CCIF

CRITICAL CONSUMER ISSUES FORUM

Supporting Electric Customers Through Times of Crisis

Being There When It Matters Most

Virtual Summit 2

April 29, 2021

12:30 pm—3:30 pm EDT
(9:30 am—12:30 pm PDT)

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).

Follow CCIF on Twitter:

@CCIForum

For More Information

Katrina McMurrian, *Executive Director*
Critical Consumer Issues Forum (CCIF)
615.905.1375 office
katrina@CCIForum.com
www.CCIForum.com

CCIF
CRITICAL CONSUMER ISSUES FORUM

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

Virtual Summit 2: Thursday, April 29, 2021

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*

CCIF SPEAKER BIOS

SETTING THE STAGE: ISSUES CONCERNING RESIDENTIAL & SMALL BUSINESS CUSTOMERS

Moderator



Kristine Raper
Commissioner
Idaho Public Utilities Commission

Commissioner Kristine Raper was originally appointed to the Commission in February 2015 by former Governor C.L. "Butch" Otter. She was reappointed in 2021 by Governor Brad Little to a second six-year term.

Prior to her appointment, Raper served for seven years as a deputy attorney general assigned to the Public Utilities Commission. Raper managed a caseload representing a myriad of regulatory and energy law matters, with a strong emphasis on the federal Public Utility Regulatory Policies Act (PURPA).

Commissioner Raper has defended the Idaho PUC's decisions at the Idaho Supreme Court, District Court and Federal Energy Regulatory Commission. In 2017, Commissioner Raper testified before the House Subcommittee on Energy and Commerce regarding PURPA and its modern-day impacts.

Commissioner Raper currently serves on NARUC's Electricity Committee. She is a member of the Body of State Regulators (BOSR) for the Energy Imbalance Market (EIM) (with the California ISO), and is the BOSR representative participating in the governance review of the EIM as it contemplates the viability of a day-ahead market. Commissioner Raper is the current Chair of the Western Interconnection Regional Advisory Body and also serves as a member of the State Provincial Steering Committee.

The commissioner and her husband, Mark, share three children.

Panelists



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.



Lisa W. Gafken

Assistant Attorney General & Public Counsel Unit Chief

Washington State Office of the Attorney General

Lisa W. Gafken began her career in 2001 as an Assistant Attorney General for the Utilities and Transportation Commission Division of the Washington Attorney General's Office. She returned to the Washington Attorney General's Office to serve in the Public Counsel Unit in 2012 after spending 6.5 years in private practice. She became the Unit Chief in 2016. During her time in private practice, Ms. Gafken focused on litigating trust and estate matters, protecting vulnerable adults, and representing clients in both contested and uncontested probate and guardianship matters. She now represents residential and small business customers of investor-owned utilities and regulated transportation companies in proceedings before the Washington Utilities and Transportation Commission.

Ms. Gafken serves on the Executive Committee of the National Association of State Utility Consumer Advocates (NASUCA), serves on the Critical Consumer Issues Forum (CCIF) Advisory Committee, and is a member of the Washington State Bar Association.

Ms. Gafken obtained her Bachelor of Arts degree in Politics and Government (political science) from the University of Puget Sound. She graduated cum laude from Seattle University School of Law in 2001.



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.

Featured Intro Remarks



Letha Tawney
Commissioner
Oregon Public Utility Commission

Letha Tawney was appointed to the Oregon Public Utility Commission by Governor Kate Brown in June 2018. Commissioner Tawney serves on the Energy Trust of Oregon Board of Directors, and as Chair of the Energy Imbalance Market Board of State Regulators (EIM-BOSR), engaging closely on Western electricity market development in several forums.

Prior to her appointment, Commissioner Tawney was an expert on electric utility business models, state regulation, clean energy development, and large customer buying strategies for World Resources Institute (WRI). Commissioner Tawney has a deep understanding of the constraints and interests driving both utilities and their customers as technology creates large-scale change in the sector.



Stefanie A. Brand
Director
New Jersey Division of Rate Counsel

Stefanie A. Brand serves as the Director for the Division of Rate Counsel, a position she has held since October 1, 2007. The Division of Rate Counsel represents the interests of consumers of regulated electric, natural gas, water/sewer, telecommunications, cable TV service, and insurance (residential, small business, commercial and industrial customers).

Rate Counsel's mission is to make sure that all classes of utility consumers receive safe, adequate and proper utility service at affordable rates that are just and nondiscriminatory. Rate Counsel is a member of several state utility policy making groups and also represents consumers in setting energy and telecommunications policy that will affect the provision of services into the future. The New Jersey Legislature charged Rate Counsel with being "devoted to the maximum extent possible to ensuring adequate representation of the interest of those consumers whose interest would otherwise be inadequately represented in matters within the jurisdiction of the Division of Rate Counsel." The Division's website is http://www.state.nj.us/rpa/.

Prior to joining Rate Counsel when it was then part of what is now the defunct Department of the Public Advocate, Stefanie was the Assistant Attorney General in Charge of Litigation for the Division of Law within the Department of Law and Public Safety. In this position she oversaw all civil litigation for the state. Her tenure with the Division of Law included work on a variety of issues such as child welfare, environmental regulation, human services, employment and tort law.

Stefanie brings almost 35 years of legal experience to the Division. She has spent 27 years advocating on behalf of the people of New Jersey. After 5 years in private practice, she joined the Division of Law in 1992. She worked as a Deputy Attorney General for 10 years, focusing on solid waste, environmental cases and federal litigation. In 2002, Stefanie was named Deputy Attorney General in Charge of Litigation and in 2003, she was named Assistant Attorney General.

Stefanie graduated from Columbia University School of Law in 1986, and clerked for Associate Justice Gary Stein of the New Jersey State Supreme Court.



Monica Whiting
Vice President, Customer Experience and Communications
Arizona Public Service Company (APS)

Monica Whiting is vice president, customer experience and communications for Arizona Public Service (APS). Based in Phoenix, APS is Arizona's largest electric company and serves nearly 1.3 million customers across the state.

Her responsibilities include leadership of customer experience, customer service operations, external communications and marketing.

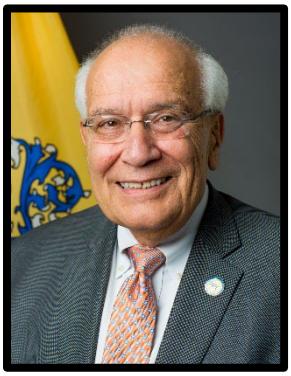
Whiting cares deeply about customers and has nearly 30 years of experience in leading customer experience organizations, most recently with Tampa Electric Company (TECO) & Peoples Gas Systems (PGS) where she served as vice president of customer experience for the utility's 1.2 million customers. Prior to TECO, she spent three years as the chief customer officer at Jacksonville Electric Authority (JEA) and had a 17-year career at Colorado Springs Utilities where she served as the general manager of customer revenue and service, as well as other various roles.

Passionate about serving her communities, Whiting has spent her career serving on various boards, commissions and industry groups. She is currently a director of the APS Foundation. In January of 2021, she became Chair of the Association of Edison Illuminating Companies (AEIC) Customer Service committee.

Whiting earned her Bachelor of Arts degree in Public Relations and Journalism from the University of Southern California.

Electric Company & State Solutions for Addressing Customer Needs

Featured Intro Remarks



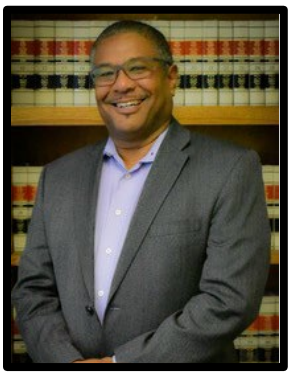
Joseph L. Fiordaliso

President

New Jersey Board of Public Utilities

Born and raised in the ironbound-section of Newark, New Jersey, President Fiordaliso served as a Commissioner on the New Jersey Board of Public Utilities (NJBPU) since 2005 when he was nominated by Governor Richard Cody and confirmed by the Senate. In 2011 and 2013, President Fiordaliso was re-nominated by Governor Chris Christie and confirmed by the Senate to continue as Commissioner of the NJBPU. On January 15, 2018, he was appointed by Governor Phil Murphy to serve as President of the NJBPU.

President Fiordaliso was appointed as a member of the State Planning Commission on December 21, 2018 and serves as Co-Chair on the NJ Council on the Green Economy. He also serves on the National Association of Regulatory Utility Commissioners' (NARUC) Committee on Critical Infrastructure and Committee on Energy Resources and the Environment, is a member of the Executive Committee for the Regional Greenhouse Gas Initiative, Inc. (RGGI), is a member and Secretary-Treasurer of the Mid-Atlantic Conference of Regulatory Utilities Commissions (MACRUC), is a member of the National Council on Electricity Policy (NCEP), is on the Board of Directors of the Organization of PJM States (OPSI), and is also a member of the Advisory Council to the Board of Directors of the Electric Power Research Institute (EPRI).



Mark Toney

Executive Director

TURN—The Utility Reform Network

As executive director since 2008, Mark aligns the TURN legal, organizing, legislative and communication staff to fight for affordable, sustainable and safe energy, broadband and phone service for all California residents, with a special focus on low-income households, communities of color, immigrants, and rural communities.

Mark was appointed to the Board of Trustees of the California State Bar, and serves on the boards of ACLU Northern California, National Whistleblower Center, and California Shakespeare Theatre.

Mark served as executive director of Center for Third World Organizing for four years, and for Direct Action for Rights & Equality for eight years. He holds a B.A. from Brown University, a Sociology Ph.D. from UC Berkeley, and his leadership has been recognized as a Kellogg National Leadership Fellow, National Science Foundation Fellow, Mother Jones Heroes for Hard Times.



Tara K. Oglesby
Vice President of Customer Experience
Ameren Missouri

As Vice President of Customer Experience, Tara K. Oglesby is responsible for effectively driving customer-focused strategies to ensure every interaction leads to a great customer experience. She is responsible for leading departments which play a critical role in delivering a satisfying experience including Customer Service, Customer Research & Engagement, Customer Solutions, Customer Advocacy and Ameren Missouri's Smart Meter Strategy & Deployment.

With 29 years of experience in the utility industry, Tara has held a variety of roles in field operations, generation, accounting, information technology, marketing and customer service. In 2008, she was promoted to Director of Customer Satisfaction, forming Ameren's first customer research and strategy group. In 2012 she was named Sr. Director, Customer Experience gaining additional responsibility for leading customer service and overseeing the successful execution of the largest portfolio of energy efficiency programs in Missouri's history. Tara was promoted to Vice President of Customer Experience in 2016 where she is responsible for effectively driving customer-focused strategies to ensure every interaction leads to a great customer experience. For the past 10 years she has also led a company-wide effort to improve customer satisfaction and create customer loyalty. In 2015 and 2016, Ameren Missouri won JD Power awards for highest in business customer satisfaction in the Midwest Large segment.

Tara holds a Bachelor of Science degree in business administration from The University of Illinois. She is a Six Sigma Black Belt and a recipient of Ameren's President's Performance Leadership Award in 2006 and the President's Pinnacle Award in 2013. Tara is active on two St. Louis area non-profit Board of Directors and has played a leadership role in supporting the Greater Missouri Leadership Challenge, whose focus is engaging Missouri women to lead and serve their communities. In her free time she enjoys traveling to new places with her husband Peter and visiting her Daughter Ashley and family in Houston, Texas.

Federal Approaches to Complement Electric Company & State Solutions

Featured Intro Remarks



Susan K. Duffy
Commissioner
Kansas Corporation Commission

Susan Duffy was appointed to the KCC on March 18, 2019 by Governor Laura Kelly and confirmed by the Kansas Senate on May 3, 2019. She served as Chair from January 16, 2020 to January 14, 2021. Her term expires March 15, 2023.

Prior to coming to the KCC, Duffy served as General Manager for the Topeka Metropolitan Transit Authority for six years.

The bulk of Duffy's career has been in state government. Duffy served in several senior management positions in Kansas state government including Executive Director and Chief Financial Officer of the Kansas Corporation Commission; Director of Administration for the Kansas Historical Society, Fiscal Controller and Director of Research for the Kansas Department of Revenue; and Senior Budget Analyst in the Governor's Budget Office. Mrs. Duffy was also a fiscal analyst for the non-partisan Kansas Legislative Research Department and responsible for the analysis of Medicaid and social service budgets.

Duffy has been a Topeka resident for almost forty years. She currently serves as chairman of the United Way of Greater Topeka and has served on numerous boards and commissions in Topeka. Duffy also served in a variety of statewide and regional and national board positions as well.

Mrs. Duffy earned a Bachelor of Arts degree and a Master of Arts degree in Political Science from Wichita State University.

She is married to Clark and has three grown children.



Michael Moody

Chief, Special Litigation Division

Michigan Department of Attorney General

Michael Moody is currently the Division Chief of the Special Litigation Division with the Michigan Department of Attorney General and has served in that role for 26 years and under five different Attorneys General. The Special Litigation Division handles utility consumer advocacy for the Attorney General as well as special assignments. He has worked in various divisions within the department but for the past 22 years he has worked mainly on utility consumer advocacy.

Before coming to the department, he worked in a law firm and the Michigan Court of Appeals.

He earned a bachelor's degree in international relations from James Madison College at Michigan State University and a law degree from the University of Detroit Mercy School of Law.



Matthew J. Satterwhite

Vice President, Regulatory Services

American Electric Power (AEP)

Matthew Satterwhite is vice president, Regulatory Services. In this position, he is responsible for AEP's regulatory activities before 11 state regulatory commissions and the Federal Energy Regulatory Commission (FERC).

Satterwhite previously served as president and chief operating officer for Kentucky Power from 2016 to 2018, overseeing distribution operations serving 169,000 customers in eastern Kentucky as well as the operating unit's safety, customer services, marketing, communications, community affairs, governmental affairs and regulatory functions.

Prior to that, he served as senior counsel in AEP's Legal Department, where he was responsible for regulatory cases in Ohio, Indiana, Michigan and Kentucky. He has argued cases before the Supreme Court of Ohio, including defense of AEP's energy efficiency and peak demand reduction plan.

Prior to joining AEP in 2008, Satterwhite served as the Public Utility Master Commissioner at the Supreme Court of Ohio for two years. Satterwhite started his career at the Ohio Attorney General's office as an assistant attorney general representing the Public Utilities Commission of Ohio. He then joined the commission staff as legal director of its Service, Monitoring and Enforcement Department, overseeing staff attorneys, investigators and auditors responsible for industry regulation.

He serves as a board member for the Greater Columbus Arts Council (GCAC), where he is a member of the Development Committee and Creative Advancement (Grants and Services) Committee. He also serves as a Board member on the Columbus Association for the Performing Arts (CAPA). Satterwhite is the AEP Executive Sponsor for the Women's International Network of Utility Professionals (WINUP) and Toastmasters. He is also a member of the American Association of Blacks in Energy (AABE).

Satterwhite holds a degree in political science from the University of Kansas and a juris doctor degree from Capital University Law School, Columbus, Ohio.

He and his wife, Cathy, have three daughters.

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, electric transportation, and energy grid resilience.

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: 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 March 23, 2021): 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/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://nasuca.org/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://nasuca.org/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 (NEUAC) web page with LIHEAP HHS Information by State: https://neuac.org/resources/liheap-hhs-information-by-state/
- NEUAC web page with COVID-19 Resources: https://neuac.org/resources/covid-19-resources/

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 2 Registration

#	Registrant Type	ST	CT	First	Last	Title	Org
1	Commissioner	AR	Hon.	Kim	O'Guinn	Commissioner	Arkansas Public Service Commission
2	Commissioner	ID	Hon.	Kristine	Raper	Commissioner	Idaho Public Utilities Commission
3	Commissioner	KS	Hon.	Susan	Duffy	Commissioner	Kansas Corporation Commission
4	Commissioner	NC	Hon.	Kimberly	Duffley	Commissioner	North Carolina Utilities Commission
5	Commissioner	NJ	Hon.	Joseph	Fiordaliso	President	New Jersey Board of Public Utilities
6	Commissioner	OR	Hon.	Letha	Tawney	Commissioner	Oregon Public Utility Commission
7	Commissioner	WA	Hon.	David	Danner	Chair	Washington Utilities & Transportation Commission
8	Commissioner	WI	Hon.	Tyler	Huebner	Commissioner	Public Service Commission of Wisconsin
1	NARUC Staff	DC	Ms.	Kiera	Zitelman	Senior Manager	NARUC
2	Observer Only - State PUC Staff	OR	Ms.	Shelly-Ann	Maye	Technical Advisor	Oregon Public Utility Commission
3	Observer Only - State PUC Staff	OR	Ms.	Deanna	Rios	Senior Compliance Specialist (Lead)	Oregon Public Utility Commission
1	Consumer Advocate	AL	Ms.	Olivia	Martin	Assistant Attorney General	Alabama Attorney General
2	Consumer Advocate	CA	Dr.	Mark	Toney	Executive Director	The Utility Reform Network (TURN)
3	Consumer Advocate	CT	Mr.	Dave	Thompson	Utilities Examiner II	Connecticut Office of Consumer Counsel
4	Consumer Advocate	DC	Mr.	Bill	Malcolm	Manager	AARP
5	Consumer Advocate	DE	Mr.	Andrew	Slater	Public Advocate	Delaware Division of the Public Advocate
6	Consumer Advocate	IA	Ms.	Jennifer	Easler	Consumer Advocate	Iowa Office of Consumer Advocate
7	Consumer Advocate	IL	Ms.	Sarah	Moskowitz	Deputy Director	Citizens Utility Board of Illinois
8	Consumer Advocate	IN	Mr.	William	Fine	Utility Consumer Counselor	Indiana Office of Utility Consumer Counselor
9	Consumer Advocate	KS	Mr.	David	Nickel	Consumer Counsel	Citizens' Utility Ratepayer Board of Kansas
10	Consumer Advocate	MA	Mr.	Nathan	Forster	Division Chief	Massachusetts Office of the Attorney General
11	Consumer Advocate	MI	Mr.	Michael	Moody	Division Chief of the Special Litigation Division	Michigan AG's Office - Utility Consumer Advocate (Special Litigation Div.)
12	Consumer Advocate	MN	Mr.	Ian	Dobson	Manager - Residential Utilities Division	Minnesota Attorney General's Office
13	Consumer Advocate	NC	Hon.	Chris	Ayers	Executive Director	Public Staff - North Carolina Utilities Commission
14	Consumer Advocate	NJ	Ms.	Stefanie	Brand	Director	New Jersey Division of Rate Counsel
15	Consumer Advocate	NY	Mr.	Richard	Berkley	Executive Director	Public Utility Law Project of New York
16	Consumer Advocate	PA	Mrs.	Teresa	Wagner	Executive Director	Pennsylvania Office of Small Business Advocate
17	Consumer Advocate	SC	Mr.	Roger	Hall	Deputy Consumer Advocate	South Carolina Department of Consumer Affairs
18	Consumer Advocate	WA	Ms.	Lisa	Gafken	Assistant Attorney General	Washington Attorney General's Office
19	NASUCA Staff	MD	Mr.	David	Springe	Executive Director	National Association of State Utility Consumer Advocates (NASUCA)
20	Observer Only - Consumer Advocate St	IN	Mrs.	Abby	Gray	Executive Director	Indiana Office of Utility Consumer Counselor
21	Observer Only - Consumer Advocate St	IN	Mr.	Caleb	Loveman	Utility Analyst	Indiana Office of Utility Consumer Counselor
22	Observer Only - Consumer Advocate St	SC	Mr.	Connor	Parker	Assistant Consumer Advocate	South Carolina Department of Consumer Affairs
1	Electric Company Rep	AZ	Ms.	Monica	Whiting	Vice President of Customer Experience & Communications	Arizona Public Service Company
2	Electric Company Rep	DC	Mr.	Noel	Black	Vice President, Federal Regulatory Affairs	Southern Company
3	Electric Company Rep	ID	Ms.	Connie	Aschenbrenner	Rate Design Senior Manager	Idaho Power Company
4	Electric Company Rep	ID	Mrs.	Gina	Powell	Customer Service Senior Manager	Idaho Power Company
5	Electric Company Rep	LA	Ms.	Becky	Knox	Vice President, Regulatory Affairs	Entergy
6	Electric Company Rep	MA	Ms.	Kristin	Munsch	Director, Regulatory & Customer Strategy	National Grid
7	Electric Company Rep	MO	Ms.	Tara	Oglesby	Vice President Customer Experience	Ameren Missouri
8	Electric Company Rep	MO	Mrs.	Gaye	Suggett	Manager Regulatory Affairs	Ameren Missouri
9	Electric Company Rep	MO	Mr.	Darrin	Ives	VP Regulatory Affairs	Evergy
10	Electric Company Rep	MO	Mrs.	Maria	Lopez	Manager, Customer Affairs	Evergy
11	Electric Company Rep	NY	Mrs.	Paula	Coppin	Consumer Outreach	Central Hudson Gas & Electric
12	Electric Company Rep	NY	Mrs.	Shannon	Hester-Jenkins	Public Affairs Liaison	Central Hudson Gas & Electric
13	Electric Company Rep	NY	Ms.	Michele	O'Connell	Senior Vice President	Consolidated Edison Company of New York, Inc.
14	Electric Company Rep	OH	Mr.	Matthew	Satterwhite	Vice President / Regulatory Service	American Electric Power

CCIF 2021 Summit 2 Registration

#	Registrant Type	ST	CT	First	Last	Title	Org
15	Electric Company Rep	PA	Ms.	Marie	Tamilia	GM, Credit & Collections	Duquesne Light Company
16	Electric Company Rep	PA	Mr.	Matt	Gregorits	Director, State and Federal Regulatory Affairs	FirstEnergy
17	Electric Company Rep	WA	Mr.	Shawn	Bonfield	Sr. Manager of Regulatory Policy & Strategy	Avista
18	Observer Only - Electric Company Rep	IA	Ms.	Wendi	Cigrand	Director - Customer Support Services	Alliant Energy
19	Observer Only - Electric Company Rep	IA	Mr.	Kurt	Sempf	Energy Efficiency Strategy Manager	Alliant Energy
20	Observer Only - Electric Company Rep	ID	Mrs.	Billie	McWinn	Regional Customer Relations Manager	Idaho Power
21	Observer Only - Electric Company Rep	IL	Mr.	Patrick	Ryan	Director, Policy Analysis	Exelon Corporation
22	Observer Only - Electric Company Rep	IN	Ms.	Rosalva	Robles	Manager, Planning & Regulatory Support	NIPSCO
23	Observer Only - Electric Company Rep	KS	Mrs.	Amber	Housholder	Regulatory Affairs Manager	Evergy
24	Observer Only - Electric Company Rep	KS	Mr.	Larry	Wilkus	Director, Regulatory Affairs	Evergy
25	Observer Only - Electric Company Rep	MI	Mrs.	Maria	Christian	Principal Analyst	DTE Energy
26	Observer Only - Electric Company Rep	MI	Ms.	Tamara	Johnson	Director Revenue Management & Protection	DTE Energy
27	Observer Only - Electric Company Rep	MI	Mr.	Steve	Schreiber	Sr Analyst Customer Service Business Support	DTE Energy
28	Observer Only - Electric Company Rep	NY	Mrs.	Alana	Daly	Director of PR	Central Hudson Gas & Electric
29	Observer Only - Electric Company Rep	NY	Mr.	John	Maserjian	Director of Media Relations	Central Hudson Gas & Electric
30	Observer Only - Electric Company Rep	NY	Ms.	Suzanne	Holt	Regulatory Attorney	Central Hudson Gas & Electric Corporation
31	Observer Only - Electric Company Rep	OH	Ms.	Shelli	Sloan	Director- Case Support & Special Projects	American Electric Power
1	Team CCIF/EEI	DC	Mr.	Adam	Benshoff	Vice President, Regulatory Affairs	Edison Electric Institute
2	Team CCIF/EEI	DC	Mr.	Adam	Cooper	Senior Director, Research & Strategy	Edison Electric Institute
3	Team CCIF/EEI	DC	Ms.	Shelby	Linton-Keddie	Senior Director, State Energy & Regulatory Policy	Edison Electric Institute
4	Team CCIF/EEI	DC	Mr.	Philip	Moeller	Executive Vice President, Business Operations Group & Regu	Edison Electric Institute
5	Team CCIF/EEI	DC	Ms.	Lisa	Wood	Vice President, Customer Solutions	Edison Electric Institute
6	Team CCIF/EEI	DC	Ms.	Ivy	Lyn	Director, State Regulatory Affairs	Edison Electric Institute
7	Team CCIF/EEI	DC	Ms.	Kayla	Reeves	Coordinator, Regulatory Affairs	Edison Electric Institute
8	Team CCIF/EEI	DC	Ms.	Mari	Smallwood	Coordinator, Regulatory Affairs	Edison Electric Institute
9	Team CCIF/EEI	TN	Mrs.	Katrina	McMurrian	Executive Director	Critical Consumer Issues Forum (CCIF)
10	Team CCIF/EEI - Observer Only	DC	Ms.	Alexis	Sulentic	Manager, State Regulatory Research	Edison Electric Institute
11	Team CCIF/EEI - Observer Only	DC	Mr.	Scott	Traweek	Customer Solutions Specialist	Edison Electric Institute
12	Team CCIF/EEI - Observer Only	DC	Ms.	Michelle	Zaccagnino	Manager, State Regulatory Policy	Edison Electric Institute