CCIF
CRITICAL CONSUMER ISSUES FORUM

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

Virtual Summit 2: Thursday, April 29th

12:30 pm–3:30 pm EDT *(9:30 am–12:30 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

12:30–12:40 **CCIF Overview, Topic Intro & Summit Series Objectives**
***Ms. Katrina McMurrian**, CCIF Executive Director*

12:40–1:15 **Setting the Stage Panel: Issues Concerning Residential & Small Business Customers**

Moderator: ***Hon. Kristine Raper**, Commissioner, Idaho Public Utilities Commission*
Panelists: ***Hon. Kimberly A. O'Guinn**, Commissioner, Arkansas Public Service Commission*
***Ms. Lisa W. Gafken**, Assistant Attorney General & Public Counsel Unit Chief, Washington State Office of the Attorney General*
***Ms. Michele O'Connell**, Senior Vice President of Customer Operations, Con Edison*

Facilitated Dialogue & Consensus Principle Development

1:15–2:05 **Identifying Need & Coordinating Customer Assistance**

Featured Intro Remarks: ***Hon. Letha Tawney**, Commissioner, Oregon Public Utility Commission*
***Ms. Stefanie Brand**, Director, New Jersey Division of Rate Counsel*
***Ms. Monica Whiting**, Vice President of Customer Experience & Communications, Arizona Public Service Company*

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

2:05–2:15 **Break (10 mins.)**

2:15–3:05 **Electric Company & State Solutions for Addressing Customer Needs**

Featured Intro Remarks: ***Hon. Joseph L. Fiordaliso**, President, New Jersey Board of Public Utilities*
***Dr. Mark Toney**, Executive Director, TURN—The Utility Reform Network*
***Ms. Tara K. Oglesby**, Vice President of Customer Experience, Ameren Missouri*

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

3:05–3:25 **Federal Approaches to Complement Electric Company & State Solutions**

Featured Intro Remarks: ***Hon. Susan K. Duffy**, Commissioner, Kansas Corp. Commission*
***Mr. Michael Moody**, Chief, Special Litigation Division, Michigan Department of Attorney General*
***Mr. Matthew J. Satterwhite**, Vice President, Regulatory Services, American Electric Power*

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

Conclusion

3:25–3:30 **Next Steps & Report Plans**
***Ms. Katrina McMurrian**, CCIF Executive Director*