CCIF

CRITICAL CONSUMER ISSUES FORUM

Supporting Electric Customers Through Times of Crisis

Being There When It Matters Most

Virtual Summit 1

March 31, 2021

1:30-4:30 pm EDT

CCIF

CRITICAL CONSUMER ISSUES FORUM

State commissioners, consumer advocates, and energy companies working together to provide solutions to meet customer needs.

CCIF 2021 Summits Promoted By*:

CCIF thanks the National Association of Regulatory Utility Commissioners (NARUC) and the National Association of State Utility Consumer Advocates (NASUCA) for their promotion of the CCIF 2021 Summits.

* The CCIF 2021 Summit Series is not sponsored by NARUC or NASUCA. The CCIF 2021 Summit Series is funded by Edison Electric Institute (EEI).

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For More Information

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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*

CCIF SPEAKER BIOS

SETTING THE STAGE: ISSUES CONCERNING RESIDENTIAL & SMALL BUSINESS CUSTOMERS

Moderator



Ellen Nowak
Commissioner
Wisconsin Public Service Commission

Ellen Nowak was first appointed to the Wisconsin Public Service Commission in July 2011 by Governor Scott Walker. She was reconfirmed for a new, six-year term beginning on March 1, 2013. Commissioner Nowak was named Chairperson of the Public Service Commission of Wisconsin in March of 2015. In March of 2018 Governor Walker appointed her as Secretary of the Department of Administration. She served in that role until the end of the Governor's term and was then reappointed to the Commission to serve a term that expires in March 2023.

Ellen currently serves on the Board of Directors for the National Association of Regulatory Utility Commissioners (NARUC). She currently is a member of NARUC's Committee on Gas and the Smart Electric Power Association's Renovate Initiative. She previously served on the Executive Committee for NARUC and served as its First Vice President. Her duties at NARUC also included serving on the Committee on Energy Resources and the Environment and the Task Force on Environmental Regulation and Generation. Commissioner Nowak also served on the Advisory Council to the Board of Directors for the Electric Power Research Institute, the Advisory Council for the Center for Public Utilities and the Advisory Committee for the Critical Consumers Issues Forum.

Previously, Ellen served as the chief of staff to Waukesha County Executive, Dan Vrakas. From 2002-2006, she served as legal counsel and subsequent chief of staff to the Speaker of the Wisconsin Assembly. She also later worked as the deputy director of School Choice Wisconsin. From 1998-2002, Ellen practiced business litigation at Mallery & Zimmerman SC in Milwaukee.

Ellen has a law degree from Marquette University and a Bachelor of Science from the University of Wisconsin–Milwaukee.

Panelists



Philip L. Bartlett II
Chair
Maine Public Utilities Commission

Philip L. Bartlett II, J.D., was appointed to the Maine Public Utilities Commission in June 2019 by Governor Janet Mills.

Prior to his appointment, he practiced law with Scaccia, Bartlett & Chabot. He also served in the Maine Senate from 2004 to 2012 and was elected by his peers to serve as Senate Majority Leader from 2008 to 2010. Bartlett chaired the Energy, Utilities and Technology Committee as well as the Joint Select Committee on Maine's Energy Future and he served on the Government Oversight Committee, Natural Resources Committee and Labor Committee. He taught micro and macroeconomics at the collegiate level.

Chairman Bartlett holds a juris doctorate degree from Harvard Law School. He completed his undergraduate work at Tufts University, where he graduated Summa Cum Laude majoring in Economics and Political Science.

His term expires in March 2025.



Christopher J. Ayers
Executive Director
North Carolina Utilities Commission Public Staff

Christopher J. Ayers has served as Executive Director of the North Carolina Utilities Commission Public Staff since July 1, 2013. The Public Staff represents the using and consuming public and investigates electric, gas, water, wastewater, and transportation matters before the North Carolina Utilities Commission. Prior to joining the Public Staff, he practiced law in Raleigh, North Carolina with the law firm of Poyner Spruill LLP from June 2009 to July 2013 and Hunton & Williams LLP from August 2003 to June 2009. He served a two-year term on the North Carolina Environmental Management Commission from July 2011 through June 2013.

Mr. Ayers currently serves as President of the National Association of State Utility Consumer Advocates. He also serves on the Consumer Advocates for the PJM States Board of Directors, the Department of Energy Electricity Advisory Committee, the Critical Consumer Issues Forum Executive Committee, the Financial Research Institute Advisory Board, Keystone Energy Board, and is the Vice Chairman of the State Employees Credit Union Board of Directors.

Mr. Ayers graduated magna cum laude from Duke University in 1999 and received his Juris Doctor with Honors from the University of North Carolina at Chapel Hill in 2002. He resides in Apex, North Carolina with his wife Rebecca.



Bobbi Schroeppel
Vice President – Customer Care, Communications, and Human Resources
NorthWestern Energy

Ms. Schroeppel is Vice President – Customer Care, Communications and Human Resources for NorthWestern Energy. Ms. Schroeppel's responsibilities include strategic and day-to-day leadership of NorthWestern's customer facing, corporate communication and human resources processes; including customer interaction, revenue collection, customer education, customer programs and services, energy efficiency, market research, customer care systems and infrastructure, branding and advertising, media relations and the human resource generalists processes.

Since joining NorthWestern in May of 1998, Ms. Schroeppel has also held positions in market research, support services and strategy.

Ms. Schroeppel started her career in 1994 at Wright-Hennepin Electric Cooperative, Rockford MN. While at Wright-Hennepin, she held positions in electric and security dispatch, marketing and market research, and technical field services.

She holds degrees in Statistics and Sociology from the University of Minnesota, as well as an MBA from the U of MN Carlson School of Management.

IDENTIFYING NEED & COORDINATING CUSTOMER ASSISTANCE

Featured Intro Remarks



Sarah Freeman
Commissioner
Indiana Utility Regulatory Commission

Sarah Freeman was appointed by Governor Mike Pence as Commissioner on September 19, 2016, and was reappointed by Governor Eric Holcomb on December 29, 2017. Commissioner Freeman chairs NARUC's Subcommittee on Education and Research and is a member of the NARUC Committee on Telecommunications. Commissioner Freeman is Vice President of the Board of Directors for the Organization of MISO States (OMS) and serves on the Board of Directors for the Universal Service Administrative Company as well as the Advisory Board for the Financial Research Institute at the University of Missouri. She previously represented the Commission on the Board of Directors for the Organization of PJM States (PJM).

Prior to her appointment, Commissioner Freeman served as a senior staff attorney with the nonpartisan Indiana Legislative Services Agency for 16 years, where she drafted utility and transportation legislation and served as counsel to numerous legislative committees.

A native Hoosier, Commissioner Freeman earned her undergraduate degrees in psychology, French, and political science from Indiana University – Bloomington and her juris doctor degree from the Indiana University Maurer School of Law.



Gerri Madrid-Davis

Director, Government Affairs

AARP

Gerri Madrid-Davis is a talented executive with public policy, government affairs, community engagement and extensive non-profit leadership experience. She has a broad track record of legislative and regulatory success, financial stewardship and effective management of highly skilled and successful teams. Gerri is a lifelong learner and servant leader who has a passion for Diversity, Equity and Inclusion and addressing racial, ethnic, gender and LGBTQ+ disparities within institutions, systems, and policy.

Gerri is the Director of Financial Security & Consumer Affairs within Government Affairs at AARP. She leads an experienced team of legislative specialists who conceptualize and support AARP's state and local advocacy within all 50 states, the District of Columbia, Puerto Rico and the US Virgin Islands. Gerri's team creates model legislation and works with AARP State Offices and AARP's Campaign team to execute innovative and successful state and local issue campaigns and strategies for policy change.

Gerri was the first Executive Director of the National Public Pension Coalition a nationwide campaign of defense to protect public pensions and the earned benefits of public sector workers across the US. At the height of state legislative "pension reform" Gerri launched the organization with strong and substantial support from the AFL-CIO, Change to Win, AFSCME, SEIU, AFT, NEA, IAFF and NCPERS.

Gerri was formerly the Senior Committee Director for Labor & Employment at NCSL. As Senior Committee staff, Gerri supported the federal interests of state legislatures and developed compelling programs and resources for legislators, their staff and NCSL foundation partners. She lobbied the federal government and Congress on behalf of state legislatures on a host of issues including Social Security, public pensions and retirement, labor and employment, energy, the environment and transportation and the federal budget, appropriations and taxation. In this role, she worked with elected officials, private sector companies, industry associations, non-profits, broad and varied coalitions and other elected official organizations.

Gerri started her career with the Latin American Research and Service Agency (LARASA) a Latinx community-based non-profit in Denver, Colorado. At LARASA, Gerri lead innovative programs that mobilized Latino parents to effectively engage in school-based advocacy and service, engaged community members in policy and the political process and leveraged federal and community funding to amplify the role of Latinas as leaders in health promotion.

Gerri is Chair of the Board of Directors of the National Institute on Retirement Security, a non-profit research and education organization established to contribute to informed policymaking by fostering a deep understanding of the value of retirement security to employees, employers, and the economy as a whole. She serves as Treasurer of Mansion House Swim and Dive Club and is an avid booster of West Potomac High School Orchestras.

Gerri is a graduate of Metropolitan State College of Denver and completed Master of Arts coursework at the University of Minnesota, Hubert H. Humphrey School of Public Affairs. Gerri has a certificate from the Georgetown University McDonough School of Business, AARP ADEPt Leadership Program.



Penni McLean-Conner

Chief Customer Officer & Senior Vice President of Customer Group

Eversource Energy

Penni McLean-Conner is Chief Customer Officer and Senior Vice President of Customer Group for Eversource Energy. She is responsible for providing Eversource's 3.5 million electric and gas customers with high quality customer service and delivering a cost-effective portfolio of electric and gas energy efficiency programs.

Penni is a recognized thought leader in the utility industry with over 30 years of experience implementing positive change, particularly in the areas of leadership, superior customer service and energy efficiency programs. In her current role, Penni leads an integrated team of customer service employees, charged with delivering consistent, positive customer experiences across multiple platforms. This also includes management of an energy efficiency portfolio of programs that tops $500 million annually and provides Eversource customers with highly-valued energy efficiency services ranked number one in the nation.

She is a published author and the customer service columnist for Electric Light and Power Magazine. Penni's most recent book "Profiles in Excellence: Utility Chief Customer Officers," shares the stories of eight all-star chief customer officers who have demonstrated success in creating a customer- focused culture. Penni has also published "Customer Service: Utility Style," and "Energy Efficiency: Principles and Practices."

Penni is a 2016 recipient of the New England Women in Energy and the Environment Achievement Award. She was also honored in 2017 with the Greater Boston Chamber of Commerce Pinnacle Award for Achievement in Management.

Penni holds a bachelor's degree in industrial engineering from North Carolina State University and is a registered Professional Engineer. She is active in the industry, chairing the American Council for an Energy Efficient Economy (ACEEE) and CS Week. Locally she chairs the United Way of Massachusetts Bay and Merrimack Valley and serves on the Boston Green Ribbon Commission and Medfield Energy Committee.

ELECTRIC COMPANY & STATE SOLUTIONS FOR ADDRESSING CUSTOMER NEEDS

Featured Intro Remarks



Jason M. Stanek
Chairman
Maryland Public Service Commission

Jason M. Stanek was appointed Chairman of the Maryland Public Service Commission by Governor Larry Hogan for a five-year term beginning on July 1, 2018.

He most recently served as Senior Counsel to the Energy Subcommittee of the U.S. House of Representatives' Committee on Energy and Commerce where he advised on matters involving national energy policy, with specific focus on electricity issues and the operations of the regional power markets. Before that, he served in senior positions at the Federal Energy Regulatory Commission (FERC), advising both a FERC Chairman and Commissioner during his 16-year tenure. Prior to arriving in Washington D.C., he held legal positions with the National Fuel Gas Company in Buffalo, New York, and the Commodity Futures Trading Commission in New York City.

Chairman Stanek is a member of the Committee on Electricity and the Committee on International Relations for the National Association of Regulatory Utility Commissioners (NARUC). He also serves on the Board of Directors for the Regional Greenhouse Gas Initiative (RGGI), is a member of the Center for Public Utilities Advisory Council and the Critical Consumer Issues Forum (CCIF) Advisory Committee.

Chairman Stanek earned his law degree from the State University of New York at Buffalo and a bachelor's degree from Tulane University. He also completed studies at American University and the University of North Carolina at Chapel Hill.

He is admitted to practice law in New York. He lives in Riverdale, Maryland.



William I. "Bill" 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).



Penni McLean-Conner

Chief Customer Officer & Senior Vice President of Customer Group

Eversource Energy

Penni McLean-Conner is Chief Customer Officer and Senior Vice President of Customer Group for Eversource Energy. She is responsible for providing Eversource's 3.5 million electric and gas customers with high quality customer service and delivering a cost-effective portfolio of electric and gas energy efficiency programs.

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Federal Approaches to Complement Electric Company & State Solutions

Featured Intro Remarks



Paul Kjellander

President

Idaho Public Utilities Commission

Commissioner Paul Kjellander serves as President of the Idaho Public Utilities Commission, having been appointed to his current six-year term in 2017 by Gov. C.L. "Butch" Otter. His term expires in 2023.

It is Commissioner Kjellander's second term in his second stint on the Commission, having previously served from January 1999 until October 2007. Gov. C.L. "Butch" Otter reappointed Kjellander in April 2011, following his service as administrator of the newly created state Office of Energy Resources (OER).

A member of the National Association of Regulatory Utility Commissioners' (NARUC) board of directors and executive committee, Kjellander serves as President of the association. He previously served on NARUC's Committee on Consumer Affairs and its Electricity Committee and is past Chair of the Committee on Telecommunications.

Kjellander serves as President of the National Council on Electricity Policy, which is funded by the US Department of Energy and managed by NARUC. He is also on the board of the Financial Research Institute and is a board member for New Mexico State University's Current Issues. He was previously a member of the Federal Communications Commission's 706 Joint Board, the North American Numbering Council, and served as chairman of the FCC's Federal-State Joint Board on Jurisdictional Separations.

During his time at OER, which is now known as the Office of Energy and Mineral Resources, Kjellander created an aggressive energy efficiency program funded through the federal American Recovery and Reinvestment Act of 2009. He also served on the board of the National Association of State Energy Officials (NASEO).

Before joining the commission in 1999, Kjellander was elected to three terms in the Idaho House of Representatives, where he served from 1994-1999. As a legislator, Kjellander served on a number of committees, including the House State Affairs, Judiciary and Rules, Ways and Means, Local Government and Transportation. During his final term in office, Kjellander was elected chairman of the House Majority Caucus.

Prior to his legislative service, Kjellander was director of Boise State University's College of Applied Technology Distance Learning, where he earned tenured faculty status and served in various positions including program head of broadcast technology, station manager of BSU Radio Network, director of the Special Projects Unit for BSU Radio and as BSU Radio's director of News and Public Affairs.

Commissioner Kjellander earned undergraduate degrees in communications, psychology, and art from Muskingum University in Ohio, and earned a master's degree in telecommunications from Ohio University.



Andrew C. "Drew" 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, CCIF 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.



Noel Black

Vice President of Federal Regulatory Affairs

Southern Company

Noel Black is the vice president of federal regulatory affairs for Atlanta-based Southern Company, one of America's largest producers of electricity. In this role, Black directs the company's energy policy outreach with agencies including the Federal Energy Regulatory Commission, the National Association of Regulatory Utility Commissioners, the Environmental Protection Agency, and others. Black has also joined the George Washington Energy Law Board and the board of Center for Public Utilities, New Mexico State University.

Before starting work in federal regulatory affairs in 2011, Black was the Dalton area manager for Southern Company's largest subsidiary, Georgia Power, and was responsible for providing overall leadership for engineering, construction, storm response, customer service, economic and community development and external affairs.

Black began his career at Southern Company in 1994 and has served in a variety of leadership roles at operating subsidiaries Alabama Power, Georgia Power, Mississippi Power, and Savannah Electric. In these roles, he has developed experience across many Southern Company business areas, including rate assessment, retail strategy and business development, business unit consulting, financial analysis, sales, marketing, and research.

In his roles at the retail subsidiaries, Black helped implement at the local level Southern Company's customer-focused business model, which emphasizes high reliability, great customer service and prices that are below the national average. The Southern Company system consistently has outperformed the industry as a whole in key measures of generation, transmission and distribution reliability. In addition, Southern Company and its four retail operating companies recently ranked in the top quartile overall, compared with peer utilities, for the 14th consecutive year in a customer value survey.

Active in the community, Black has served on the board of directors for the United Way of Dalton, Georgia; Junior Achievement chapters in both Dalton and Savannah, Georgia; and the Coastal Heritage Society. He is a graduate of Leadership Dalton and Leadership Savannah. A native of Hattiesburg, Mississippi, Black earned a bachelor's degree in marketing and master's degree in business administration from the University of Southern Mississippi.

Black lives in Washington, DC, and has two sons, Salter and Ethan.

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, as an associate member of the Financial Research Institute (FRI), 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 in Franklin, Tennessee.

CCIF LEADERSHIP

Executive Committee



Paul Kjellander
Idaho Public Utilities Commission President & NARUC President



Christopher J. Ayers
North Carolina Utilities Commission Public Staff Executive Director & NASUCA President



Philip D. Moeller
EEI Executive Vice President of Business Operations Group and Regulatory Affairs

Advisory Committee



Maida J. Coleman
Commissioner
Missouri Public Service Commission



David W. Danner
Chairman
Washington Utilities and Transportation Commission



Jason M. Stanek
Chairman
Maryland Public Service Commission



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



Lisa Gafken
Asst. AG & Public Counsel Unit Chief
Washington State Office of the Atty. General



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



Robert S. Kenney
Vice President, Regulatory Affairs
Pacific Gas & Electric Company



Barbara Lockwood
Senior Vice President of Public Policy
Arizona Public Service (APS)



Matthew J. Satterwhite
Vice President, Regulatory Services
American Electric Power (AEP)

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

Suddenly and drastically, COVID-19 created economic hardship for millions of electric customers. The number of residential customers "at risk" of falling behind on bills for essential electric service (many for the first time) has increased significantly. In addition, because of mandated shutdowns and stay-at-home orders, businesses of all sizes (including commercial and industrial class customers) are closing or experiencing similar economic challenges. Unfortunately, rising uncollectibles and a shrinking customer base increase the burden on all remaining customers, and public policies intended to assist customers, like blanket prohibitions on disconnects and debt collection, may have unintended consequences.

Given the magnitude and duration of the public health and associated economic crises, the collaboration of state commissioners, consumer advocates, and the electric industry on relevant matters concerning electric customers has never been more important. Therefore, CCIF will facilitate a series of dialogues aimed at recognizing electric and customer-related needs in light of economic uncertainties surrounding the pandemic as well as highlighting innovative programs and identifying potential opportunities to address those needs. Through this process, CCIF participants will explore important questions, including:

- How can we balance the need of electric customers continuing to receive service with electric companies' need to recover costs to provide safe, affordable, reliable, equitable, and increasingly clean and resilient electric service?
- Should pre-pandemic priorities be reassessed?
- What existing electric company programs to reach and support customers are working, and what new and creative approaches should be explored?
- How might state commissioners, consumer advocates, and electric company representatives work together to both coordinate with, and secure support from, relevant local, state, and federal entities to assist customers?

CCIF NOTABLE LINKS

CCIF

- CCIF Website (info, past reports, leadership, events): www.CCIForum.com
- CCIF Leadership featured here: CCIF Executive Committee and CCIF Advisory Committee
- CCIF 2020 Kickoff Agenda: http://www.CCIForum.com/wp-content/uploads/CCIF-2020-Virtual-Kickoff-Invite-w-Agenda-101620.pdf
- CCIF 2020-2021 Topic Description: http://www.CCIForum.com/supporting-electric-customers-through-times-of-crisis/

NARUC

- NARUC Task Force on Emergency Preparedness, Response, and Resilience (Chaired by AR Commissioner Kim O'Guinn): https://maxxwww.naruc.org/forms/committee/CommitteeFormPublic/viewExecCommittee?id=18B7200000047&multicolumns=1
    - Subcommittee on COVID-19 (Chaired by WA Commissioner Ann Rendahl): https://maxxwww.naruc.org/forms/committee/CommitteeFormPublic/viewExecCommittee?id=20238000002AE
- NARUC & NRRI Map of Disconnection Moratoria (Status of State Moratoria on Disconnections and Payment Plans – updated October 27, 2020): https://www.naruc.org/compilation-of-covid-19-news-resources/map-of-disconnection-moratoria/
- NARUC/NRRI State Response Tracker (replaced with Map of Disconnection Moratoria; however, archived tracker info still available here): http://www.naruc.org/compilation-of-covid-19-news-resources/state-response-tracker/
- NARUC Additional Resources about COVID-19: http://www.naruc.org/compilation-of-covid-19-news-resources/additional-resources/
- NARUC Letter to Congress re Federally Mandated Debt Collection Requirements & Service Disconnection Moratorium (April 20, 2020): http://www.mmsend42.com/link.cfm?r=1mqfQ_-if4onCcK97b92XQ~~&pe=aGGbhK6s2zE-G2urCfjLtmOzBJBfBvzuRjB5g7mJfPOPdBKfgi4Tzoog_HvETGB8wUoZkIlue2NrpQc5ozDehg~~&t=1Osn8HvkpaUnn_vP_xllHw~~

NASUCA

- Testimony of NASUCA President Jackie Roberts on COVID-19, Before the U.S. Senate Committee on Energy and Natural Resources (June 16, 2020): https://www.nasuca.org/nwp/wp-content/uploads/2020/06/Roberts-Testimony-Senate-ENR-Committee-6-16-20.pdf
- NASUCA Letter to Congress on COVID-19 Utility Consumer Priorities (May 22, 2020): https://www.nasuca.org/nwp/wp-content/uploads/2020/05/NASUCA-Letter-to-Congress-on-COVID-19-5-22-20.pdf
- NASUCA COVID-19 Policy Resolution (May 12, 2020): https://www.nasuca.org/nwp/wp-content/uploads/2020/05/2020-01-NASUCA-COVID-19-Policy-Resolution-Final-5-12-20-.pdf
- NASUCA COVID-19 Information by State: https://www.nasuca.org/resources/covid-19/covid-19-information-by-state/
- NASUCA Other National Resources about COVID-19: https://www.nasuca.org/resources/covid-19/other-national-resources/
- National Energy and Utility Affordability Coalition's web page with LIHEAP HHS Information by State: https://neuac.org/resources/liheap-hhs-information-by-state/

EEI

- EEI web page with "Storm Center" info, "Helping Our Customers and Communities" during the COVID-19 crisis, and a "COVID-19 Scam Alert": https://www.eei.org/ma/Pages/default.aspx
- EEI Issues & Policy Site on LIHEAP Funding: https://www.eei.org/issuesandpolicy/Pages/liheap.aspx
- EEI Issues & Policy Site on Customer Solutions: https://www.eei.org/about/affiliates/nationalkeyaccounts/Pages/Customer-Solutions.aspx

CCIF 2021 Summit 1 Registration

#	Registrant Type	ST	CT	First	Last	Title	Org
1	Commissioner	AZ	Hon.	Anna	Tovar	Commissioner	Arizona Corporation Commission
2	Commissioner	GA	Hon.	Tricia	Pridemore	Commissioner	Georgia Public Service Commission
3	Commissioner	ID	Hon.	Paul	Kjellander	President	Idaho Public Utilities Commission
4	Commissioner	IN	Hon.	Sarah	Freeman	Commissioner	Indiana Utility Regulatory Commission
5	Commissioner	ME	Hon.	Philip	Bartlett	Chair	Maine Public Utilities Commission
6	Commissioner	MD	Hon.	Jason	Stanek	Chairman	Maryland Public Service Commission
7	Commissioner	MS	Hon.	Brent	Bailey	Commissioner	Mississippi Public Service Commission
8	Commissioner	NJ	Hon.	Mary-Anna	Holden	Commissioner	New Jersey Board of Public Utilities
9	Commissioner	OR	Hon.	Letha	Tawney	Commissioner	Oregon Public Utility Commission
10	Commissioner	SD	Hon.	Chris	Nelson	Commissioner	South Dakota Public Utilities Commission
11	Commissioner	WI	Hon.	Ellen	Nowak	Commissioner	Wisconsin Public Service Commission
1	Consumer Advocate	VA	Ms.	Gerri	Madrid-Davis	Director, Government Affairs	AARP
2	Consumer Advocate	DE	Mr.	Andrew	Slater	Public Advocate	Delaware Division of the Public Advocate
3	Consumer Advocate	IN	Mr.	William	Fine	Utility Consumer Counselor	Indiana Office of Utility Consumer Counselor
4	Consumer Advocate	OR	Mr.	Mike	Goetz	General Counsel	Oregon Citizens' Utility Board
5	Consumer Advocate	OR	Mr.	Bob	Jenks	Executive Director	Oregon Citizens' Utility Board
6	Consumer Advocate	PA	Mrs.	Teresa	Reed Wagner	Executive Director	Pennsylvania Office of Small Business Advocate
7	Consumer Advocate	NC	Hon.	Chris	Ayers	Executive Director	Public Staff - North Carolina Utilities Commission
1	Electric Company Rep	WI	Ms.	Griselda	Aldrete	Director of Stakeholder Engagement	Alliant Energy
2	Electric Company Rep	IL	Ms.	Bev	Bowlby	Manager Regulatory Affairs	Ameren Illinois
3	Electric Company Rep	OH	Mr.	Matthew	Bowlby	Vice President / Regulatory Service	American Electric Power
4	Electric Company Rep	WA	Mr.	Shawn	Bonfield	Sr. Manager of Regulatory Policy & Strategy	Avista
5	Electric Company Rep	NC	Ms.	Conitsha	Barnes	Regulatory Affairs Manager	Duke Energy
6	Electric Company Rep	PA	Mrs.	Marie	Tamilia	GM, Credit & Collections	Duquesne Light Company
7	Electric Company Rep	MO	Mr.	Darrin	Ives	Vice President Regulatory Affairs	Evergy
8	Electric Company Rep	MA	Ms.	Penni	McLean-Conner	Chief Customer Officer & SVP, Customer Care	Eversource Energy
9	Electric Company Rep	MD	Ms.	Anne	Grealy	Sr Advisor, MD Government & Regulatory Affairs	FirstEnergy
10	Electric Company Rep	SD	Ms.	Bobbi	Schroeppel	Vice President Customer Care, Communications, HR	NorthWestern Energy
11	Electric Company Rep	DC	Mr.	Noel	Black	Vice President, Federal Regulatory Affairs	Southern Company
1	NARUC Staff	DC	Ms.	Jennifer	Murphy	Director of Energy Policy and Senior Counsel	NARUC
2	NARUC Staff	DC	Ms.	Kerry	Worthington	Senior Manager, Center for Partnerships & Innovation	NARUC
1	NASUCA Staff	MD	Mr.	David	Springe	Executive Director	National Association of State Utility Consumer Advocates (NASUCA)
1	Team CCIF/EEI	TN	Mrs.	Katrina	McMurrian	Executive Director	Critical Consumer Issues Forum (CCIF)
2	Team CCIF/EEI	DC	Mr.	Adam	Benshoff	Vice President, Regulatory Affairs	Edison Electric Institute
3	Team CCIF/EEI	DC	Mr.	Adam	Cooper	Senior Director, Research & Strategy	Edison Electric Institute
4	Team CCIF/EEI	DC	Ms.	Shelby	Linton-Keddie	Senior Director, State Energy & Regulatory Policy	Edison Electric Institute
5	Team CCIF/EEI	DC	Ms.	Ivy	Lyn	Director, State Regulatory Affairs	Edison Electric Institute
6	Team CCIF/EEI	DC	Ms.	Kayla	Reeves	Coordinator, Regulatory Affairs	Edison Electric Institute
7	Team CCIF/EEI	DC	Mr.	Jason	Smith	Director, State Energy and Regulatory Policy	Edison Electric Institute
8	Team CCIF/EEI	DC	Ms.	Lisa	Wood	Vice President, Customer Solutions	Edison Electric Institute
9	Team CCIF/EEI	DC	Ms.	Mari	Smallwood	Coordinator, Regulatory Affairs	Edison Electric Institute
1	Observer Only - Consumer Advoca	DC	Mr.	Bill	Malcolm	Mgr	AARP
2	Observer Only - Consumer Advoca	CA	Mr.	Ryan	Saraie	Public Utilities Regulatory Analyst	California Public Advocates Office
3	Observer Only - Consumer Advoca	IN	Mr.	Leja	Courter	Director	Indiana Office of Utility Consumer Counselor

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#	Registrant Type	ST	CT	First	Last	Title	Org
4	Observer Only - Consumer Advoca	IN	Ms.	Barbara	Smith	Executive Director, Technical Operations	Indiana Office of Utility Consumer Counselor
5	Observer Only - Consumer Advoca	OR	Ms.	Sudeshna	Pal	Economist	Oregon Citizens' Utility Board
6	Observer Only - Consumer Advoca	TN	Mr.	Alex	Bradley	Accounting & Tariff Specialist	Tennessee Attorney General Consumer Advocate Unit Office
7	Observer Only - Consumer Advoca	TN	Ms.	Rachel	Procaccini	Legal Assistant	Tennessee Attorney General Office
1	Observer Only - Electric Company	IA	Mr.	Kurt	Sempf	Energy Efficiency Strategy Manager	Alliant Energy
2	Observer Only - Electric Company	AZ	Mrs.	Kristie	Cocco	GM, Regulatory Affairs & Compliance	Arizona Public Service
3	Observer Only - Electric Company	AZ	Mrs.	Omayra	Soto Rosario	Support Technician	Arizona Public Service
4	Observer Only - Electric Company	MI	Ms.	Maria	Christian	Principal Analyst	DTE Energy
5	Observer Only - Electric Company	IL	Mrs.	Hilary	Pearson	Energy Policy Manager	Exelon Utilities
6	Observer Only - Electric Company	ID	Mr.	Riley	Maloney	Regulatory Analyst	Idaho Power Company
7	Observer Only - Electric Company	SD	Ms.	Pamela	Bonrud	Director - Government & Regulatory Affairs	NorthWestern Energy
1	Observer Only - State PUC Staff	CA	Ms.	Julie	Lane	Proceedings Analyst	California Public Utilities Commission
2	Observer Only - State PUC Staff	GA	Ms.	Lynn	Page	Executive Assistant	Georgia Public Service Commission
3	Observer Only - State PUC Staff	OK	Ms.	Nicole	King	Legal Advisor to Chairman Todd Hiett	Oklahoma Corporation Commission
4	Observer Only - State PUC Staff	OR	Ms.	Alison	Lackey	Administrative Law Judge	Oregon Public Utility Commission
5	Observer Only - State PUC Staff	OR	Ms.	Marjorie	Pfenning	Compliance Specialist	Oregon Public Utility Commission
6	Observer Only - State PUC Staff	OR	Mrs.	Michelle	Scala	Senior Utility Analyst	Oregon Public Utility Commission
7	Observer Only - State PUC Staff	OR	Mr.	Ezell	Watson	Director of Diversity, Equity and Inclusion	Oregon Public Utility Commission
8	Observer Only - State PUC Staff	OR	Mrs.	Charla	Wolf	Sr. Compliance Specialist	Oregon Public Utility Commission