/23/24 9:15 AM - 10:15 AM

Chicago 9

**Moderator:** Cassandra Lovejoy - National Energy Assistance Directors Association (NEADA)

**Speaker:** Mark Wolfe - National Energy Assistance Directors Association (NEADA)

### **6E Low-Income Discount + LIHEAP = Energy Affordability Illinois' Drive to Make Energy Affordable for All**

5/23/24 9:15 AM - 10:15 AM

Chicago 10

**Moderators:** Manuel Alicea - CEDA | Community and Economic Development Association of Cook County; Rhonda Harper - Citizens Energy Group

**Speaker:** David Wortman - Illinois Department of Commerce and Economic Opportunity

Illinois has state funding to supplement our federal LIHEAP funding. Even with the state funding many of our clients are left with an energy burden far above 6 percent. This presentation will use Illinois' internal household-level LIHEAP client data and Performance Measures data to estimate how much additional funding would be required to keep all our energy assistance clients at a 6 percent energy burden. The presentation will then cover how the additional funding might change our program design.



## **DETAILED SCHEDULE - THURSDAY, MAY 23**

### **7E Putting Knowledge in Technology: Bringing Great Minds Together for a Data & Technology Working Group**

5/23/24 9:15 AM - 10:15 AM

Michigan

Moderator / Speaker: Julia Friedman - Opower

Data science and technology hold the potential to make accessing energy and utility assistance much easier for program administrators and customers. Processes that are manual can be automated. Predictive analytics can support customer identification and outreach efforts. There are a lot of innovations happening within the sector, but more we could do if we worked together. The goal of this session is to conduct a round robin type of discussion to learn about what attendees are struggling with or solving for using data and technology, and gauge interest in a NEUAC Data & Technology Working Group.

Key outcomes of this session will include:

- Understanding the groups that are using technology, and in what ways, to innovate within the energy affordability space
- Interest in a Data & Technology Working Group
- Structure for moving forward if there is sufficient interest

Come be a part of this inaugural discussion and brainstorm!

### **Open Office Hours with HHS Staff**

5/23/24 9:15 AM - 10:15 AM

Superior

Meet with several U.S. Department of Health & Human Services (HHS) staff who are attending the NEUAC Conference. Open office hours provides a dedicated time and space for conference attendees to drop in and ask questions one-on-one or in a small group setting; no appointment is required. There is no formal presentation.

## DETAILED SCHEDULE - THURSDAY, MAY 23

### 1F Striking the Right Balance: Modernizing Workflow for Enhanced Client Connectivity

5/23/24 10:30 AM - 11:45 AM

Sheraton 1

**Moderator:** Mike Bradford - The Salvation Army National Headquarters

**Speakers:** Stephenie Arnold - Community Action Council of Lewis/Mason/Thurston Counties; Misty Velasquez - Community Action of Skagit County

In this session, we will explore the art of modernizing workflow to foster stronger client connections. Join us as we delve into practical strategies that allow agencies to adapt gradually, empower their clients, and tailor modernization efforts to individual needs. Discover how small adjustments can make a significant impact and learn how to leverage technology to provide a seamless and personalized experience. Whether you're an intake staff, program manager, or utility partner seeking to optimize client interactions, this session will equip you with actionable insights to navigate the modernization journey effectively.

Key Takeaways:

- **Incremental Adjustments:** Embrace the power of incremental change. Learn how to effectively implement modernization by taking small, manageable steps. We'll discuss strategies to gauge client response, fine-tune your approach, and gradually increase or decrease technological solutions based on feedback and demand.
- **Empowering Clients:** Unlock the potential of modernization as a tool to empower your clients. Gain insights into providing them with enhanced access to assistance, tailored to their preferences and needs. Discover innovative ways to leverage technology and enable clients to navigate processes seamlessly, while still maintaining a human touch.
- **Tailored Modernization:** Recognize that a one-size-fits-all approach doesn't apply to modernization. We'll explore how to create pathways that cater to diverse client preferences, ensuring equal measures of service.

Don't miss this opportunity to navigate the modernization journey with confidence and clarity.

### 2F Understanding the LIHEAP Formula

5/23/24 10:30 AM - 11:45 AM

Sheraton 2

**Moderator:** Katrina Metzler - National Energy and Affordability Coalition

**Speaker:** Cassandra Lovejoy - National Energy Assistance Directors Association

## **DETAILED SCHEDULE - THURSDAY, MAY 23**

### **3F Community Solar – The Urgent Need for Consumer Protections for Limited-Income Customers**

5/23/24 10:30 AM - 11:45 AM

Sheraton 3

**Moderator:** Kevin McGrath - VEIC

**Speakers:** Sarah Duffy - Illinois Power Agency; Berneta Haynes - National Consumer Law Center; Kimberly Shields - U.S. Department of Energy

The ongoing transition to a green economy requires advocates and policymakers to consider how to ensure equitable access to clean energy especially at a time when many families are experiencing rising energy bills and when the need to address climate change is overwhelmingly clear. With the continued decline of the cost of solar energy, advocates and state leaders have an opportunity to leverage this technology to reduce greenhouse gas emissions and reduce energy bills for low-income families. This session will focus on community solar particularly, as it provides an opportunity to bring clean energy within reach of those for whom rooftop solar is not a feasible or economic option. Specifically, this session will: discuss the urgent need for low-income community solar programs; highlight existing community solar models, best practices, and state policies; discuss the Department of Energy's effort to advance equitable access to community solar through a subscription tool and technical assistance resources; and recommend guardrails to protect low-income subscribers or participants and ensure substantial bill savings and a positive customer experience.

### **4F Exploring Energy Burdens Across the United States**

5/23/24 10:30 AM - 11:45 AM

Chicago 8

**Moderator:** Roxana Ayala - American Council for an Energy-Efficient Economy

**Speakers:** Michaela Marincic - Three3, Inc.; Erin Rose - Three3; Laura Diaz-Villaquiran - Southeast Energy Efficiency Alliance

Household energy burden can be simply expressed as a percentage of income expended on energy costs. This session will describe the methodology and outcomes from a recent study using a national survey administered by the U.S. DOE's Energy Information Residential Energy Consumption Survey (RECS). The objective of this work effort is to update energy burden data and statistics for low-income households using data from the Energy Information Administration (EIA) Residential Energy Consumption Survey (RECS) of 2020 and other data resources. The resulting publication shall support equity and Justice40 goals by highlighting energy burden information at state and county levels for different populations, as well as by housing and fuel types. Because energy burden is also considered within the broader umbrella issue of energy poverty - which considers uninterrupted access to affordable energy - energy burden findings will also be presented alongside other energy insecurity data.

## DETAILED SCHEDULE - THURSDAY, MAY 23

### 5F Reaching Out, Working Together: Utilities and Nonprofit Partnerships Make a Difference in Communities

5/23/24 10:30 AM - 11:45 AM

Chicago 9

**Moderator:** Gary Swan - National Energy Foundation

**Speakers:** Elizabeth Danforth - Evergy; Maria Lopez - Evergy; John Rich - Mid America Assistance Coalition; Vernita Rodgers - Spire; Glory Miranda - Mid America Assistance Coalition

Learn about the collaboration between nonprofit, Mid America Assistance Coalition, and utilities, Evergy and Spire. The collaborative effort includes increasing access to LIHEAP and providing utility fuel funds in the greater Kansas City, MO metropolitan area.

### 6F By Community, For Community: Collaborating Across Sectors for an Equitable Clean Energy Transition

5/23/24 10:30 AM - 11:45 AM

Chicago 10

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

**Speakers:** Fatima Abdul-Khabir - The Greenlining Institute; Samantha Doderer - San Joaquin Valley Clean Energy Organization; Lujana Medina - Southern California Regional Energy Network, County of Los Angeles; Anuj Desai - Southern California Edison; Rev Frank Jackson Jr - Village Solutions Foundation

Southern California Edison, an investor-owned utility in the state of California, and the Southern California Regional Energy Network, SoCalREN, have worked to bring together a wide variety of community-based organizations from across their shared service area with one goal in mind, bettering communities through the clean energy transition taking place across the state. Edison and SoCalREN work to ensure that homes, businesses, and public facilities reduce energy use throughout the 50,000-plus square miles served across California. Much of the shared territory is considered disadvantaged and under-resourced, with close to 45 percent of residential customers within that service area having subsidized rates due to their income. Many of these communities are clustered along major transportation routes, making them vulnerable to extreme pollution and poverty. These communities need extra help to achieve the benefits of adopting technology and to view this technology as accessible and affordable.

When the table reflects the community it serves, it allows for robust conversations and ensures community concerns are heard and integrated into future energy policies and regulations. Ultimately, when we come together and bring community voices to the table, we realize that we all have one common goal: serving our communities better. Robust conversation that ensures community concerns are heard leads to better-informed utility energy policies and regulatory proposals. We each cannot do it all, but we must realize that our work is stronger together when aiming to transition our future.

## **DETAILED SCHEDULE - THURSDAY, MAY 23**

### **7F Trauma-Informed Care for the LIHEAP Client**

5/23/24 10:30 AM - 11:45 AM

Michigan

Moderator: Lori Walking Eagle - Rosebud Sioux Tribe LIHEAP

Speaker: Kirsty Sayer - Northwestern University

### **8F Guiding the Energy Affordability Community's Journey with Generative AI (Artificial Intelligence)**

5/23/24 10:30 AM - 11:45 AM

Superior

Moderator: Patrick Johnson - Vistra Corp

Speaker: Bridget Doran - Doran Consulting

Join Bridget Doran for an engaging session on how generative AI is reshaping efforts to improve the work and missions of nonprofits and the broader energy affordability community. In this talk, Bridget will not only introduce you to the powerful capabilities of AI but also address common misconceptions and ethical considerations. She'll explore how these technologies can be used responsibly to make a real difference in communities in need.

This session aims to clarify the role of generative AI in today's world, allaying fears and emphasizing its potential for positive impact when used wisely. Here are some of the practical questions Bridget will cover, with clear, straightforward answers:

- Can AI-generated images be used without giving credit?
- What should nonprofits keep in mind to use AI ethically, especially when writing grants or creating content?
- Will AI take over the world, or can we still sleep peacefully at night?
- How can AI help us better understand and meet the needs of those we serve?
- What steps can organizations take to ensure they use AI tools safely and effectively?

Perfect for tech enthusiasts, nonprofit leaders, and advocates for change, this presentation will provide you with both the understanding and the tools to integrate AI into your work thoughtfully and innovatively. Get ready to be informed, inspired, and equipped to use AI to enhance your mission and serve your community better.

## DETAILED SCHEDULE - THURSDAY, MAY 23

### Lunch

5/23/24 12:00 PM - 1:00 PM

Sheraton 4, 5 and Chicago 6, 7

### Plenary 4: Corporate Excellence Award Presentation, Sponsor Spotlight

5/23/24 12:30 PM - 1:30 PM

Sheraton 4, 5 and Chicago 6, 7

Speaker: Mike Bradford - The Salvation Army National Headquarters; Tamikia James - Mecklenburg County Government

### Community Action IN Action! Tour of CEDA's Weatherization Training Center and Mobile Command Unit

5/23/24 1:45 PM - 4:30 PM

Offsite, Meet in Lobby

Speaker: Nick Horras - CEDA | Community and Economic Development Association of Cook County

**Requires pre-registration**, limited to 50 attendees. CEDA | Community and Economic Development Association of Cook County is offering an offsite tour at their campus. Attendees will meet in the lobby at **1:30 pm** where shuttle transportation will be provided. The energy efficiency and renewable energy training center located in South Holland, IL focuses on providing a blended hands-on training approach that effectively connects knowledge and skills, to help adult learners develop their abilities which in turn helps them further their careers and gives them the tools to manage their own learning for continued growth. Our unique facility, professional trainers and subject matter experts offer a specialized learning environment that is unsurpassed. Included will be a tour with our mobile command vehicle. On your tour you will experience our 1,800 square foot full size training house and HVAC training lab that are both built inside our 25,000 square foot warehouse dedicated to providing skills training. The house and the lab are used to train energy auditors for the Illinois Home Weatherization Assistance Program and provide testing for Building Performance Institute certifications that are nationally recognized in the home performance industry. Stroll through our Lab spaces where we are currently set up to train residential photovoltaic solar installers and learn about how we to train the future workforce for energy efficiency and renewable energy.

## **DETAILED SCHEDULE - THURSDAY, MAY 23**

### **1G Energy Justice for Residents of Manufactured Housing**

5/23/24 1:45 PM - 2:45 PM

Sheraton 1

Moderator: Rhonda Harper - Citizens Energy Group; Steve Luxton - ECA

Speakers: Anthony Hunt - Lumbee Tribe of North Carolina; Kevin McGrath - VEIC; Keith Cronin - VEIC

### **2G Using Performance Ratemaking Incentives to Improve Utility Service Affordability and Access: The Successful Illinois Experience**

5/23/24 1:45 PM - 2:45 PM

Sheraton 2

Moderator: Craig Antosh - CEDA | Community and Economic Development Association of Cook County

Speakers: John Howat - National Consumer Law Center; Karen Luson - National Consumer Law Center

Recent analysis in Illinois and beyond has demonstrated that electric service disconnections are often geographically concentrated and more strongly correlated with race than with household income. In this session, we will discuss how advocates and utilities worked to achieve an outcome where utilities can collect financial rewards for using creative tools to reduce involuntary service disconnections in the zip codes with the highest rates of disconnection.

### **3G Lessons Learned from COVID Supplemental LIHEAP Funding**

5/23/24 1:45 PM - 2:45 PM

Sheraton 3

Moderator: Tanya Jones - HeartShare Human Services

Speakers: Maria Castillo - RMI; Maizy Lawnicki - National Energy and Affordability Coalition

In 2021, LIHEAP received a \$4.5 billion temporary increase in funding under the ARP Act. Learn about the opportunities and systemic challenges when broader funding is available for LIHEAP through our presentation on how participation rates, covered energy burden, benefits across assistance types, and program administration changed from 2021 to 2022. The presentation will display these insights at the national level, as well as supplemented with illustrative state-level case studies where there were significant changes in LIHEAP in 2021.

Attendees will receive data driven insights about:

- How LIHEAP participation and benefits changed in 2021 at the national and state level
- What happened when funding went back down in 2022
- The systemic barriers and opportunities that lay ahead

## **DETAILED SCHEDULE - THURSDAY, MAY 23**

### **4G Lawrence Berkeley Lab Presents: Knowing the Tools to Build Energy Equity**

5/23/24 1:45 PM - 2:45 PM

Chicago 8

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

**Speakers:** Sydney Forrester - Lawrence Berkeley National Laboratory; Sean Murphy - Lawrence Berkeley National Laboratory

Lawrence Berkeley National Lab provides data, tools, technical assistance and novel research to energy equity practitioners. During this session, we will first summarize recent technical assistance, including guidance to state governments integrating equity into regulatory decision-making, low and moderate income community solar program design, and preliminary results from a pilot program with a utility partner on how to incorporate equity in distributed energy resource planning. Second, we will summarize the myriad resources available to decision-makers, including a database of state action on equity and a visualization on the distribution equity of rooftop solar in the U.S. Third, we will present research on strategies for funding the electrification of residential buildings. Here, we will address implications of different funding approaches on the equitable deployment of electrification, considering funding eligibility, accessibility, cost/risk allocation, and affordability. Key takeaways will include raising audience awareness to energy equity data, tools, and reports that are free and publicly accessible on the topics of regulatory decision-making, DER program design, rooftop solar adoption, community solar program design, and electrification. Additionally, our session will speak to the subject matter expertise and technical assistance Berkeley Lab can provide on these topics to state energy offices, regulators, utilities, and other stakeholders.

### **5G Paths Forward for LIHWAP: A Dialogue with Water Partners**

5/23/24 1:45 PM - 2:45 PM

Chicago 9

**Moderator:** Kelly Caplan - WSSC Water

**Speakers:** Kristina Surfus - National Association of Clean Water Agencies; Scott Berry - U.S. Water Alliance

This interactive session will discuss the future of the federal Low-Income Household Water Assistance Program now that the emergency program is winding down and Congress has yet to act on an extension or a new program. Of particular focus in this discussion will be program design concepts being considered by policymakers for a permanent program, as well as comparing and contrasting which federal agency should house this permanent program.

### **6G Wraparound Services: CPS Energy Providing In-Depth Casework to Customers**

5/23/24 1:45 PM - 2:45 PM

Chicago 10

**Moderators:** Michael Bell - Washington Gas; Danielle Wright - DC Department of Energy

**Speakers:** Jesse Hernandez - CPS Energy; Laura Jacobs - CPS Energy



## DETAILED SCHEDULE - THURSDAY, MAY 23

### 7G LIHEAP Storytelling Workshop

5/23/24 1:45 PM - 2:45 PM

Michigan

Moderator: Elizabeth Paulson - JEA

Speaker: Michael Bracy - LIHEAP.org

As energy assistance leaders, we KNOW how critical these programs are for the constituencies we serve. We live the satisfaction of providing critical assistance or weatherizing a home and carry the burden of knowing we are out of funds and unable to help. Many of us carry the emotional weight of knowing existing programs do not have enough resources or staff to meet an unending need. We also know that sometimes it can be a challenge to translate our passion and expertise to important audiences, including policymakers, funders, the media and potential recipients. In this fast moving, highly facilitated workshop, 40 participants will work in small groups to explore three critical questions:

1. What messages do we want to communicate about LIHEAP's impact in our community?
2. Who are the audiences that need to hear these messages?
3. How do we best connect those audiences with our key messages?

Led by veteran LIHEAP advocate and communications strategist Michael Bracy, workshop attendees will RSVP in advance of the conference and fill out a short pre-conference survey to be prepared to hit the ground running. By the end of the session, participants will have new clarity and inspiration about how to tell their local stories, how to increase the impact of their outreach campaign and will form bonds with fellow advocates who are similarly eager to raise awareness of the impact of energy assistance programs.

### 1H How to Start a Statewide Water Affordability Program

5/23/24 3:00 PM - 4:30 PM

Sheraton 1

Moderator: Rhonda Harper - Citizen's Energy Group

Speakers: Bryan Peckinpaugh - Detroit Water and Sewerage Department; Matthew Phillips - Detroit Water and Sewerage Department

### 2H The Progress and Shortcomings of LIHEAP in Addressing Today's Needs

5/23/24 3:00 PM - 4:30 PM

Sheraton 2

Moderator: Häly Laasme - Delaware Office of Community Services

Speakers: Diana Hernandez - Columbia University; Rachel Scheu - Elevate; Aarian Smith - ComEd; John Howat - National Consumer Law Center

This panel will bring together analysis from the perspectives of academic research, community advocates, and utility stakeholders to draw upon emerging evidence on energy assistance programs. Insights will be drawn from various sources including a recently published paper, a descriptive report on LIHEAP, a local storytelling campaign and programmatic efforts at the utility scale. The panelists will present their research findings, learnings from community outreach efforts, and their expertise in program/policy design and implementation. The focus of the discussion will revolve around the adequacy of LIHEAP and the pathways to modernize it, towards a more contemporary and comprehensive relief program.

## DETAILED SCHEDULE - THURSDAY, MAY 23

### 3H Channeling Federal Energy Funding to Underserved Areas

5/23/24 3:00 PM - 4:30 PM

Sheraton 3

**Moderator:** Mike Bradford - The Salvation Army National Headquarters

**Speakers:** Grace Parker - Southeast Energy Efficiency Alliance

Governments in rural and historically underserved areas often lack the capacity or resources to navigate and apply for federal funding. Rural and other disadvantaged communities are less likely to have a dedicated grant writer or other dedicated staff to identify, coordinate, apply for, and execute federal funding opportunities. The Bipartisan Infrastructure Law and Inflation Reduction Act have provided record investments in clean energy, energy efficiency, community development, and more significant portions of which are designated for historically disadvantaged communities. With large portions of these funds being allocated through grants, this lack of capacity risks minimizing the impact of these historic investments and has the potential to continue to exacerbate the urban-rural divide unless federal funding is actively channeled to rural areas. In recognition of these challenges, the Southeast Energy Efficiency Alliance (SEEA) and the Texas Energy Poverty Research Institute (TEPRI) have been working to build partnerships in rural Alabama and South Texas, respectively. These areas, in particular, have higher concentrations of poor-quality housing stock, high energy burdens, and outsized environmental risk factors. Nevertheless, strong community-based organizations have long worked to improve housing, health, and workforce development. SEEA and TEPRI's work aims to arm these communities with the financial resources necessary to meet and expand their goals by building community capacity, developing projects that build coalitions, and attracting federal funding. ACEEE works with local governments across the country to help them equitably bring the benefits of energy efficiency to their communities. This session will review the challenges and lessons learned by considering how the project teams engaged with local community members, worked with community leaders to create project proposals, and matched federal funding opportunities to community needs. The panelists will discuss their approach to building trust in areas with a history fraught with negative experiences with outsider organizations and federal funding. Additionally, panelists will discuss the complexity of creating projects that can remain impactful beyond the involvement of their organizations and that are resilient to fluctuations in federal funding opportunities. Overall, this panel will provide lessons for channeling funding and building coalitions in rural areas.

### 4H 40 Years in the Trenches: Lessons from a Career Looking at the Overlap of Affordability of Household Necessities

5/23/24 3:00 PM - 4:30 PM

Chicago 8

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

**Speaker:** Roger Colton - Fisher, Sheehan & Colton

Roger Colton has worked on energy and water affordability issues for nearly 40 years. As he turns 70 in 2024 (February), he can see the end of his long career. This session will present lessons he has learned and applied where the affordability of water, energy, housing, insurance, education, and health care have overlapped and helped form the basis for how, and why, utilities can and should fund bill affordability assistance for income-eligible households.

## DETAILED SCHEDULE - THURSDAY, MAY 23

### 5H Can't Get the Community to You? Go to Them! How to Host a Successful Enrollment Event

5/23/24 3:00 PM - 4:30 PM

Chicago 9

**Moderator:** Liz Berube - Citizens for Citizens

**Speakers:** Venus Ramirez - Arizona Public Service; Keelie Gustin - Miami Valley Community Action Partnership; Damaris Dominguez - National Grid

Have you ever wanted to host an open house or enrollment event, but aren't sure where to start? What type of community outreach works to drive applications for LIHEAP and other assistance programs? A panel of leaders will provide real-life experience on how they plan, organize, and collaborate with partners to host community-wide events designed to improve enrollment in LIHEAP and other utility assistance programs.

### 6H Successful Strategies for Reaching LMI and Vulnerable Communities

5/23/24 3:00 PM - 4:30 PM

Chicago 10

**Moderators:** Briana Parchment - National Grid

**Speakers:** Linda Rhodes - ComEd; Danny Johnson - Georgia Power; Briana Parchment - National Grid; Marlene Murphy-Roach - PG&E; Kim Rikalo - Sacramento Municipal Utility District (SMUD)

This session is a panel of industry leaders with innovative programs with significant success in outreaching and enrolling customers in programs. This session is going to be an overview of best practices in outreach and enrolling customers in LMI programs. The speakers are going to share what works best for them, what the challenges are, and how to consider LMI customers in the clean energy transition.

### 7H NEUAC Page Turners Book Club

5/23/24 3:00 PM - 4:30 PM

Michigan

**Moderator:** Kelly Caplan - WSSC Water; Michael Bell - Washington Gas

Join us for an interactive, moderated discussion of the Pulitzer Prize winning book *Evicted: Poverty and Profit in the American City* by Matthew Desmond. *Evicted* delves into the struggles of eight Milwaukee families during the 2007–2008 financial crisis. Through ethnographic fieldwork, Desmond sheds light on issues of poverty, housing affordability, and economic exploitation in the US. The book received critical acclaim, winning awards like the 2017 Pulitzer Prize for General Nonfiction and the Robert F. Kennedy Book Award, with the Pulitzer committee praising its deep research and exposé on the root causes of poverty post-2008 economic crash.

### Chicago Style! Networking Mixer

5/23/24 4:30 PM - 5:30 PM

Sheraton Chicago Ballroom Promenade

## DETAILED SCHEDULE - FRIDAY, MAY 24

### Breakfast

5/24/24 8:00 AM - 9:00 AM

Sheraton 4, 5 and Chicago 6, 7

### Pancakes and PIPP: National Meeting and Strategy Sharing

5/24/24 9:00 AM - 12:00 PM

Sheraton 1

Moderators: John Howat - National Consumer Law Center

Speakers: Roger Colton - Fisher, Sheehan & Colton; Steve Luxton - Energy Coordinating Agency

NEUAC is convening a first-of-its-kind national meeting of the professionals working in and with Percentage of Income Payment Plans (PIPPs) across the country. If your state has a PIPP and you'd like to connect with PIPP administrators and practitioners in other states for a conversation on successful PIPPS, this is the session for you. This will be a session full of discovery and education of the various and myriad ways PIPPS are implemented and the past, present, and future of these programs. Please also feel free to attend if you have questions about starting or implementing a PIPP in your area and would like more information.

Issues to be discussed:

- Inter-agency data sharing and program enrollment
- Tiered discounts vs. PIPPs: pluses and minuses
- Re-enrollment and participant retention
- Electronic submission of certification information
- Outreach challenges
- Competitive energy supply issues
- Working poor: how to provide benefits to households at the upper end of the income-eligibility scale

### Utility Summit: Exploring the Role of Utilities in Bipartisan Infrastructure Fund Programs

5/24/24 9:00 AM - 12:00 PM

Sheraton 2

Moderators: Frank Rapley - Tennessee Valley Authority

Speakers: Frank Rapley - Tennessee Valley Authority; Aimee Gendusa-English - National Community Action Partnership (NCAP); Amanda Rains - U.S. Department of Energy; Stephanie Insinna-Sahondo - CO Energy Office

LIHEAP participants are eligible for billions of federal dollars for home weatherization, appliances and HVAC upgrades through the bipartisan infrastructure bills. During this utility summit, hear from other utilities about how they are engaging with these federal programs to take advantage of this unprecedented opportunity. Additionally, representatives from other organizations will be in person to answer questions about federal funds and the intersection with LIHEAP. Join us for this utility only summit to learn from experts and peers in the utility industry. **Participation is limited to utility employees.**

## DETAILED SCHEDULE - FRIDAY, MAY 24

### Improv and Advocacy

5/24/24 9:00 AM - 12:00 PM

Sheraton 3

Moderator: Julia Friedman - Opower; Michael Bracy - LIHEAP.org

Speakers: Steven Goldman - MN8 Energy

Local voices make great advocates for LIHEAP and energy affordability. But speaking to policymakers can be intimidating when that's not your "day job"! This session will explore tips and tricks from improv to help you get more comfortable telling your story and asking for support. Learn to think on your feet, approach advocacy as a chance for teamwork, and practice collaborative storytelling. This session is for anyone interested in developing their advocacy skills, whether you're just getting started or an old pro. **Requires pre-registration**, limited to 30 attendees.

### KAIROS Blanket Exercise

5/24/24 9:00 AM - 12:00 PM

Chicago 8

Moderators: Anthony Hunt - Lumbee Tribe of North Carolina; Lori Walking Eagle - Rosebud Sioux Tribe LIHEAP

Speakers: Teresa Joudrey - Santele's Healing Circles; Sarah Clyke - Santele's Healing Circles; Andrew Turnbow - Santele's Healing Circles

The KAIROS Blanket Exercise (KBE) is a powerfully impactful teaching tool to share the historic and contemporary relationship between Indigenous and non-Indigenous peoples in America. Attendees are asked to bring a small blanket or lap quilt with them for the workshop. NEUAC will provide blankets for those unable to fulfill this requirement. **Requires pre-registration**, limited to 40 attendees.

### JEDI: Practical Approaches for Putting Change into Action

5/24/24 9:00 AM - 12:00 PM

Chicago 9

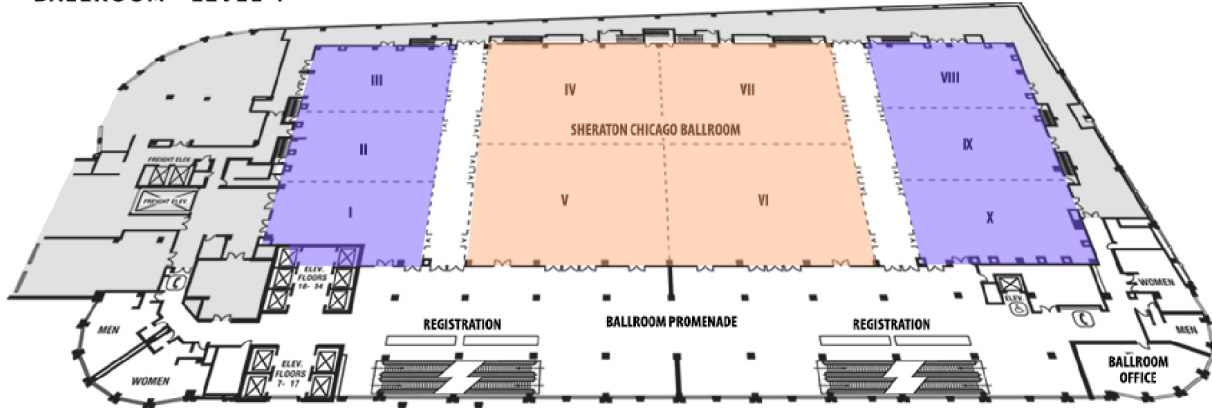
Moderators: Tiffany Gilstrap - Southern Company Gas; Susie Holmes - Federal Energy Regulatory Commission

Speaker: Scott Alan Davis - SEEL, LLC

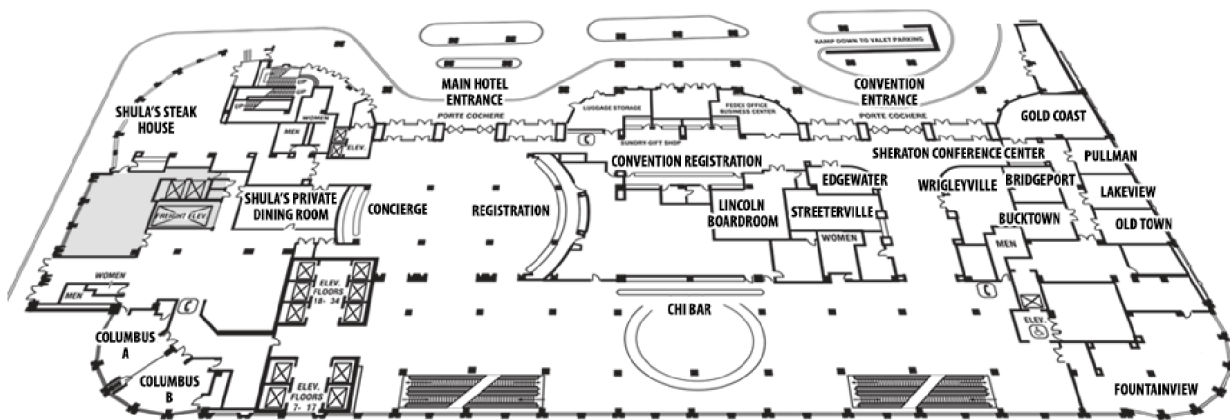
In this world where everything seems to be changing and advancing so quickly, it is especially so within the Justice, Equity, Diversity, Inclusion, and Belonging (JEDI-B) space. This workshop will share practical tools on how to infuse changes specifically regarding new processing surrounding JEDI-B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

# Hotel Map

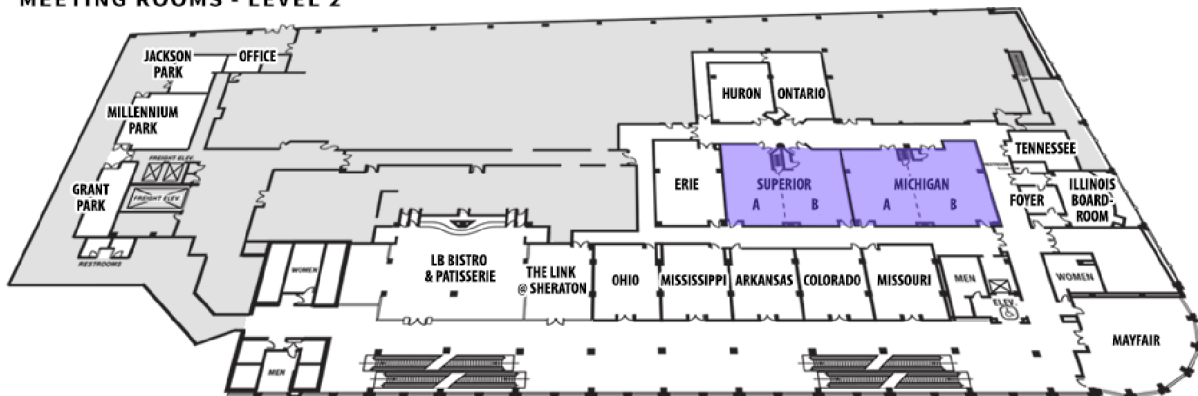
## BALLROOM - LEVEL 4



## LOBBY - LEVEL 3



## MEETING ROOMS - LEVEL 2



Meals / Plenaries



Session Rooms

# Thank You to our Sponsors!

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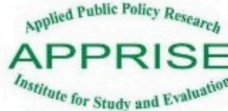


# Thank You to our Sponsors!

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# Special Thanks

## 2024 CONFERENCE CO-CHAIRS

Latoya Butler - CEDA | Community & Economic Development Association of Cook County  
Kim Campbell Hailey - Vistra Corp  
Tanya Jones - HeartShare Human Services of New York

## A/V COORDINATOR

Thank you to Marc Dunning for generously offering your help every year.

## MEETING SOLUTIONS, INC (MSI)

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

## NEUAC

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

Also thank you to Erin Mao, Operations Director, and Maizy Lawnicki, Intern, for all the effort towards the 2024 Annual Conference.

## THANK YOU!

Heartfelt thanks to our board members, speakers, moderators, in-kind supporters, and 10-for-10 fundraising contributors.

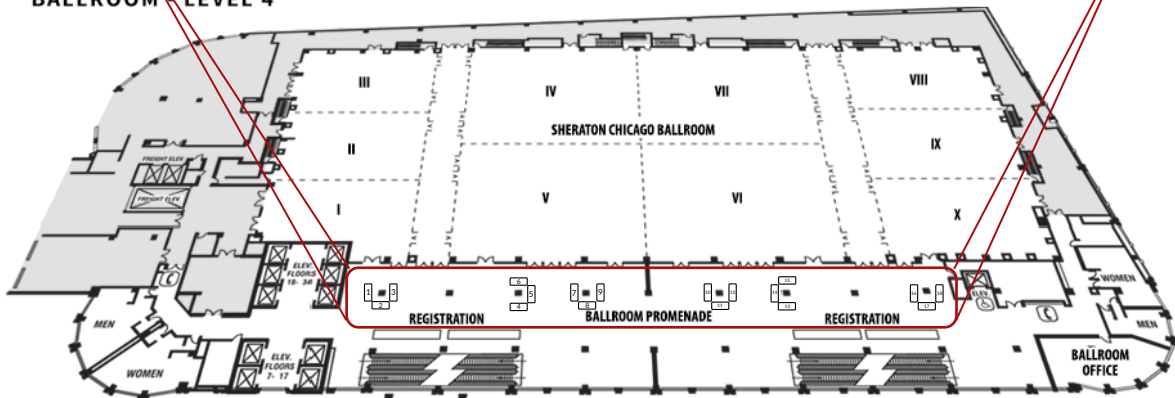
# Exhibitors



**Visit the Exhibitor Area on the Ballroom level near Registration**



**BALLROOM LEVEL 4**



# **SAVE THE DATE**

## **2025 Annual Conference**

### **Charlotte, North Carolina**

The Westin Charlotte | June 2 -5

