CCIF
CRITICAL CONSUMER ISSUES FORUM

Supporting Electric Customers Through Times of Crisis
Being There When It Matters Most

Virtual Summit 1: Wednesday, March 31st @ 1:30 pm–4:30 pm EDT *(10:30 am–1:30 pm PDT)*

Agenda

The collaborative dialogue among commissioners, consumer advocates, and electric company representatives will focus on residential and small business electric customer needs in light of widespread economic uncertainties stemming from the pandemic. Also, it will highlight opportunities and innovative programs to address those needs and similar needs that may arise from future financial crises.

Introduction

1:30–1:40 **CCIF Overview, Topic Intro & Summit Series Objectives**
***Ms. Katrina McMurrian**, CCIF Executive Director*

1:40–2:10 **Setting the Stage Panel: Issues Concerning Residential & Small Business Customers**

Moderator: ***Hon. Ellen Nowak**, Commissioner, Public Service Commission of Wisconsin*

Panelists: ***Hon. Philip L. Bartlett II**, Chair, Maine Public Utilities Commission*
***Hon. Christopher J. Ayers**, NASUCA President & North Carolina Utilities Commission Public Staff Executive Director*
***Ms. Bobbi Schroeppel**, Vice President – Customer Care, Communications, and Human Resources, NorthWestern Energy*

Facilitated Dialogue & Consensus Principle Development

2:10–2:55 **Identifying Need & Coordinating Customer Assistance**

Featured Intro Remarks: ***Hon. Sarah Freeman**, Commissioner, Indiana Utility Regulatory Commission*
***Ms. Gerri Madrid-Davis**, Director, Government Affairs, AARP*
***Ms. Penni McLean-Conner**, Chief Customer Officer & Senior Vice President of Customer Group, Eversource Energy*

Draft Principle Dialogue: ***All Participants***

2:55–3:00 **Break (5 mins.)**

3:00–3:45 **Electric Company & State Solutions for Addressing Customer Needs**

Featured Intro Remarks: ***Hon. Jason M. Stanek**, Chairman, Maryland Public Service Commission*
***Mr. William I. "Bill" Fine**, Utility Consumer Counselor, Indiana Office of Utility Consumer Counselor*
***Ms. Penni McLean-Conner**, Chief Customer Officer & Senior Vice President of Customer Group, Eversource Energy*

Draft Principle Dialogue: ***All Participants***

3:45–3:50 **Break (5 mins.)**

3:50–4:25 **Federal Approaches to Complement Electric Company & State Solutions**

Featured Intro Remarks: ***Hon. Paul Kjellander**, NARUC President & Idaho Public Utilities Commission President*
***Mr. Andrew C. "Drew" Slater**, Public Advocate, Delaware Division of the Public Advocate*
***Mr. Noel Black**, Vice President of Federal Regulatory Affairs, Southern Company*

Draft Principle Dialogue: ***All Participants***

Conclusion

4:25–4:30 **Next Steps & Report Plans**
***Ms. Katrina McMurrian**, CCIF Executive Director*