CCIF

CRITICAL CONSUMER ISSUES FORUM

Supporting Electric Customers Through Times of Crisis

Being There When It Matters Most

Virtual Summit 3

May 21, 2021

1:30 pm—5:00 pm EDT
(10:30 am—2:00 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).

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For More Information

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CRITICAL CONSUMER ISSUES FORUM

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

Virtual Summit 3: Friday, May 21, 2021

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*

CCIF SPEAKER BIOS

SETTING THE STAGE: ISSUES CONCERNING RESIDENTIAL & SMALL BUSINESS CUSTOMERS

Featured Remarks



Ann Rendahl
Commissioner
Washington Utilities and Transportation Commission

Ann Rendahl was first appointed to serve as a commissioner of the Washington Utilities and Transportation Commission by Gov. Inslee in December 2014 for a six year term ending Jan. 1, 2021. Ann has been reappointed to a second six-year term and is awaiting Senate confirmation.

Ann currently serves as Chair of the Electricity Committee, as a member of the Critical Infrastructure Committee for the National Association of Regulatory Utility Commissioners (NARUC), and on the Board of Directors of NARUC. Ann is active in several national and regional organizations focused on energy policy, including as a member of the Electric Power Research Institute's Advisory Council, and as a member of the Body of State Regulators for the California ISO's Western Energy Imbalance Market. Ann has served as the chair of the Western Electric Coordinating Council's Western Renewable Energy Generation Information System Committee, and as co-vice chair of the Committee for Regional Electric Power Cooperation, or CREPC, a joint committee of the Western Interstate Energy Board and the Western Conference of Public Service Commissioners.

Ann previously served as the Director of Policy and Legislation for the UTC. Prior to leading the UTC's Policy and Legislative Affairs Section, she served as the Director of the Administrative Law Division, as an administrative law judge for the UTC, and as an assistant attorney general representing the Utilities and Transportation Division.

Ann is a graduate of Wellesley College and received a master's degree in Public Policy from the Graduate School of Public Policy at the University of California, Berkeley. She received her law degree from Hastings College of the Law, University of California, San Francisco.



David S. Lapp
People's Counsel
Maryland Office of People's Counsel

Maryland Attorney General Brian E. Frosh appointed David S. Lapp People's Counsel in 2021. Mr. Lapp has 30 years of combined experience as a lawyer, policy analyst and writer focusing on public policy and corporate accountability in important segments of the economy. His positions have required mastery of complicated legal issues and competing public policy goals. For the past 23 years as an attorney, his work has emphasized state and federal regulatory policy in the utility, tobacco and healthcare industries.

Until his appointment as Acting People's Counsel starting January 1, 2020, Mr. Lapp worked from 2004-2020 as an Assistant Attorney General in the Office of the Attorney General of Maryland (OAG). In his most recent position at OAG, Mr. Lapp served as Deputy Counsel for the Maryland Department of Health, addressing healthcare industry regulation and providing advice and representation to the State Medicaid Program. Before that, as Chief Counsel of the OAG's Tobacco Enforcement Unit, he was a leader in State and national efforts to enforce the national tobacco Master Settlement Agreement against the major cigarette manufacturers.

For more than ten years prior to his work at OAG, Mr. Lapp advocated on behalf of consumer and environmental interests in the field of utility regulation, first as a writer and policy analyst and then as an attorney primarily representing and advising state regulatory commissions and environmental and consumer advocates.

Mr. Lapp graduated in 1998 from the University of Maryland School of Law, Order of Coif. He served as Articles Editor of the Maryland Law Review and received several academic awards. Following law school, he served as a law clerk on the Maryland Court of Appeals for Judge Howard Chasanow. He received his Bachelor of Arts with honors in 1989 from Earlham College in Richmond, Indiana.



Kevin Kastner
Vice President of Customer Services
Georgia Power Company

Kevin Kastner serves as vice president of Georgia Power Customer Services. He is responsible for enhancing and improving Georgia Power's customer experiences across all channels. He also oversees various related departments and functions such as Customer Satisfaction, the company's Customer Care Center, and Customer Operations and Field Services, among others for the entire state.

Kastner was named to his current role in November 2017 after serving as director of application development where he and his team were responsible for all technology strategy, support and operations for Customer Service and Marketing for Southern Company's electric utility companies serving more than 4.6 million customers.

He began his career at Southern Company in 2003 within SCS New Product Development and had increasing levels of responsibility in Customer Analytics, Strategic Marketing, E-Business, Customer Service and the Technology organization. His department was responsible for launching the Online Customer Care Website, the Social Media Center and the chat feature as a new customer service channel.

A native of Georgia, he earned an MBA of marketing strategy and decision sciences from Emory's Goizueta School of Business and a bachelor's degree in Mechanical Engineering and minor in Industrial Psychology from Georgia Tech.

Kastner holds two patents, more than 10 trade secrets, and more than 100 invention disclosures. In the community, he has served as a counselor at Camp Sunshine and is currently a youth soccer coach.

IDENTIFYING NEED & COORDINATING CUSTOMER ASSISTANCE

Featured Intro Remarks



Odogwu Obi Linton
Commissioner
Maryland Public Service Commission

Odogwu Obi Linton was appointed to the Maryland Public Service Commission in August 2017. Commissioner Linton began his career in 1991 as a meter reader and engineering intern at Public Service Electric and Gas in New Jersey. He first came to the Commission as a law intern and later clerked for the Honorable Evelyn Omega Cannon in the Circuit Court for Baltimore City. He was a regulatory attorney for Baltimore Gas and Electric Company, where he specialized in consumer disputes and worked on the deregulation of the electric industry. Over five years later, he rejoined the Commission as Deputy Staff Counsel and led the Commission's Consumer Dispute Resolution Unit. He later started his own law firm representing consumers, small businesses, and deregulated suppliers in litigation and transactional matters. He returned to the Commission to serve as the Director of the Consumer Affairs Office where among several tasks served as the manager of the Commission's Supplier Diversity Program and led the process to adopt consumer protections for the electric and gas deregulated markets.

Commissioner Linton is currently the Chair for the National Association of Regulatory Utility Commissioners (NARUC) Consumers and the Public Interest Committee, and serves on the NARUC Task Force on Emergency Preparedness, Recovery and Resiliency and the Supplier and Workforce Diversity Committee. Commissioner Linton also served as the founding Chair of the Staff Committee for the NARUC Supplier and Workforce Diversity (formerly the Utility Marketplace Access) Subcommittee for nine years.

Commissioner Linton earned a Juris Doctor from the University of Maryland Francis King Carey School of Law, and earned a Bachelor of Science in Administration of Justice and a Bachelor of Arts in Africana Studies from Rutgers University.

He is admitted to practice law in Maryland and is a resident of Catonsville, Maryland.



Michele Beck
Director
Utah Office of Consumer Services

Michele Beck has served as Director of the Utah Office of Consumer Services since January 2007. In this position, she represents and advocates on behalf of Utah's residential, small commercial, and irrigator consumers of public utilities. Ms. Beck also represents the end-use sector as a Class 4 representative to the Member Advisory Committee of the Western Electricity Coordinating Council (WECC) and has been a member of the Executive Committee of the National Association of State Utility Consumer Advocates since 2019. Previous to her work as the consumer advocate in Utah, Ms. Beck worked for over a decade in various positions in the electric industry.



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.

Electric Company & State Solutions for Addressing Customer Needs

Featured Intro Remarks



Carrie Zalewski
Chairman
Illinois Commerce Commission

Carrie is a utility regulator, attorney, and trained engineer with over 15 years of experience in environmental and energy regulation with an extensive background in public utility regulation, environmental policy and compliance, wholesale power issues and policy, and corporate governance. Since joining the ICC, she has represented Illinois in national and international policy discussions in the energy regulatory space.

Carrie Zalewski was appointed Chairman of the Illinois Commerce Commission on April 15, 2019, by Governor JB Pritzker to a 5-year term.

Chairman Zalewski came to the Commission from the Illinois Pollution Control Board where she had served since 2009. At the Board, Zalewski adjudicated complex environmental cases under the Illinois Environmental Protection Act, shaped critical rulemaking and worked to properly balance the interests of Illinois businesses and residents while protecting Illinois' land, air, and water.

Before serving on the Illinois Pollution Board, Zalewski was Assistant Chief Counsel for the Illinois Department of Transportation (IDOT), providing counsel in air, land and water issues, as well as in other transportation safety issues. Prior to that, Zalewski worked in private practice in litigation.

Chairman Zalewski is active in her community having donated her time as a volunteer at Courage Connection serving victims of domestic violence in Champaign (previously Center for Women in Transition), and as a tutor for Tutoring Chicago (previously the Cabrini Green Tutoring Program). She served on the Chicago Youth Centers Auxiliary Board, the Cameron Can Foundation Advisory Board and the

Greater LaGrange YMCA Board. She has been recognized for her leadership and commitment to community having been awarded the YMCA Vision Award in 2012, and she was named one of Cook County's "Unsung Heroes" in 2015. Zalewski is a graduate of the Illinois Women in Leadership Program, class of 2008.

Chairman Zalewski is a member of the National Association of Regulatory Utility Commissioners' (NARUC) and serves on the Electricity and Consumer and Public Interest Committees. She also serves on the Board of Directors for the Organization of MISO States and on the Advisory Board for the Illinois Sustainable Technology Center, an arm of the Prairie Research Institute. Zalewski authored 2020 articles titled "Reflecting on 5 years of Supplier Diversity Spend by Illinois Utilities," published in Diversity Plus Magazine and "A Historic Effort in Illinois: Safeguarding Consumer Protections During Post-COVID Recovery," published in Energy Central News, and "Illinois Commerce Commission Chair promotes STEM for World STEM Day," published in the Daily Herald.

She earned her Juris Doctor at the Chicago-Kent Law School and her Bachelor of Science in Engineering from the University of Illinois at Urbana-Champaign, with one semester abroad in Durbin, South Africa.



Cindy Z. Schonhaut

Director

Colorado Office of Consumer Counsel

Cindy Schonhaut became the Director of the Colorado Office of Consumer Counsel in January 2014. She previously was an executive, attorney and consultant in the telecommunications industry and was involved in renewable energy initiatives. Her career started as an attorney with the Federal Communications Commission in Washington, D.C., and she later worked for several competitive telecommunications providers. In that capacity, she testified before several state legislatures as well as the U.S. House of Representatives. Her experience also includes testifying before many state regulatory agencies. She has a law degree from the University of Miami, cum laude, and a degree in social work from Syracuse University.



Shawn Bonfield

Sr. Manager of Regulatory Policy and Strategy

Avista Utilities

Shawn Bonfield is the Sr. Manager of Regulatory Policy and Strategy at Avista Utilities. Avista Utilities is an Investor Owned Utility providing electric and natural gas service in Eastern Washington and Northern Idaho in addition to natural gas service in Southeastern Oregon. In total Avista serves nearly 340,000 electric customers and 300,000 natural gas customers across Washington, Idaho, and Oregon.

His responsibilities include leadership of the regulatory policy team within the Company's Regulatory Affairs department. Issues of focus for Shawn and his team, from a regulatory perspective, include electric and natural gas resource planning, energy conservation, energy assistance, customer service and consumer issues, transportation electrification, products and services, and the Company's transition to clean energy.

Active with his wife, two children (5 & 7), and in the community, Shawn enjoys the outdoors with his family, helps coach his kids sports teams, serves on various boards, and volunteers at is church. Shawn earned his Bachelor of Science degree in Computer Information Systems and his Master of Business Administration, both from Eastern Washington University.

Featured Intro Remarks



Maida J. Coleman
Commissioner
Missouri Public Service Commission

Former Senator Maida Coleman was appointed to the Missouri Public Service Commission (MPSC) in August 2015.

In addition to her service on the MPSC, Commissioner Coleman is Chair of the National Association of Regulatory Utility Commissioners (NARUC) Committee on Consumers and the Public Interest. She also serves on NARUC's Board of Directors, NARUC's Broadband Access Task Force, and on the Telecommunications and Supplier and Workforce Diversity Committees. Commissioner Coleman is a member of NARUC and the U.S. Department of Energy's Natural Gas Infrastructure Modernization Partnership. In addition, Commissioner Coleman is a member of the Critical Consumer Issues Forum Advisory Committee and the Center for Public Utilities Advisory Council.

Commissioner Coleman regularly moderates and speaks for numerous community and energy regulatory events. Commissioner Coleman also facilitated a workshop for the United States Agency for International Development Ethiopia Energy Regulatory Partnership in Addis Ababa, Ethiopia and a Peer Review on Emergency Preparedness and Public Consultation in Colombo, Sri Lanka. Commissioner Coleman is a guest columnist for the St. Louis County Community News.

Prior to her appointment, Commissioner Coleman was the Director of the Missouri Office of Community Engagement. She previously served as Executive Director of the Missouri Workforce Investment Board at the Department of Economic Development, and in a leadership role at the Missouri Department of Labor.

From 2001 until 2009, Commissioner Coleman served as a State Representative and State Senator from St. Louis, becoming the first African-American woman in state history to serve as Senate Minority Leader.

While in the Missouri Senate, Commissioner Coleman sponsored the Hot Weather Law which prevents utilities from disconnecting cooling-related service for residential customers during summer weather extremes. She also sponsored legislation that became law to protect children from lead poisoning.

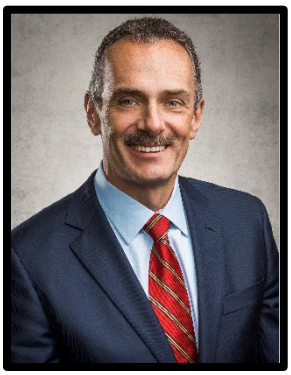


Corey Singletary
Director of Regulatory Affairs
Citizens Utility Board of Wisconsin

Corey Singletary currently serves as Director of Regulatory Affairs for the Citizens Utility Board of Wisconsin and has been with CUB since 2017. CUB is an independent, non-profit organization that serves as the state of Wisconsin's residential and small business consumer advocate on utility issues.

From May 2010 through June 2017, Mr. Singletary was employed by the Public Service Commission of Wisconsin as an energy policy advisor and utility rate analyst. During his time with the Commission, his work focused on electric and natural gas utility rate design and cost-of-service, as well as a number of policy issues such as smart grid technology, innovative rate design, rate-based energy efficiency, conservation, and demand response programs, and distributed energy resources.

Mr. Singletary holds a Bachelor of Science degree in Biology and a Bachelor of Arts degree in International Studies from the University of Wisconsin–Milwaukee. He also holds a Master's Degree in International Public Affairs and a Graduate Certificate in Energy Analysis and Policy from the University of Wisconsin–Madison.



Robert C. Rowe
Chief Executive Officer
NorthWestern Energy

Bob has been Chief Executive Officer of NorthWestern Corporation since August 13, 2008. He is Co-Chair of the Institute for Electric Innovation, part of the Edison Electric Institute (EEI); a member of the EEI Board of Directors Executive Committee; a member of the American Gas Association Board of Directors Executive Committee; Western Energy Institute past chair and current executive committee member.

Bob lives in Helena, Montana. He holds a BA from Lewis and Clark College in Portland, Oregon, a JD from the University of Oregon, completed the Kennedy School Senior Executives' Program, and has been active in various professional organizations. He has been active with a variety of university-based organizations, and is currently a senior fellow at the University of Florida Public Utility Research Center.

At NorthWestern Energy, Bob's focus is working with other employees to build a strong company, focused on providing essential infrastructure and service, that will be a long-term partner to the customers and communities they serve.

Previously, Bob was co-founder and senior partner at Balhoff, Rowe & Williams, LLC, a specialized national professional services firm providing financial and policy advice to clients in the telecommunications and energy industries. Mr. Rowe served as commissioner and eventually chairman of the Montana Public Service Commission from 1993-2004, and also served as president of the National Association of Regulatory Utility Commissioners (NARUC). While at the PSC, Bob was a member and of the Federal-State Joint Board on Universal Service, a founding member of the Federal-State Joint Conference on Access to Advanced Services, and chairman of the Telecommunications Committee. During this time, he testified before various Congressional committees and federal agencies and consulted with and trained U.S. and non-U.S. energy and telecommunications regulators.

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_HvETGB8wUoZkllue2NrpQc5ozDehg~~&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 3 Registration

#	Registrant Type	ST	CT	First	Last	Title	Org
1	Commissioner	FL	Hon.	Mike	La Rosa	Commissioner	Florida Public Service Commission
2	Commissioner	IL	Hon.	Maria	Bocanegra	Commissioner	Illinois Commerce Commission
3	Commissioner	IL	Hon.	Carrie	Zalewski	Chairman	Illinois Commerce Commission
4	Commissioner	MD	Hon.	Odogwu	Linton	Commissioner	Maryland Public Service Commission
5	Commissioner	MD	Hon.	Jason	Stanek	Chairman	Maryland Public Service Commission
6	Commissioner	MO	Hon.	Maida	Coleman	Commissioner	Missouri Public Service Commission
7	Commissioner	MO	Hon.	Ryan	Silvey	Chairman	Missouri Public Service Commission
8	Commissioner	NV	Hon.	CJ	Manthe	Commissioner	Nevada Public Utilities Commission
9	Commissioner	NC	Hon.	Jeff	Hughes	Commissioner	North Carolina Utilities Commission
10	Commissioner	OR	Hon.	Megan	Decker	Chair	Oregon Public Utility Commission
11	Commissioner	WA	Hon.	Ann	Rendahl	Commissioner	Washington Utilities & Transportation Commission
12	Commissioner	WY	Hon.	Mary	Throne	Commissioner	Wyoming Public Service Commission
1	NARUC Staff	DC	Mr.	William	McCurry	Senior Program Officer	NARUC
2	Observer Only - State PUC Staff	CA	Ms.	Julie	Lane	Proceedings Analyst	California Public Utilities Commission
3	Observer Only - State PUC Staff	FL	Ms.	Ana	Ortega	Chief Advisor to Commissioner La Rosa	Florida Public Service Commission
4	Observer Only - State PUC Staff	WV	Mrs.	Laura	Leport	Utilities Analyst	West Virginia Public Service Commission
5	Consumer Advocate	DC	Mr.	Bill	Malcolm	Manager	AARP
1	Consumer Advocate	AL	Ms.	Olivia	Martin	Assistant Attorney General	Alabama Attorney General
2	Consumer Advocate	CO	Ms.	Cindy	Schonhaut	Director	Colorado Office of Consumer Counsel
3	Consumer Advocate	DE	Mr.	Andrew	Slater	Public Advocate	Delaware Division of the Public Advocate
4	Consumer Advocate	MD	Mr.	David	Lapp	Acting People's Counsel	Maryland Office of People's Counsel
5	Consumer Advocate	MO	Dr.	Geoff	Marke	Chief Economist	Missouri Office of the Public Counsel
6	Consumer Advocate	NC	Hon.	Chris	Ayers	Executive Director	North Carolina Utilities Commission Public Staff
7	Consumer Advocate	NY	Mr.	Richard	Berkley	Executive Director	Public Utility Law Project of New York
8	Consumer Advocate	UT	Ms.	Michele	Beck	Director	Utah Office of Consumer Services
9	Consumer Advocate	WI	Mr.	Corey	Singletary	Director of Regulatory Affairs	Wisconsin Citizens Utility Board
10	Consumer Advocate	WY	Mr.	Bryce	Freeman	Administrator	Wyoming Office of Consumer Advocate
11	NASUCA Staff	MD	Mr.	David	Springe	Executive Director	National Association of State Utility Consumer Advocates (NASUCA)
12	Observer Only - Consumer Advocate S	IN	Mrs.	Lauren	Aguilar	Utility Analyst	Indiana Office of Utility Consumer Counselor
13	Observer Only - Consumer Advocate S	IN	Ms.	Abby	Gray	Executive Director	Indiana Office of Utility Consumer Counselor
14	Observer Only - Consumer Advocate S	PA	Mrs.	Teresa	Wagner	Executive Director	Pennsylvania Office of Small Business Advocate
1	Electric Company Rep	IA	Mrs.	Wendi	Cigrand	Director - Customer Support Services	Alliant Energy
2	Electric Company Rep	IL	Ms.	Bev	Bowlby	Manager Regulatory Affairs	Ameren Illinois
3	Electric Company Rep	MO	Mrs.	Gaye	Suggett	Manager Regulatory Affairs	Ameren Missouri
4	Electric Company Rep	OH	Ms.	Maggie	Sallah	Director, Policy	American Electric Power
5	Electric Company Rep	WA	Mr.	Shawn	Bonfield	Sr. Manager of Regulatory Policy & Strategy	Avista
6	Electric Company Rep	CO	Mr.	Nick	Wagner	VP Colordao Regulatory Affaris and Policy	Black Hills Energy
7	Electric Company Rep	NY	Mr.	Christopher	Raup	Director, State Regulatory Affairs	Consolidated Edison Company of New York, Inc.
8	Electric Company Rep	MO	Ms.	Sarah	Gott	Manager, Regulatory Affairs	Evergy
9	Electric Company Rep	MO	Mr.	Darrin	Ives	VP Regulatory Affairs	Evergy
10	Electric Company Rep	MD	Mrs.	Ericka	Wylie-Chambers	Senior Analyst, Security Public Policy	Exelon Corporation
11	Electric Company Rep	MD	Ms.	Anne	Grealy	Sr. Advisor, Gov & Reg Affairs - Maryland	FirstEnergy
12	Electric Company Rep	FL	Mrs.	Lisa	Roddy	Regulatory Affairs	Florida Power & Light
13	Electric Company Rep	GA	Mr.	Kevin	Kastner	Vice President of Customer Services	Georgia Power Company
14	Electric Company Rep	MT	Mr.	Bob	Rowe	CEO	NorthWestern Energy
15	Electric Company Rep	SD	Ms.	Bobbi	Schroeppel	VP Customer Care, Communications, HR	NorthWestern Energy
16	Electric Company Rep	OR	Mrs.	Nidhi	Thakar	Director, Resource & Regulatory Strategy & Engagement	Portland General Electric
17	Electric Company Rep	DC	Mr.	Noel	Black	Vice President, Federal Regulatory Affairs	Southern Company

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#	Registrant Type	ST	CT	First	Last	Title	Org
18	Electric Company Rep	CO	Mr.	Steve	Berman	Director of Regulatory Administration	Xcel Energy Services Inc.
19	Electric Company Rep	CO	Mrs.	Brooke	Trammell	Regional Vice President, Rates & Regulatory Affairs	Xcel Energy Services Inc.
20	Observer Only - Electric Company Rep	IA	Mr.	Kurt	Sempf	Energy Efficiency Strategy Manager	Alliant Energy
21	Observer Only - Electric Company Rep	WA	Mrs.	Amanda	Ghering	Regulatory Policy Analyst	Avista Utilities
22	Observer Only - Electric Company Rep	WA	Ms.	Jaime	Majure	Regulatory Policy Analyst	Avista Utilities
23	Observer Only - Electric Company Rep	MD	Mrs.	Tamla	Olivier	SVP Customer Operations	Baltimore Gas & Electric
24	Observer Only - Electric Company Rep	LA	Mr.	Eric	Schouest	Vice President, Governmental Affairs	Cleco Power LLC
25	Observer Only - Electric Company Rep	FL	Mr.	Robert	Pickels	Regulatory Affairs Director, Florida	Duke Energy
26	Observer Only - Electric Company Rep	IL	Mrs.	Hilary	Pearson	Manager Energy Policy	Exelon Utilities
27	Observer Only - Electric Company Rep	NH	Ms.	Mary	Coleman	Director, Regulatory Affairs & Policy	Liberty Utilities
28	Observer Only - Electric Company Rep	IN	Ms.	Rosalva	Robles	Manager, Planning & Regulatory Support	NIPSCO
29	Observer Only - Electric Company Rep	CO	Ms.	Anne	Sherwood	Lead Assistant General Counsel	Xcel Energy
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 VP, Business Operations Group & Regul. Affairs	Edison Electric Institute
5	Team CCIF/EEI	DC	Ms.	Lisa	Wood	Vice President, Customer Solutions	Edison Electric Institute
6	Team CCIF/EEI	TN	Mrs.	Katrina	McMurrian	Executive Director	Critical Consumer Issues Forum (CCIF)
7	Team CCIF/EEI	DC	Ms.	Ivy	Lyn	Director, State Regulatory Affairs	Edison Electric Institute
8	Team CCIF/EEI	DC	Ms.	Kayla	Reeves	Coordinator, Regulatory Affairs	Edison Electric Institute
9	Team CCIF/EEI	DC	Ms.	Mari	Smallwood	Coordinator, Regulatory Affairs	Edison Electric Institute
10	Team CCIF/EEI - Observer Only	DC	Ms.	Gail	Croom	Coordinator, Customer Solutions	Edison Electric Institute
11	Team CCIF/EEI - Observer Only	DC	Ms.	Alexis	Sulentic	Manager, State Regulatory Research	Edison Electric Institute
12	Team CCIF/EEI - Observer Only	DC	Mr.	Scott	Traweek	Customer Solutions Specialist	Edison Electric Institute
13	Team CCIF/EEI - Observer Only	DC	Ms.	Michelle	Zaccagnino	Manager, State Regulatory Policy	Edison Electric Institute