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

Virtual Summit 3: Friday, May 21st
1:30 pm–5:00 pm EDT *(10:30 am–2:00 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*

1:40–2:00 **Setting the Stage Remarks: Issues Concerning Residential & Small Business Customers**
Featured Remarks: ***Hon. Ann Rendahl**, Commissioner, Washington Utilities and Transportation Commission*
***Mr. David S. Lapp,** People's Counsel, Maryland Office of People's Counsel*
***Mr. Kevin Kastner**, Vice President of Customer Services, Georgia Power Company*

Facilitated Dialogue & Consensus Principle Development

2:00–3:05 **Identifying Need & Coordinating Customer Assistance**
Featured Intro Remarks: ***Hon. Odogwu Obi Linton**, Commissioner, Maryland Public Service Commission*
***Ms. Michele Beck**, Director, Utah Office of Consumer Services*
***Ms. Bobbi Schroeppel**, Vice President – Customer Care, Communications, and Human Resources, NorthWestern Energy*
Draft Principle Dialogue: ***All Participants***

3:05–3:10 **Break** (5 mins.)

3:10–4:20 **Electric Company & State Solutions for Addressing Customer Needs**
Featured Intro Remarks: ***Hon. Carrie Zalewski**, Chairman, Illinois Commerce Commission*
***Ms. Cindy Z. Schonhaut**, Director, Colorado Office of Consumer Counsel*
***Mr. Shawn Bonfield**, Senior Manager of Regulatory Policy & Strategy, Avista*
Draft Principle Dialogue: ***All Participants***

4:20–4:25 **Break** (5 mins.)

4:25–4:55 **Federal Approaches to Complement Electric Company & State Solutions**
Featured Intro Remarks: ***Hon. Maida J. Coleman**, Commissioner, Missouri Public Service Commission*
***Mr. Corey Singletary**, Director of Regulatory Affairs, Citizens Utility Board of Wisconsin*
***Mr. Robert C. Rowe**, Chief Executive Officer, NorthWestern Energy*
Draft Principle Dialogue: ***All Participants***

Conclusion

4:55–5:00 **Next Steps & Report Plans**
***Ms. Katrina McMurrian**, CCIF Executive Director*