CCIF SPEAKER BIOS

WELCOME REMARKS



Kimberly A. O'Guinn
Commissioner
Arkansas Public Service Commission

Kimberly A. O'Guinn of Little Rock was appointed to the Arkansas Public Service Commission by Governor Asa Hutchinson in November of 2016.

Commissioner O'Guinn is a member of the Executive Committee of the Organization of MISO States (OMS) currently serving as Treasurer. She previously served as a board member and president on the Southwest Power Pool's Regional State Committee (RSC). She serves as a member of the Seams Liaison Task Force, a joint effort of the RSC and the OMS to study and make recommendations on seams issues between two adjacent regional transmission operators: Southwest Power Pool and Midcontinent Independent System Operator (MISO).

In addition to her state and regional obligations, Commissioner O'Guinn serves on the Executive Committee and Board of Directors of the National Association of Regulatory Utility Commissioners (NARUC) and is a member of NARUC's Energy Resources and Environment Committee, International Relations Committee, and the Washington Action Program. She is also a mentor in NARUC's Advancing Women Leaders in Energy program; a partnership with the U.S. Agency for International Development's Bureau for Europe & Eurasia, Energy Infrastructure Division to provide support to women leaders in energy regulatory agencies through a gender empowerment project.

Commissioner O'Guinn is Chair of NARUC's Emergency Preparedness, Recovery and Resiliency Task Force. The task force leads NARUC's efforts in responding to and educating members about existing and emerging issues and opportunities associated with emergency preparedness, recovery and resiliency, funding opportunities as it relates to the electric grid.

Commissioner O'Guinn is Co-Chair of the National Utilities Diversity Council, serves on the board of the Financial Research Institute, an advisory council member of New Mexico State University Center for Public Utilities and the Electric Power Research Institute Advisory Council.

Commissioner O'Guinn is a member of American Association of Blacks in Energy, serves on the Executive Committee for the Arkansas Women in Power.

Prior to joining the Commission, Commissioner O'Guinn served as the Director of Communications for the Arkansas Department of Environmental Quality and a Permitting Engineer in the Office of Air Quality.

Commissioner O'Guinn received a Bachelor of Science in Environmental Engineering from the University of Oklahoma. While attending OU, she was designated a NASA Fellow while working for NASA Space Grant Consortium/NASA EPSCoR.

KEY TAKEAWAYS FROM KEY PARTICIPANTS: SUPPORTING ELECTRICITY CUSTOMERS THROUGH TIMES OF CRISIS

Moderator



William I. Fine
Utility Consumer Counselor
Indiana Office of Utility Consumer Counselor

William I. Fine was appointed Indiana's 24th Utility Consumer Counselor in January of 2017. He brings 45 years of experience as a practicing Indiana attorney to his role as the statutory advocate for Indiana's residential, commercial, and industrial ratepayers in state and federal regulatory proceedings.

Bill oversees a dedicated staff of more than 50 professionals including attorneys, analysts, economists, accountants, engineers, and support staff. He was recently named Vice President of the National Association of State Utility Consumer Advocates (NASUCA). He is a member of the Critical Consumer

Issues Forum (CCIF) Advisory Committee and served on Indiana's 21st Century Energy Policy Development Task Force (2019-20).

Before joining the OUCC, Bill served in the Indiana House of Representatives and the Indiana Public Defender Commission. He is a JD graduate of the Indiana University School of Law (Bloomington), Purdue University (MA), and is a Phi Beta Kappa graduate of Indiana University (BA).

Panelists



Odogwu Obi Linton
Commissioner
Maryland Public Service Commission

Odogwu Obi Linton was appointed to the Maryland Public Service Commission in August 2017. Commissioner Linton began his career in 1991 as a meter reader and engineering intern at Public Service Electric and Gas in New Jersey. He first came to the Commission as a law intern and later clerked for the Honorable Evelyn Omega Cannon in the Circuit Court for Baltimore City. He was a regulatory attorney for Baltimore Gas and Electric Company, where he specialized in consumer disputes and worked on the deregulation of the electric industry. Over five years later, he rejoined the Commission as Deputy Staff Counsel and led the Commission's Consumer Dispute Resolution Unit. He later started his own law firm representing consumers, small businesses, and deregulated suppliers in litigation and transactional matters. He returned to the Commission to serve as the Director of the Consumer Affairs Office where among several tasks served as the manager of the Commission's Supplier Diversity Program and led the process to adopt consumer protections for the electric and gas deregulated markets.

Commissioner Linton is currently the Chair for the National Association of Regulatory Utility Commissioners (NARUC) Consumers and the Public Interest Committee, and serves on the NARUC Task Force on Emergency Preparedness, Recovery and Resiliency and the Supplier and Workforce Diversity Committee. Commissioner Linton also served as the founding Chair of the Staff Committee for the NARUC Supplier and Workforce Diversity (formerly the Utility Marketplace Access) Subcommittee for nine years.

Commissioner Linton earned a Juris Doctor from the University of Maryland Francis King Carey School of Law, and earned a Bachelor of Science in Administration of Justice and a Bachelor of Arts in Africana Studies from Rutgers University.

He is admitted to practice law in Maryland and is a resident of Catonsville, Maryland.



Andrew C. Slater
Public Advocate
Delaware Division of the Public Advocate

Andrew C. 'Drew' Slater was appointed by Governor Carney and confirmed by the Senate as the Public Advocate on January 25, 2017. The Public Advocate's role is to advocate for the lowest reasonable rates for consumers consistent with the maintenance of adequate utility service and principally on behalf of residential and small commercial consumers. He also can, at times, advocate for commercial and industrial consumers. He appears before the Public Service Commission, State of Delaware courts, Federal courts, and Federal administrative and regulatory agencies on behalf of the interests of consumers regarding rates, service, and practices of public utilities.

In his role as the Public Advocate, Drew serves on the executive committee of the National Association of State Utility Consumer Advocates ('NASUCA'), GTI Public Interest Advisory Committee, Board of the Sustainable Energy Utility, a.k.a. Energize Delaware, Renewable Energy Task Force, and several other organizations.

Before joining the Division of the Public Advocate, he served the public as Kent and Sussex County Coordinator for Congressman Carney. In that role, his major responsibilities included representing the Congressman at meetings and events, and being the liaison with the public on a multitude of issue areas.

He began his career in public service in 2003 as an intern for U.S. Senator Joe Biden on the Foreign Relations Committee. From 2004-2013, he worked in the Delaware State Senate. During his time in the Senate, he worked for six legislators and assisted them with legislation, committees, and constituent service.

Drew graduated from Washington College in 2005 and received a Master's degree from Wilmington University in 2011. He lives in Camden with his wife Laura, and two children.



Michele O'Connell

Senior Vice President of Customer Operations

Con Edison

Michele O'Connell is the Senior Vice President of Customer Operations, which is a highly diverse organization that strives to provide a positive customer experience for over 3 million customers. Customer Operations is a meter to cash organization which encompasses establishing customer accounts in the billing system and in the field, billing and processing payments, performing meter reading and field collections, field investigations for diversion of service and customer inquiries, handling customer concerns with empathetic call center representatives, continuous outreach and education for customers and key stakeholders, as well as a team that supports large customer needs and retail choice. Another essential element is the work through the Customer Center of Excellence, which strives to understand the current and future needs of the customer. These teams deliver this capability across numerous digital channels to provide information related to customer accounts, storm preparation and communication, to name a few, in the preference of choice for the customer. Customer Operations strives to cultivate a workforce that is engaged and safety-focused while keeping its employees and public at the heart of the work.

Previously, Ms. O'Connell was the Vice President for Staten Island and Electric Services, Electric Operations. She was responsible for the safe, reliable, and economic operation of the electric distribution system serving Staten Island. This included multiple meter organizations that installed, replaced, and tested all electric meters across the Con Edison service territory. Ms. O'Connell also had purview of leading a field location that maintained and upgraded underground distribution transformers and network protectors on the system.

Ms. O'Connell joined Con Edison in 2003 as an associate engineer in Transmission Planning within System and Transmission Operations and has held positions of varying responsibilities. This included senior planning analyst, Substations Operations; section manager of Brooklyn/Queens/Staten Island Electrical Construction, Substation Operations; general manager Substations Planning and general manager Bronx/Westchester Substation Operations.

She is a graduate of the New Jersey Institute of Technology with a Bachelor of Science degree in Electrical Engineering and Master of Business Administration in Finance from Montclair State University.

CLOSING REMARKS



Ann Rendahl

Commissioner

Washington Utilities and Transportation Commission

Ann Rendahl was first appointed to serve as a commissioner of the Washington Utilities and Transportation Commission by Gov. Inslee in December 2014 for a six year term ending Jan. 1, 2021. Ann has been reappointed to a second six-year term and is awaiting Senate confirmation.

Ann currently serves as Chair of the Electricity Committee, as a member of the Critical Infrastructure Committee for the National Association of Regulatory Utility Commissioners (NARUC), and on the Board of Directors of NARUC. Ann is active in several national and regional organizations focused on energy policy, including as a member of the Electric Power Research Institute's Advisory Council, and as a member of the Body of State Regulators for the California ISO's Western Energy Imbalance Market. Ann has served as the chair of the Western Electric Coordinating Council's Western Renewable Energy Generation Information System Committee, and as co-vice chair of the Committee

for Regional Electric Power Cooperation, or CREPC, a joint committee of the Western Interstate Energy Board and the Western Conference of Public Service Commissioners.

Ann previously served as the Director of Policy and Legislation for the UTC. Prior to leading the UTC's Policy and Legislative Affairs Section, she served as the Director of the Administrative Law Division, as an administrative law judge for the UTC, and as an assistant attorney general representing the Utilities and Transportation Division.

Ann is a graduate of Wellesley College and received a master's degree in Public Policy from the Graduate School of Public Policy at the University of California, Berkeley. She received her law degree from Hastings College of the Law, University of California, San Francisco.

CCIF EXECUTIVE DIRECTOR



Katrina McMurrian

Executive Director

Critical Consumer Issues Forum (CCIF)

A former Florida Public Service Commissioner (2006-2009), Katrina McMurrian currently serves as Executive Director of the Critical Consumer Issues Forum (CCIF), a unique national forum in which state utility regulators, consumer advocates, and energy companies – via a series of facilitated, interactive dialogues – engage in productive debate and often develop consensus on issues that are not only important to these three core communities but also to consumers, policymakers, and other stakeholders. As a result of this collaboration, CCIF has produced valuable reports on energy topics including grid modernization, distributed generation, consumer solutions, smart communities, and electric transportation.

McMurrian also serves as Executive Director of the Nuclear Waste Strategy Coalition (NWSC), an ad hoc organization representing the collective interests of member state utility regulators, state consumer advocates, other state officials, tribal governments, local governments, electric utilities with operating and shutdown nuclear reactors, and other public and private sector experts, on nuclear waste policy matters.

In these roles, McMurrian frequently interacts with Congress; Administration officials; state and federal utility regulators; state and national consumer organizations; other state, tribal, and local officials; industry representatives; and numerous other public and private stakeholders. In addition, she serves on the Southwest Research Institute Board of Advisory Trustees and as a member of the American Nuclear Society (ANS), the Institute for Nuclear Materials Management (INMM), and U.S. Women in Nuclear (U.S. WIN).

A Northwest Florida native, McMurrian received a bachelor's degree in finance and an MBA from Florida State University. She and her husband currently reside near Nashville, Tennessee.