CCIF
CRITICAL CONSUMER ISSUES FORUM

Navigating the Challenges & Opportunities of Today's Regulatory Landscape

Summit 1: March 1-2, 2023 (Wed-Thurs)

Sheraton Raleigh Hotel ♦ Hannover III Ballroom ♦ Raleigh, NC

Agenda

State utility commissions today must make decisions that significantly impact customers, regulated companies, investors, and other stakeholders amidst daunting economic pressures, a myriad of electric sector challenges, and new federal climate legislation. While regulation seems more challenging than ever (especially with Commission and consumer advocate resource constraints), the challenges provide an opportunity for collaboration and leadership. By bringing together state commissions, consumer advocates, and electric companies for a series of dialogues, CCIF aims to identify the pressures, challenges, and risks associated with each respective role and to facilitate collaboration and leadership toward achieving positive regulatory outcomes. Specifically, CCIF will engage participants in discussion that recognizes today's compounding economic pressures (pandemic; inflation; labor and supply shortages; international conflicts; etc.) and other electric sector challenges (high natural gas prices; extreme weather; physical and cyber security threats; clean energy transition; reliability and resilience; pricing and affordability; new legislation; etc.) but with a focus on proposed tools and concrete solutions for addressing these challenges.

Day 1: Wednesday, March 1

8:00 – 9:00 **Hot Breakfast** *(Hannover II Ballroom, 3rd Floor)*

9:00 – 9:05 **Call to Order & Participant Introductions** *(Hannover III Ballroom, 3rd Floor)*
All Participants

9:05 – 9:10 **Welcome to North Carolina**
Hon. Charlotte A. Mitchell, Chair, North Carolina Utilities Commission

9:10 – 9:15 **CCIF Overview, Topic Intro & Summit Objectives**
Ms. Katrina McMurrian, CCIF Executive Director

9:15 – 10:30 **Setting the Stage: Regulatory Whack-A-Mole Under Increasing Pressures, Challenges & Risks**
Featured speakers will initiate the dialogue by sharing, respectively, a Commissioner, consumer advocate, and electric company perspective about the pressures, challenges, and risks of today's regulatory landscape. Additionally, panelists will highlight the conundrum that CCIF participants encounter as pesky and recurring challenges seemingly rear their destructive heads in unison. The moderator will encourage all participants to engage in the dialogue following a few rounds of questions for the panelists.

Moderator: ***Hon. ToNola D. Brown-Bland, Commissioner, North Carolina Utilities Commission***

Panelists: ***Hon. Michael Caron, Commissioner, Connecticut Public Utilities Authority; and President, NARUC***
Hon. Christopher J. Ayers, Executive Director, NCUC Public Staff; and President, NASUCA
Ms. Cyndee Fang, Vice President – Regulatory Affairs, NorthWestern Energy

10:30 – 10:45 **Break**

10:45 – 12:15 **SECTION 1: Short- and Long-Term Impacts of Policy & Regulatory Decisions on Customers & Others**
The featured speakers will initiate the dialogue with brief insights about the endurance and importance of the regulated model amid the increasing pressures, challenges, and risks identified. All participants are encouraged to join in the facilitated discussion, especially about how to balance the importance of addressing the pressing "whack-a-mole" issues with the need to provide customers with safe, reliable, and accessible service at just and reasonable rates.

Featured Intro Remarks: ***Hon. Philip L. Bartlett II, Chairman, Maine Public Utilities Commission***
Mr. David Springe, Executive Director, NASUCA

12:15 – 1:15 **Lunch** *(Hannover II)*

1:15 – 2:45 **SECTION 2: Capitalizing on Federal Opportunities & Customer Assistance**

Following brief thoughts offered by the featured speakers, all participants are encouraged to engage in facilitated discussion regarding current and potential future opportunities for federal support to help address the pressing "whack-a-mole" issues and reduce the burden on electric customers.

Featured Intro Remarks: ***Hon. Jeffrey A. Hughes, Commissioner, North Carolina Utilities Commission***
Mr. Marcus O. Preston, Director Regulatory Affairs - South Carolina, Duke Energy

2:45 – 3:00 **Break**

3:00 – 4:30 **SECTION 3: Mitigating Upward Pressure on Customer Rates**

Following brief thoughts offered by the featured speakers, all participants are encouraged to engage in a facilitated discussion regarding old and new approaches for mitigating upward pressure on electric customer rates.

Featured Intro Remarks: ***Mr. Patrick Cicero, Consumer Advocate, Pennsylvania Office of Consumer Advocate***
Mr. Tim Duff, General Mgr. Customer Solutions Regulatory Enablement, Duke Energy

4:30 – 5:10 **SECTION 4: Ensuring Resources, Staff & Training for PUCs, Consumer Advocates & Key State/Community Partners Engaged in Customer Assistance**

Following brief thoughts offered by the featured speakers, all participants are encouraged to engage in facilitated discussion about the demands on the three core groups (Commissions, consumer advocacy organizations, and electric companies) associated with finding, training, and maintaining human capital and securing other resources necessary to navigate today's complex energy and regulatory landscape.

Featured Intro Remarks: ***Hon. Kimberly W. Duffley, Commissioner, North Carolina Utilities Commission***
Mr. Anthony Ornelas, Administrator, Wyoming Office of Consumer Advocate

5:10 – 5:15 **Day 1 Wrap-Up & Day 2 Plans**
Ms. Katrina McMurrian, CCIF Executive Director

5:15 – 6:00 **Break**

6:00 – 6:15 **Meet in Hotel Lobby & Walk to Restaurant**

6:15 – 9:15 **Reception & Dinner** *(Gravy Italian-American Kitchen, 135 S Wilmington Street)*

Day 2: Thursday, March 2

7:30 – 8:30 **Hot Breakfast** *(Hannover II)*

8:30 – 8:35 **Welcome, Recap of Day 1, and Overview of Day 2 Plans** *(Hannover III)*
Ms. Katrina McMurrian, CCIF Executive Director

8:35 – 10:00 **SECTION 5: Enhancing the Regulatory Model with Added Flexibility & Modernization**

Following brief thoughts offered by the featured speakers, all participants are encouraged to share and candidly discuss ideas for providing additional flexibility to, or otherwise enhancing, the regulatory model to facilitate opportunities for more effective, sustainable solutions for the pressing and persistent "whack-a-mole" issues.

Featured Intro Remarks: ***Mr. C. Meade Browder Jr., Senior Assistant AG & Section Chief, Virginia Office of the Attorney General***
Mr. Eric Wittine, Director – Regulatory Strategy, American Electric Power

10:00 – 10:15 **Break**

10:15 – 11:45 **SECTION 6: Creating More Robust Customer Education Strategies**

Following brief thoughts offered by the featured speakers, all participants are encouraged to engage in a facilitated discussion of specific ideas for advancing shared objectives regarding customer education.

Featured Intro Remarks: ***Hon. Floyd B. McKissick Jr., Commissioner, North Carolina Utilities Commission***
Ms. Conitsha Barnes, Energy Policy Management Director, Duke Energy

11:45 – 12:15 **Revisit Pending Items from Sections 1-6 and/or Wrap-Up**
Ms. Katrina McMurrian, CCIF Executive Director

12:15 – 1:00 **Lunch & Informal Issue Discussion** *(Hannover II)*

1:00 **Summit Adjourns**