CCIF
CRITICAL CONSUMER ISSUES FORUM

Navigating the Challenges & Opportunities of Today's Regulatory Landscape

Summit 2: April 3-4, 2023 (Mon-Tues)

Hyatt Regency Austin ♦ Austin, TX

Hill Country Ballroom (1st Floor)

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: Monday, April 3

8:00 – 9:00 **Hot Breakfast** *(Hill Country Ballroom Foyer, Seating in Marker 10 Lounge & Patio, 1st Floor)*

9:00 – 9:05 **Call to Order & Participant Introductions** *(Hill Country Ballroom, 1st Floor)*
All Participants

9:05 – 9:10 **Welcome to Texas**
Hon. Peter Lake, Chairman, Public Utility Commission of Texas

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

9:15 – 10:15 **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. Maida J. Coleman, Commissioner, Missouri Public Service Commission***

Panelists: ***Hon. Tricia Pridemore, Chairman, Georgia Public Service Commission; and 2nd VP, NARUC***
Hon. Christopher J. Ayers, Executive Director, NCUC Public Staff; and President, NASUCA
Mr. Justin Felt, Director, State Level Policy, Exelon

10:15 – 10:30 **Break**

10:30 – 12:00 **SECTION 1: Short- and Long-Term Impacts of Policy & Regulatory Decisions on Customers & Others**
The featured speaker(s) 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. David W. Danner, Chair, Washington Utilities and Transportation Commission***
Mrs. Courtney Hjaltman, Chief Executive Public Counsel, Texas Office of Public Utility Counsel

12:00 – 12:45 **Lunch** *(Hill Country Ballroom Foyer, Seating in Marker 10 Lounge & Patio, 1st Floor)*

12:45 – 2:10 **SECTION 2: Mitigating Upward Pressure on Customer Rates**
Following brief thoughts offered by the featured speaker(s), 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. David Springe, Executive Director, NASUCA***
Mr. Lon Huber, Senior Vice President, Pricing & Customer Solutions, Duke Energy

2:10 – 2:20 **Break**

2:20 – 3:50 **SECTION 3: Capitalizing on Federal Opportunities & Customer Assistance**
Following brief thoughts offered by the featured speaker(s), 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. Emile C. Thompson, Chairman, Public Service Commission of DC***
Ms. Wendy Gerlitz, Manager, Regulatory Policy, Puget Sound Energy

3:50 – 4:00 **Break**

4:00 – 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 speaker(s), 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. Zenon Christodoulou, Commissioner, New Jersey Board of Public Utilities***
Mr. David Nickel, Consumer Counsel, Kansas Citizens' Utility Ratepayer Board

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

5:15 – 5:45 **Break**

5:45 – 5:50 **Meet in Hotel Lobby for Transport to Restaurant** *(shuttle departure @ 5:50)*

6:00 – 9:00 **Reception & Dinner** *(Juliet Italian Kitchen: Barton Springs, 1500 Barton Springs Road, Austin, TX)*

Day 2: Tuesday, April 4

7:30 – 8:30 **Hot Breakfast** *(Hill Country Ballroom Foyer, Seating in Marker 10 Lounge & Patio, 1st Floor)*

8:30 – 8:35 **Welcome, Recap of Day 1, and Overview of Day 2 Plans** *(Hill Country Ballroom, 1st Floor)*
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 speaker(s), 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: ***Ms. Shay Bauman, Regulatory Analyst, Public Counsel Unit, Washington State AG***
Ms. Shelby A. Linton-Keddie, Executive Director, State Regulatory Affairs, EEI

10:00 – 10:15 **Break**

10:15 – 11:45 **SECTION 6: Creating More Robust Customer Education Strategies**
Following brief thoughts offered by the featured speaker(s), all participants are encouraged to engage in a facilitated discussion of specific ideas for advancing shared objectives regarding customer education.

Featured Intro Remarks: ***Hon. Ann Rendahl, Commissioner, Washington Utilities and Transportation Comm.***
Mrs. Gaye Suggett, Manager Regulatory Affairs, Ameren Missouri

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** *(Foothills 1 Ballroom, 17th Floor)*

1:00 **Summit Adjourns**