

# Sunny Solutions to Self-Sufficiency

2017

**neuac**

National Energy and Utility  
Affordability Coalition

**Annual Conference**

**June 26-28**

**NEADA**

National Energy Assistance  
Directors' Association

**Annual Meeting**

**June 25-26**

**Marriott Harbor Beach Hotel  
Ft. Lauderdale, Florida**



At **Florida Power & Light Company** we are working together with the communities we serve to make Florida an even better place to raise a family and do business.

We are proud to sponsor the 2017 NEUAC Conference and we welcome you to our sunshine state.

#FPLCares

CHANGING THE CURRENT.



## **CONTENTS**

### **Page 3**

- **Contents**
- **Welcome to 2017 Conference**

### **Page 4**

- **About NEUAC (the Coalition)**
- **NEUAC Governing and Advisory Boards**

### **Page 5**

- **General Information**

### **Pages 6-7**

- **NEUAC Agenda & Workshops Grid**

### **Pages 8-21**

- **Detailed Conference Schedule**

### **Page 22-23**

- **Hotel Maps**

### **Page 24**

- **Special Thanks and Acknowledgements**

### **Page 25**

- **Our Sponsors**

### **Pages 26-27**

- **Things to do in Ft. Lauderdale**

### **Pages 28-31**

- **Advertisers**

### **Back Cover**

## **Welcome to the 2017 Annual Conference** ***Sunny Solutions to Self-Sufficiency!***

It is my pleasure to welcome you to the National Energy and Utility Affordability Coalition's Annual Conference. I hope you enjoy the wonderful weather and great attractions in the Fort Lauderdale area during your stay. This year's conference will provide the opportunity for you to hear great speakers, attend meaningful workshops, share best practices with colleagues, and review the products and services offered by our conference exhibitors.

The energy assistance arena is abuzz with anticipation and apprehension regarding the funding of the Low Income Home Energy Assistance Program. With President Donald Trump's proposed budget calling for an elimination of funding for LIHEAP, NEUAC has been thrust into the spotlight. Increased attention is being paid to low- and limited-income families who rely on energy assistance programs to stay warm during a cold winter or maintain safety during very hot summer months.

Regardless of the current budget resolution, the fact remains that LIHEAP funding has been on the chopping block for almost 10 years. Funding for the program has dropped by 40 percent since 2009. This downward trend has caused vulnerable households to look elsewhere to bridge the home energy gap.

Electric and natural gas utility assistance may get the greatest amount of attention in the media, but an equally important crisis is happening for water and wastewater customers. For many, the bills are increasing at an alarming and unsustainable pace. Infrastructure replacement costs driven by environmental concerns and mandates have caused many municipal water and wastewater utilities to incur debt at levels that affordable rates cannot sustain.

It has been said that a crisis often provides an opportunity to do the things that people never thought could be accomplished. This mentality must be embraced to solve the problems of today. We need to ignore the politics behind the controversy and focus on creating new and better solutions to address these issues.

My hope is that this conference provides the opportunity to further the dialogue for low-income utility concerns. In addition to the Florida sun, I encourage you to soak up the knowledge that our conference provides and take this information with you to implement in your own programs. We have great challenges to address, but together, we can accomplish our goals.

Thank you,  
Chad Quinn, President  
NEUAC Board of Directors

# About NEUAC (The Coalition)

---

The National Energy and Utility Affordability Coalition (NEUAC) is a broad-based coalition of diverse member organizations and individuals dedicated to heightening awareness of the energy needs of low-income energy consumers, fostering public-private partnerships and engaging in other activities to help address these needs. Led by a dedicated Board of Directors, the NEUAC's goals are:

- To increase awareness and understanding of the nature and magnitude of low-income energy problems.
- To formulate and advance low-income energy policy through compilation, analysis and dissemination of data and information.
- To provide information and technical assistance in the creation and development of fuel funds.
- To promote the development of statewide and regional fuel funds.

NEUAC's Executive Director is Katrina Metzler.

National Energy and Utility Affordability Coalition  
4250 North Fairfax Dr. Suite 600  
Arlington, VA 22203  
Phone: 571-527-4616  
kmetzler@neuac.org  
www.NEUAC.org



South Florida Fauna

## NEUAC Governing and Advisory Boards

---

### Executive Committee

President: **Chad Quinn**, Dollar Energy  
First Vice President: **Mike Bradford**, Salvation Army  
Second Vice-President: **Tanya Brothers**, HeartShare Human Services of New York  
Secretary: **Deb Davis**, NiSource  
Treasurer: **Rian Troth**, SMUD

### Governing Board of Directors

**Alliance To Save Energy**, Scott O. Thach  
**BGE**, David Conn  
**Citizens Energy Group**, Rhonda Harper  
**Community Service Programs of West Alabama**, Sontonia Stephens  
**Dollar Energy Fund**, Chad Quinn  
**DTE Energy**, Winston Feeheley  
**Entergy Services, Inc.**, Liz Brister  
**Florida Power & Light Company**, Steve Whitworth  
**Fuel Fund of Maryland**, Jon Rosa  
**HeartShare Human Services of New York**, Tanya Brothers  
**HEAT, Inc.**, Janet Joseph  
**Lumbee Tribe of North Carolina**, Patrick Strickland  
**Mid America Assistance Coalition**, John Rich  
**National Center for Appropriate Technology**, Travis McAdam  
**National Center for Appropriate Technology**, *Marisa Larson, Alternate*  
**National Energy Foundation**, Gary Swan  
**NiSource/Columbia Gas of PA**, Deborah Davis  
**PEPCO**, Alita Corbett  
**SMUD**, Rian Troth  
**Southern California Gas Co.**, Octavio Verduzco  
**Spire Energy**, Sherri Hahn  
**THAW**, Saunteel Jenkins  
**The Salvation Army/ Project Share**, Michael Bradford  
**TXU Energy**, Kim Campbell  
**Vermont Energy Investment Corp.**, Mary Sprayregen  
**Vermont Energy Investment Corp.**, *Elizabeth Chant, Alternate*  
**Washington Gas**, Kelly Caplan

### Ex-Officio Members

**American Gas Association**, Brian Caudill  
**American Public Power Association**, John Godfrey  
**Edison Electric Institute**, Mark Planning  
**Federal Energy Regulatory Commission**, Susie Holmes  
**Federal Energy Regulatory Commission**, *Edward Gingold, Alternate*  
**NASCSP**, Ray Judy  
**National Association of Regulatory Commissioners**, Currently No Contact  
**National Energy Assistance Directors' Association**, Mark Wolfe  
**National Rural Electric Coop Association**, Tammy Embrey  
**U. S. Dept. of HHS**, Lauren Christopher  
**United States Department of Energy**, David Rinebolt

### Advisory Board of Directors

**APPRISE**, David Carroll  
**APPRISE**, *Jacqueline Berger, Alternate*  
**Citizens for Citizens**, Elizabeth Berube  
**Community Action Partnership of Lake County**, Marsha Belcher  
**Energy Outreach Colorado**, Jennifer Gremmert  
**FirstEnergy**, Lisa Watson  
**National Grid**, Kathryn Granger  
**New England Farm Worker's Council**, John Keeney  
**New Jersey Shares**, Barbara Gomes  
**OPOWER**, Ricky Gratz  
**Pacific Gas and Electric Company**, Silvia Aldana  
**PSE&G**, Claire Bartolomeo  
**PSE&G**, *Rosa Pagnillo-Lopez, Alternate*  
**United Services Community Action Agency**, Clifton Campbell  
**WEC Energy Group**, Jim Phillippo  
**Xcel Energy**, Patrick Boland

# General Information

## NEUAC Conference App

The official mobile app for the conference has been generously sponsored by NiSource/Columbia Gas of PA. Search for and download “**NEUAC 2017 Annual Conference**” in Android ‘Play Store’ or iTunes ‘App Store.’ Type in your email, create a password, and you’re in! Use this app to access detailed info about the event, view all of the important conference announcements in real time, network with other attendees, and share your experience at our event.



## Workshops & General Sessions Locations

All workshop and general session information and locations are available on your conference App and are listed in the “Detailed Conference Schedule” section of this program and on the program grid contained on pages 6 and 7 of this booklet. Information will also be posted on the hotel’s reader boards.

## Conference Exhibits

A variety of firms and agencies important to servicing our low-income clients and customers and supporting you to do your job better are exhibiting during the conference. Please support our exhibitors by visiting them during refreshment breaks to learn more. *Note: Some firms and agencies have paid exhibitor fees or have provided major support for the conference. Featuring the displays does not constitute an endorsement of their products or services.*

## Continuing Legal Education Registration

NEUAC is seeking Continuing Legal Education (CLE) credit from the accrediting authorities of many states. The conference will assist in securing credits for lawyers from jurisdictions which participate in the American Bar Association reciprocity agreement. Conferees seeking CLE credit must sign in and out of the CLE sessions which they attend to document their attendance. For more information and to receive the participation form, please visit the Conference Registration Desk.

## Evaluation Forms & Raffles

Evaluation forms are important in developing a conference that benefits all of our attendees. This year you will instantly be able to share your feedback through the conference App or by completing the paper surveys which will be distributed in each session. Raffles will be held throughout the conference for those who have completed the surveys. **You must be present at the drawings to win any of the prizes.**

## Badges & Ribbons

Badges are required for admittance to all meetings, sessions, meals and the reception. If you lose your badge, please go to the Conference Registration Desk for help. Conference staff, members of the NEUAC Board of Directors, Conference Planning Committee members and other volunteers will be identified with ribbons on their name badges. Please do not hesitate to approach these individuals for information or assistance.

## Spouses & Guests

Spouses and guests of registered NEUAC attendees are welcome to attend any of the conference receptions, continental breakfasts or luncheons. Tickets/conference badges for each event may be purchased at the on-site Conference Registration Desk. Fees are based on the price that NEUAC actually pays the hotel for each attendee’s meal: \$25 for each continental breakfast, \$40 for each luncheon, \$35 for Monday evening’s reception and \$35 for Wednesday morning’s sit-down breakfast. These tickets do not grant participation in any sessions.

## Recording

NEUAC and NEADA may photograph, videotape and/or audiotape attendees and materials at the functions of these conferences. The productions of such may be freely disseminated for purposes including, but not limited to, future outreach, education and informational efforts

## Hotel Parking

Rates are \$29/day for self-parking and \$37/day for valet parking (subject to change).

## Check Out Without Missing Out

Check-out time at the hotel is 11:00AM. Please check out then ask the bell captain to store your luggage so you may attend the exciting sessions and be present for the raffles on Wednesday.

## Special Assistance

The registration staff is available to assist with any special needs. Please notify staff at the Conference Registration Desk of any dietary restrictions or needs related to sensory or mobility impairments that, as addressed, would enhance your conference experience. If you need a smoke detector designed for someone with a hearing or visual impairment, please contact the hotel’s front desk.

## “ICE” – In Case of Emergency

No one likes to think about it, but an emergency can happen at any time. Help your colleagues to help you by adding an emergency contact phone number with the heading “ICE” (which stands for “In Case of Emergency”) to your cell phone list of pre-programmed numbers. If possible, list more than one number for your emergency contact

For a life threatening event, call 911. For other illnesses or injury please check with the hotel front desk for assistance.

Also, please review the emergency information in your guest room to familiarize yourself with emergency procedures. Acquaint yourself with the locations of the closest emergency exits in the public areas of the hotel, and follow the instructions of the hotel’s security staff.



Boats on the Marina

# NEUAC Agenda

# Conference Workshops

## Monday, June 26, 2017

- 7:00 – 5:00 Registration/Exhibits
- 7:00 – 8:30 Continental Breakfast
- 8:30 – 10:30 § Opening General Session
- 10:30 – 11:00 Break in Exhibit Area
- 11:00 – 12:15 Workshops (*see grid*)
- 12:15 – 1:30 Luncheon/Exhibits
- 1:30 – 2:45 Workshops (*see grid*)
- 2:45 – 3:00 Break in Exhibit Area
- 3:00 – 4:15 Workshops (*see grid*)
- 4:30 – 6:00 NEUAC “Tropical Oasis”  
Cocktail Party

## Tuesday, June 27, 2017

- 7:00 – 5:00 Registration/Exhibits
- 7:30 – 8:45 Continental Breakfast
- 8:00 – 8:15 Membership Meeting
- 8:45 – 10:30 Plenary Session
- 10:30 – 11:00 Break in Exhibit Area
- 11:00 – 12:15 Workshops (*see grid*)
- 12:15 – 1:30 Awards Luncheon
- 1:30 – 2:45 Workshops (*see grid*)
- 2:45 – 3:00 Break in Exhibit Area
- 3:00 – 4:15 Workshops (*see grid*)

## Wednesday, June 28, 2017

- 8:00 – 9:00 Group Breakfast
- 9:00 – 10:00 Senior Issues Panel
- 10:00 – 11:30 Solution Building by Region
- 11:30 – 12:00 Wrap-Up / Raffle
- 1:00 – 2:45 Summit: Clean, Affordable  
Water for All
- 1:00 – 3:00 New Port Everglades Power  
Plant Tour

**NOTE:** § Continuing Legal Education (CLE) credit included for sessions noted by this symbol.

## Monday, June 26, 2017

	<i>Track A: Vulnerable Populations:</i>	<i>Track B: Energy Efficiency and Renewables</i>
<b>Session 1</b> 11:00AM – 12:15PM	Community Connect: Effective Organizing in Your Community  <b>Room: Caribbean I-III</b>	Advances in Efficiency and Renewable Energy for Manufactured Housing  <b>Room: Ocean II</b>
<b>Session 2</b> 1:30PM – 2:45PM	§ Strategies for Dealing with Unique Issues of Domestic Violence  <b>Room: Grand CD</b>	Innovative Low Income Energy Efficiency Programs that Deliver!  <b>Room: Caribbean IV</b>
<b>Session 3</b> 3:00PM – 4:15PM	Addressing Cultural Differences in Low Income Communities  <b>Room: Caribbean IV</b>	Energy Conservation: A Family Affair  <b>Room: Caribbean I-III</b>

## Tuesday, June 27, 2017

<b>Session 4</b> 11:00AM – 12:15PM	Energy Behavioral Engagement  <b>Room: Caribbean IV</b>	Weatherization Programs of the DOE  <b>Room: Caribbean I-III</b>
<b>Session 5</b> 1:30PM – 2:45PM	Reaching Our Most Vulnerable Populations: Overcoming Fears  <b>Room: Caribbean IV</b>	Accounting For Health Impacts  <b>Room: Grand CD</b>
<b>Session 6</b> 3:00PM – 4:15PM	Identifying Effective Electronic Outreach to Low-Income Customers: An Analytic Study  <b>Room: Caribbean I-III</b>	Innovative Low-Income Renewable Energy Efficiency Programs that Deliver!  <b>Room: Grand CD</b>

Monday, June 26, 2017

<i>Track C: Energy Policy and Advocacy</i>	<i>Track D: Energy Assistance and Education</i>	<i>Track E: Fundraising</i>	<i>Track F: Utilities and Regulations</i>	<i>Track G: Tribal and Other Issues</i>
<p>§ Dialogue With the Feds</p> <p><b>Room: Caribbean IV</b></p>	<p>Innovative Partnering in Low-Income Customer Assistance Plans</p> <p><b>Room: Ocean I</b></p>	<p>Interactive Fundraising - Build an Ice House and Bring in the Money</p> <p><b>Room: Grand CD</b></p>	<p>§ Working Toward Safe, Affordable Water Service</p> <p><b>Room: Grand AB</b></p>	<p>Developing a Great Energy Workforce</p> <p><b>Room: Key West</b></p>
<p>§ LIHEAP 101</p> <p><b>Room: Ocean I</b></p>	<p>Effective Assurance 16 Outreach</p> <p><b>Room: Caribbean I-III</b></p>	<p>Unconventional Fundraising that Brings in the Bucks</p> <p><b>Room: Ocean II</b></p>	<p>Utility Scams: Don't Let Them Become a Victim</p> <p><b>Room: Grand AB</b></p>	<p>§ Dialogue with the Feds (Tribal)</p> <p><b>Room: Key West</b></p>
<p>§ State Level Advocacy: Interaction with PUCs and Beyond</p> <p><b>Room: Grand CD</b></p>	<p>Integrating Financial Empowerment into Consumer Assistance</p> <p><b>Room: Ocean I</b></p>	<p>Strategic Partnerships that Fund Energy Assistance</p> <p><b>Room: Ocean II</b></p>	<p>Disasters: Restoration Impact on Low Income Customers</p> <p><b>Room: Grand AB</b></p>	<p>Empowering Tribal Communities: Becoming Self-Sufficient</p> <p><b>Room: Key West</b></p>

Tuesday, June 27, 2017

<p>Solar Policy: Considerations for Low-Income Households</p> <p><b>Room: Caribbean V</b></p>	<p>§ Addressing Structural Racism in Energy Assistance</p> <p><b>Room: Caribbean VI</b></p>	<p>Is Your Fundraising Adding Up? How Do You Know?</p> <p><b>Room: Grand CD</b></p>	<p>§ Role of the Public Service Commission to Ensure Fairness in Rate Setting for Low-Income Customers</p> <p><b>Room: Grand AB</b></p>	<p>ALICE &amp; Capital Good Fund: A Dynamic Partnership</p> <p><b>Room: Key West</b></p>
<p>Evaluating Low-Income Programs: How and Why</p> <p><b>Room: Caribbean VI</b></p>	<p>Reducing Energy Burden</p> <p><b>Room: Caribbean V</b></p>	<p>60+ Great Ideas to Raise More Money!</p> <p><b>Room: Grand AB</b></p>	<p>Show Me You Care: How Utilities Work With Vulnerable Customers</p> <p><b>Room: Caribbean I-III</b></p>	<p>How Deregulation is Impacting Low-Income Households</p> <p><b>Room: Key West</b></p>
<p>§ Effective Advocacy for LIHEAP &amp; WAP Programming</p> <p><b>Room: Caribbean VI</b></p>	<p>Putting LIHEAP Performance Measures into Practice</p> <p><b>Room: Caribbean IV</b></p>	<p>Need A Million Dollars For Your Energy Fund? Learn How Escheats Can Make That Happen</p> <p><b>Room: Grand AB</b></p>	<p>Customers and Utilities: It's a Partnership!</p> <p><b>Room: Caribbean V</b></p>	<p>Bridging the Gap for Consumer Advocacy: Engaging Tribal Nations and Energy Suppliers</p> <p><b>Room: Key West</b></p>

# Detailed Conference Schedule

---

Monday, June 26, 2017

**7:00AM – 8:30AM Continental Breakfast / Exhibits**

Room: Grand Ballroom EF

**8:30AM – 10:30AM Opening General Session**

Room: Grand Ballroom EF

## **Welcome and Introductions**

Chad Quinn, CEO, Dollar Energy Fund and  
President, NEUAC Board of Directors

## **Welcome to Florida**

Pamela Rauch, Vice President of External Affairs  
and Economic Development, Florida Power & Light Company

## **Turtle Hatching**

Dr. Derek Burkholder, Broward County Sea Turtle Conservation Program

## **§ There's No Place Like Home**

Introduction: Chad Quinn, Dollar Energy

Speaker: Vaughn McKoy, Attorney, Author, Speaker

In addition to being an award-winning lawyer and businessman, Vaughn is bursting onto the scene as a motivational speaker who is recognized for his ability to **inspire, influence and motivate others to achieve their goals and dreams**. Determined to give back to local communities, Vaughn is a long-time leader of nonprofits, serving as a board member for several New Jersey-based and regional charities. Vaughn's contributions to law, business, government and communities have been recognized with numerous awards. In addition to themes from his best-selling book *Playing Up*, Vaughn's speaking topics have ranged from Mentorship, Leadership, Education, Personal and Professional Growth and Development, Law, Faith and Family, to name several.



Vaughn McKoy

**11:00AM – 12:15PM Session 1**

## **1A Community Connect: Effective Organizing in Your Community**

Room: Caribbean I-III

Moderator: Della McCurdy, Florida Power & Light Company

Presenter: Jared Wells, Vectren Energy Delivery

Community Resource Connect is an annual gathering of community-based organizations that provide convenient, on-site, one-stop access to services and resources needed by individuals in one day, which would otherwise take months to secure. Individuals who are homeless, near homeless or who rely on the community resources to make ends meet attend this one-stop venue, which provides access to these services for those who have limited resources, i.e., transportation, ability to keep appointments, lack of money. The goal of the event is to improve the stability of their living conditions.

## **1B Advances in Efficiency and Renewable Energy for Manufactured Housing**

Room: Ocean II

Moderator: Ray Judy, NASCSP

Presenters: Alison Donovan, Vermont Energy Investment Corporation  
Cal Steiner, North Dakota Weatherization Program

Making low-income housing more affordable and durable through sustainable energy design and implementation helps reduce burdens on the most vulnerable communities. In the United States, approximately 20 million people live in mobile homes and nearly  $\frac{3}{4}$  of these households are low-income. Although mobile homes often come with low upfront costs, residents spend 66% more of their income on energy than do owners of site-built homes. Thankfully, there are a growing number of approaches to either retrofit or replace mobile homes. Panelists in this session will elaborate on innovative efforts from around the country that provide access to zero-net energy modular homes and programs and resources to weatherize aging mobile homes.

## 1C § Dialogue with the Feds

Room: Caribbean IV

Moderator: Susie Holmes, Federal Energy Regulatory Commission

Presenters: Lauren Christopher, Peter Edelman, Vikki Pretlow, Akm Rahman, John Thompson, Patrice West  
US Department of Health and Human Services - Administration for Children and Families

The U.S. Department of Health and Human Services' Office of Community Services oversees more than \$3 billion per year in funding for the Low Income Home Energy Assistance Program (LIHEAP) in 50 states and the District of Columbia, five insular areas and approximately 160 directed funded Tribes and Tribal Organizations. Representatives of this office will discuss LIHEAP funding and answer attendees' questions on administrative and programmatic issues.

## 1D Innovative Partnering in Low-Income Customer Assistance Plans

Room: Ocean I

Moderator: Elizabeth Berube, Citizens for Citizens, Inc.

Presenters: Darcy Cunningham, The Salvation Army  
John Hill, DTE Energy  
Whitney Skeans, CMS Energy  
Jamie Curtis, Michigan Agency for Energy

The Salvation Army has partnered with DTE Energy and Consumers Energy to pilot Salvation Army managed Affordable Payment Plans (APPs). Historically, these plans have been managed solely by utility companies and have worked well for low-income customers in Michigan. The Salvation Army recognizes the success of these programs and has launched a pilot of APPs in order to (a) enhance our partnership with DTE Energy and Consumers Energy, (b) serve clients in a way that promotes stability rather than a recurring cycle of crisis with their energy accounts, and (c) demonstrate the potential effectiveness of such a program. Affordable Payment Plans help to reduce the household's monthly energy burden and prevents customers from being in crisis. Since the programs' inception, DTE has shown a success rate of greater than 85% on the LSP plan.

## 1E Interactive Fundraising - Build an Ice House and Bring in the Money

Room: Grand CD

Moderator: Kelly Caplan, Washington Gas

Presenter: Jody Robertson, Dollar Energy Fund, Inc.

In this session, attendees will get a detailed look into how Dollar Energy Fund implements its annual Cool Down for Warmth fundraiser, which features the use of an ice house to raise funds and awareness for low income utility assistance. From planning and event logistics, to promotion and implementing crowd funding, a comprehensive look at how this event comes together and an analysis of the results will be discussed to provide attendees with information on how they can implement an ice house fundraiser in their communities.

## 1F § Working Toward Safe, Affordable Water Service

Room: Grand AB

Moderator: Edward G. Gingold, Federal Energy Regulatory Commission

Presenters: Robert Ballenger, Community Legal Services of Philadelphia  
Roger Colton, Fisher Sheehan & Colton

Water safety and affordability have become a major issue around the country. From Flint Michigan water crisis to the failing water and wastewater infrastructure and federal mandates, there is cause for concern over safe and affordable drinking water. Rates are increasing across the county which has an enormous impact on the low income community. This workshop will explore this topic and provide some perspective and ideas on how to tackle this emerging issue, ensuring everyone has access to safe and affordable water.



*Water Taxi*

# Detailed Conference Schedule

---

## 1G Developing a Great Energy Workforce

Room: Key West

Moderator: Chris Hickling, Edison Electric Institute

Presenters: Tanya Brothers, HeartShare Human Services  
Joe Guarinello, HeartShare Human Services

HeartShare Human Services of New York's American Dream program pairs foster children who are aging out of foster care with its Energy Assistance and Community Development Department to gain employment. Learn how this program partners with utilities to help them remain in college, gain employment and maintain employment in utilities ranging from customer service to meter readers.

## 12:15PM – 1:30PM Luncheon

Room: Grand Ballroom EF

## 1:30PM – 2:45PM Session 2

### 2A § Strategies for Dealing with Unique Issues of Domestic Violence

Room: Grand CD

Moderator: Susie Holmes, Federal Energy Regulatory Commission

Presenter: Elizabeth Marx, Pennsylvania Legal Aid Network, Inc.

Victims of domestic violence face unique challenges in establishing and maintaining utility service, especially when attempting to leave an abusive home environment. In this valuable session, the presenter will describe these difficulties and the stark consequences to the victims and children. Using Pennsylvania as a case study, the presenter will describe the legal protections that can assist domestic violence victims in accessing and maintaining utility service and will compare advocacy in other states. The presenter will share the results of a pilot program between the PA Public Utility Law Project and local domestic violence service agencies to provide legal assistance to victims of domestic violence with utility issues discussing best practices for replicating similar projects across the country.

### 2B Innovative Low-Income Energy Efficiency Programs that Deliver!

Room: Caribbean IV

Moderator: Liz Curry, Vermont Energy Investment Corporation

Presenters: Sarah Schaffer, CIP Implementation Group  
Ariel Drehobl, ACEEE  
Holmes Hummel, Clean Energy Works

Innovative energy efficiency programs have overcome barriers to participation for low income households by clearing barriers to access for funding or financing, or both. Join us to first hear findings from a broad review of utility low-income energy efficiency programs by the American Council for an Energy-Efficient Economy (ACEEE), and then benefit from a closer look at CenterPoint Energy's successful Non-profit Affordable Housing Rebate Program and Low Income Rental Efficiency Program. We'll finish the session with discussion of inclusive financing through tariffed on-bill programs based on the Pay As You Save (PAYS) system, which is reaching renters and customers in persistent poverty areas in multiple states. Come learn about these innovative approaches to explore their potential in your community!

### 2C § LIHEAP 101

Room: Ocean I

Moderator: Edward G. Gingold, Federal Energy Regulatory Commission

Presenters: Travis McAdam, NCAT - LIHEAP Clearinghouse  
Libby Perl, Congressional Research Service

LIHEAP, a critical federal energy assistance program, helps millions of families across the US every year. Learn from national experts about the program's history, guidelines, implementation, and how Congressional appropriations influence the formulation and distribution of LIHEAP funds. The presenters will also explain how LIHEAP's block-grant structure gives grantees flexibility in designing their programs to maximize the impact for low-income households. An excellent session for new conference attendees or those who want to brush up on their LIHEAP background.

Note: In FY 2016, LIHEAP served over 6 million households.

## 2D Effective Assurance 16 Outreach

Room: Caribbean I-III

Moderator: Kelly Flowers, National Energy Foundation

Presenters: Andrea Brochu, Tri-County Community Action Program, Inc.  
David Carroll, APPRISE, Inc.

LIHEAP grantees are allowed and encouraged to spend up to 5% of their LIHEAP grant on activities that help low-income households to become for energy independent. In FY 2014, 24 LIHEAP grantees spent more than \$40 million on Assurance 16 programs. For that same year, the LIHEAP grantees were authorized to spend as much as \$175 million on these programs. However, relatively little is known about the performance of Assurance 16 program. APPRISE has conducted two studies of Assurance 16. In the first, we documented how these programs are designed and implemented. In the second, working with individual grantees to document the performance of their programs. In this session, we will help attendees to understand how Assurance 16 funds can be used, help them to understand how to set up their program tracking systems to measure program costs and benefits, and will share information on the comparative results for several different program models. Attendees will be able to walk away from this session with tools that they can apply directly to measuring their program outcomes and making improvements in the program performance.

## 2E Unconventional Fundraising that Brings in the Bucks

Room: Ocean II

Moderator: Michael Bradford, Project SHARE - The Salvation Army Georgia Division

Presenters: Tanya Brothers, HeartShare Human Services  
Saunteel Jenkins, THAW  
Jon Rosa, Fuel Fund of Maryland

In this workshop, unique, innovative and unconventional methods of fundraising will be discussed along with lessons learned, some failed efforts as well as strengths and stressors of being a fuel fund. Learn how HeartShare Human Services administers four utility-sponsored programs for the New York state major utilities. Conventional methods of fundraising are not always effective and creative out of the box thinking is needed including street campaigns, sporting events, on-site raffles and branding. In an environment where traditional grant-makers and funders often expect nonprofits to do more with less, fundraising is critical. The Heat and Warmth Fund (THAW) will outline annual fundraising campaigns and events, third-party marketing and other activities. Finally, learn how the Fuel Fund of Maryland engages donors with its utility-hosted online fundraising, as well as new initiatives that leverage donor participation in lower-cost energy programs that open doors for low-income participants.

## 2F Utility Scams: Don't Let Them Become a Victim

Room: Grand AB

Moderator: Dave Lynn, Florida Power & Light Company

Presenters: Suzanne Sasville, Puget Sound Energy  
Kenneth Thomas, AARP - FL

Scam artists are now much more savvy and sophisticated and skilled at their craft than ever before. They are skilled manipulators are able to appeal to the average everyday citizens, making you feel safe and risk free. Scams can consist of identity theft, phishing, malware, bogus online sites, etc. Millions are impacted each year, but there are ways to avoid being a victim. This session will explore this topic, the devastating impacts to the victims and how to prevent and communicate scams. AARP will provide insight on ways to avoid becoming a victim. We will also explore how utility customers fall victim to scams and how utilities warn its customer of the potential threat.



*Flamingo at Flamingo Gardens*

# Detailed Conference Schedule

---

## **2G** § Dialogue with the Feds (Tribal)

Room: Key West

Moderator: Patrick Strickland, Lumbee Tribe of NC

Presenters: Lauren Christopher, Peter Edelman, Vikki Pretlow, Akm Rahman, John Thompson, Patrice West  
US Department of Health and Human Services - Administration for Children and Families

Representatives from the U.S. Department of Health and Human Services will provide an overview of the responsibility and flexibility of the LIHEAP block grant. Tribal LIHEAP coordinators will receive practical guidance on developing programs and drafting policy specific to the needs of individual tribes.

## **3:00PM – 4:15PM Session 3**

### **3A** Addressing Cultural Differences in Low-Income Communities

Room: Caribbean IV

Moderator: Edward G. Gingold, Federal Energy Regulatory Commission

Presenters: David DeLind, DTE Energy  
Todd Morrison, Alliance for Deaf Services

One model of low-income program delivery does not fit all. There are many subsets of low-income consumers. What influence does someone's culture have on how one evaluates his or her need for assistance? How important is it for you to understand cultural differences? This panel will tackle three hard to reach groups examining the influence culture plays in program design and delivery.

### **3B** Energy Conservation: A Family Affair

Room: Caribbean I-III

Moderator: Scott Thach, Alliance to Save Energy

Presenter: Barbara Smith, Community Service Programs of West Alabama, Inc.

It can be extremely difficult teaching small children and teens how to save energy. This session provides energy saving information that can be fun and productive for households who decide to practice techniques presented. Whether you live in a rural area or large city, energy conservation classes help all family members to better understand how conserving energy can improve the family lifestyle. The goal of this presentation is to enable families to become active in reducing utility bills, which results in saving money.

### **3C** § State Level Advocacy: Interaction with PUCs and Beyond

Room: Grand CD

Moderator: David Conn, BGE

Presenters: Joseph Pereira, Colorado Energy Office  
Tyson Slocum, Public Citizen, Inc.  
Olivia Wein, National Consumer Law Center

Advocates speaking on behalf of low-income consumers often lack the resources and tools to be adequately represented in state utility regulatory commission proceedings and before the Federal Energy Regulatory Commission. There is a need to expand low-income utility advocacy work to help ensure that low-income communities have their voices heard. We will highlight reforms, such as intervenor funding for state utility commissions and establishing an Office of Public Participation at the Federal Energy Regulatory Commission, that can help expand and strengthen low-income advocate participation in important utility rate proceedings. We also will clarify what roles state program offices and non-profit community-based organizations can play in making sure that the needs of low-income households are addressed in these proceedings.

### **3D Integrating Financial Empowerment into Consumer Assistance**

Room: Ocean I

Moderator: John Rich, Mid America Assistance Coalition

Presenters: Lauren Christopher, US Department of Health and Human Services - Administration for Children and Families  
Yuliya Rzad, Consumer Financial Protection Bureau

This session introduces participants to a financial empowerment toolkit created by the Consumer Financial Protection Bureau called Your Money, Your Goals. The toolkit's modules function independently of one another, can be used in any combination or order, and are appropriate for a wide variety of client populations, as well as for case managers and social workers who may benefit from financial empowerment in their own lives. The toolkit is designed to allow social service frontline staff to quickly and easily pick the right tool or information to help in their interactions with clients. This toolkit provides standardized, comprehensive, and easy-to-use resources for activities that are already taking place. The session will introduce and describe the toolkit and how LIHEAP funds (through Assurance 16) can be used to integrate the it into existing LIHEAP services.

### **3E Strategic Partnerships that Fund Energy Assistance**

Room: Ocean II

Moderator: Elizabeth Brister, Entergy Services, Inc.

Presenters: Judi Martin, Common Fund of the Heartland

Greg Sawyers, Citizen's Energy Group

Bill Thomas, The Manchester Group

In this workshop, you will learn how Citizen's Energy in Indiana and the Common Fund of the Heartland in the Omaha area are responding to their community needs by supporting and creating fuel funds. In Indiana, Citizen's Energy created the Warm Heart Warm Home Foundation as a result of alarming funding cuts that were made to the federal LIHEAP program in the late 1980's and early 1990's. In addition, you will learn how the Citizens' work with the Manchester Group has resulted in an innovative way to provide funds and services to support the Foundation. In the Omaha area, the Common Fund of the Heartland is a new Fuel Fund created by three metro area utilities, in all-public power state. Their work together is creating ways to fill the gap in energy assistance and efficiently and effectively distribute philanthropic dollars.

### **3F Disasters: Restoration Impact on Low-Income Customers**

Room: Grand AB

Moderator: Nancy Cianflone, NYC Environmental Protection

Presenters: Victor Fleites, Florida Power & Light Company

Patty Riddlebarger, Entergy Services, Inc.

We continue to see the devastation of natural disasters on communities across the country. We see homes destroyed, evacuations, power outages, transportation difficulties, temporary housing, just to name a few. When it's time for utilities to restore they face many challenges. They must navigate through these challenges and find ways to get as many people connected as quickly as possible. This is even more difficult for low income communities due to lack of resources. This workshop will take a deep dive at how utilities manage through this process and what it takes to restore service to these devastated communities.

### **3G Empowering Tribal Communities: Becoming Self-Sufficient**

Room: Key West

Moderator: Monica Toya, Pueblo of Jemez

Presenter: Kim Pevia, KAP Inner Prizes

Self-sufficiency is about breaking the cycle of poverty that is often triggered by historical trauma. This session will highlight principles of assertive case management when targeting financial stability. While there is no single path to achieving empowerment, having the ability to support basic needs and thrive without the need of low-income programs is key to becoming self-sufficient.

# Detailed Conference Schedule



**4:30PM – 6:00PM NEUAC “Tropical Oasis” Cocktail Party**  
Room: Ocean Ballroom Terrace

Join us for a Tropical Oasis themed cocktail party. Guests can sing and dance with the Steel Pan Band and take pictures at the Selfie Station. Live auction, food, prizes and raffles! **White attire preferred.**

Thank you to our generous reception sponsors: **National Grid, EEI, HeartShare Human Services, Lumbee Tribe of North Carolina, and Citizen’s Energy Group.**

## Tuesday, June 27, 2017

**7:30AM – 8:45AM Continental Breakfast**  
Room: Grand Ballroom EF

**8:00AM – 8:15AM NEUAC Membership Meeting**  
Room: Grand Ballroom EF

**8:45AM – 10:30AM Plenary Session**  
Room: Grand Ballroom EF

### **Fundraising: The ABCs of Building Better Boards**

Introduction: Kelly Caplan, Washington Gas  
Speaker: Jean Block, Jean Block Consulting, Inc.



Jean Block

A is for Acquire, B is for Build and C is for Celebrate. Jean will share best practices in getting, keeping and rewarding the best board members, including how to create a skills matrix, critical forms, and motivating board members to participate in the Fun of FUNdraising! Jean is a nationally recognized speaker and consultant on nonprofit management, board development, FUNdraising and social enterprise with more than 40 years of experience as a board and staff leader for local, regional and national nonprofits. She has written five profit books and manuals on fundraising, including *FUNdraising! 180+ Great Ideas to Raise More Money.*

**11:00AM – 12:15PM Session 4**

### **4A Energy Behavioral Engagement**

Room: Caribbean IV  
Moderator: Laura Bayona, Florida Power & Light Company  
Presenter: Jennifer Gremmert, Energy Outreach Colorado

Energy Outreach Colorado will highlight the successes and challenges faced in the 2016 implementation of a behavior change program pilot. This program collaborated with energy assistance agencies throughout the state of Colorado to provide increased levels of energy education and engagement. The goal was to increase overall energy savings and access to additional energy programs in the state of Colorado in order to decrease overall energy consumption for individual energy assistance clients. This program took a 3-tiered approach; daily engagement during the energy assistance in-take process, workshop engagement to increase knowledge around the energy bill and create a customized energy savings plan for the individuals’ home, and in-home energy coaching paired with small energy efficient installations. Results were measured to determine if additional engagement led to increased savings as well as increased state weatherization participation. This presentation will highlight additional program details, the successes and challenges faced, as well as program revisions to be attempted in the 2017 grant year.

## 4B Weatherization Programs of the DOE

Room: Caribbean I-III

Moderator: Katrina Metzler, NEUAC

Presenter: David Rinebolt, US Department of Energy, EERE

Department of Energy Staff will present valuable and critical updates on the Weatherization Assistance Program, which recently celebrated its 40th Anniversary of implementing energy-saving measures for low-income families, helping to reduce their energy burden and increasing the performance of their homes. Staff will discuss new technical updates, administrative updates, and give a preview of the near future for Weatherization.

## 4C Solar Policy: Considerations for Low-Income Households

Room: Caribbean V

Moderator: Matthew Lyons, APPRISE, Inc.

Presenters: Bill Freeman, Maryland Office of Home Energy Programs

Warren Leon, Clean Energy Group

Mark Wolfe, NEADA

State legislatures and utility commissions have mandated investment in renewable energy resources, including solar photovoltaics. But even though low-income households contribute to these programs through their electricity bills, in many jurisdictions relatively few of them have solar installations on their homes and low-income communities may not see direct economic benefits from these investments. The speakers will identify the types of programs that need to be developed, obstacles that must be addressed, and the education and advocacy that needs to be implemented to expand access to solar for low-income families and communities.

## 4D § Addressing Structural Racism in Energy Assistance

Room: Caribbean VI

Moderator: Edward G. Gingold, Federal Energy Regulatory Commission

Presenters: Jim Jacob, NJ Shares

Renee Wolf Koubiasis, Anti-Poverty Network of New Jersey

The Anti-Poverty Network (APN) of New Jersey is a membership organization, made up of individuals who have lived in poverty, non-profit and community-based organizations, faith-based communities, elected and government officials, and private businesses and concerned individuals. Joining together, APN works toward preventing, reducing and ending poverty in New Jersey. The APN recently completed a study entitled “Structural Racism” which delves into the public policies, institutional practices, and cultural representations that often reinforce and maintain racial inequality. By joining this session, you will learn how to form a similar network in your area or state, the value of the work of this collaborative effort. You will also hear startling and thought provoking details from the “Structural Racism” study.

## 4E Is Your Fundraising Adding Up? How Do You Know?

Room: Grand CD

Moderator: Dianne Verner, Florida Power & Light Company

Presenter: Jean Block, Jean Block Consulting, Inc.

From special events to donor appeals, successful fundraisers measure results to ensure their fundraising efforts are generating the highest return on investment. We’ll discuss some easy ways to track results that will help you determine whether the effort is a sacred cow or a true revenue generator.



*Paddle boarder at Sunrise*

# Detailed Conference Schedule

## **4F** § **Role of the Public Service Commission to Ensure Fairness in Rate Setting for Low-Income Customers**

Room: Grand AB  
Moderator: Kathryn Granger, National Grid  
Presenters: Shawn Collins, The Opportunity Council  
Simon Ffitch, Ffitch Law

Rate setting is a long and very complicated process which not only involves utilities and the Public Service Commission (PSC) but many others as well. What goes into this procedure and how is the customer's best interest represented. The PSC has a duty to ensure they are being fair to all rate payers including low income customers. Hear how this process works and how the interest of the low income population we serve are protected and advocated for during the rate making process.

## **4G** **ALICE & Capital Good Fund: A Dynamic Partnership**

Room: Key West  
Moderator: Lou Gonzalez, Florida Power & Light Company  
Presenters: Holly Bullard, United Way Suncoast  
Cesar Salas, Capital Good Fund

Please join us for this workshop featuring United Way Florida's ALICE (Asset Limited, Income Constrained, Employed) program's Holly Bullard and Capital Good Fund's Cesar Salas, to learn how the two agencies partnered to help Florida families in response to Hurricane Matthew recovery needs. Hear how you can use what they did and lessons they learned to help those in need in your area.

## **12:15PM – 1:30PM** **Awards Luncheon**

Room: Grand Ballroom EF

## **1:30PM – 2:45PM** **Session 5**

### **5A** **Reaching Our Most Vulnerable Populations: Overcoming Fears**

Room: Caribbean IV  
Moderator: Edward G. Gingold, Federal Energy Regulatory Commission  
Presenters: Joe Guarinello, HeartShare Human Services  
Jennifer Rodriguez, ConEdison

This session will explain methods used to outreach to our most vulnerable populations who may not be aware of or afraid to apply for benefits. This population includes veterans, immigrants (documented and undocumented), homebound seniors and those with extreme language barriers. Learn how a nonprofit organization, electric utility and HEAP City Director work together and separately to overcome these challenges, get the community as well as get legislators involved to provide service and benefits to those who need it most.

### **5B** **Accounting For Health Impacts**

Room: Grand CD  
Moderator: Erica Lambert, NEUAC  
Presenters: Hans Berg, Lumbee Tribe of NC  
Ellen Tohn, Tohn Environmental Strategies, LLC

This session will focus on the undeniable connection between energy efficiency and healthier homes, and highlight exciting energy plus health projects in Washington and Vermont. In recent years there has been a greater focus on examining the far reaching benefits and savings related to properly installed energy efficiency measures. The truth is that there are much greater benefits tied to efficiency measures than simply energy savings. Join this session for a discussion on the advancements of Healthy Homes types activities, funding possibilities, and the importance of these issues now and for the future.

## **5C Evaluating Low-Income Programs: How and Why**

Room: Caribbean VI

Moderator: Daniel Bausch, APPRISE, Inc.

Presenters: Jackie Berger, APPRISE, Inc.

Maria Frederick, FirstEnergy

Greg Seitz, New Jersey Natural Gas

Connie Taylor, Ameren Missouri

Policymakers mandate programs, states and utilities implement programs, and utility, agency, and contractor staff deliver program services. All parties aim to deliver the greatest benefits with the available resources, but sometimes it is difficult to assess how the program can be more effective and/or efficient, and to document the full range of benefits delivered by the program. Evaluation research is critical to address these issues. In this session, a national expert in low-income program evaluation will present a framework to help policymakers set evaluation guidelines that deliver comprehensive information on program performance and to help program managers engage in program evaluation activities and use evaluation results. Key information on the types of evaluation needed to answer important questions about program performance will be presented and low-income program managers will provide concrete examples of how evaluations helped them to understand how their programs were working, refine program procedures, and improve program performance.

## **5D Reducing Energy Burden**

Room: Caribbean V

Moderator: Sherri Hahn, Spire Energy

Presenter: Sharlet Kroll, Missouri Division of Energy

While energy in Missouri is less costly than in other areas of the nation, 15.5 percent of Missourians are in poverty, with the rate exceeding 23 percent in some rural areas of the state. The Missouri Comprehensive State Energy Plan denotes energy affordability as an area of action, with recommendations to reduce energy burden. Missouri has a long history of advocating for affordable utility bills through short-term solutions such as bill assistance programs and long-term reductions in use through efficiency improvements. Experimental bill assistance programs have tested the success of both fixed and need-based credits, as well as the three-pronged approach of 1) bill payment support, 2) requirements for weatherization, and 3) arrearage reductions.

## **5E 60+ Great Ideas to Raise More Money!**

Room: Grand AB

Moderator: Chad Quinn, Dollar Energy Fund

Presenter: Jean Block, Jean Block Consulting, Inc.

This fast-paced session will share more than 60 ways to raise more money from special events to donor appeals that really work. You will gain dozens of practical ideas that you can put to work immediately, many of which will get the board inspired and motivated to participate in the FUN of FUNdrising.

## **5F Show Me You Care: How Utilities Work With Vulnerable Customers**

Room: Caribbean I-III

Moderator: Carmen Malloy, Peoples Natural Gas

Presenters: Karen Clunas, Peoples Natural Gas

David Conn, BGE

Richard Doran, Fuel Fund of Maryland

Low-income communities are often forgotten and left behind, leaving them to navigate through the system, attempting to find ways to make ends meet. Utilities work with many different agencies and partners to find ways to reach out and provide assistance to those in need. In this workshop you will hear how two utilities, along with their partners, have developed programs to reach our distressed communities with a variety of innovative programs.

# Detailed Conference Schedule

---

## **5G § How Deregulation is Impacting Low-Income Households**

Room: Key West

Moderator: David Carroll, APPRISE, Inc.

Presenters: Roger Colton, Fisher Sheehan & Colton

Aimee Gendusa-English, Citizens Utility Board

Across the country, public service commissions are considering and adopting deregulation proposals that can have significant impacts on low-income consumers. These initiatives potentially give an educated consumer the opportunity to have more control over their electric and/or natural gas supplier. However, along with choice comes the potential for consumers, particularly low-income consumers, to be put at risk for significant increases in their utility costs. In this session, two professionals who are deeply involved in issues related to deregulation will help you to understand the risks for low-income consumers and to identify strategies that offer protections for your clients as the commission considers alternatives and how you can help to educate and protect your clients once consumer choice has been implemented.

### **3:00PM – 4:15PM Session 6**

## **6A Identifying Effective Electronic Outreach to Low- Income Customers: An Analytic Study**

Room: Caribbean I-III

Moderator: Steve Whitworth, Florida Power & Light Company

Presenters: Anthony Abeyta, Southern California Edison

Melanie Edel, Ph.D., Southern California Edison

Guided by an overall aim to better understand the multifaceted dynamics of digital and digital-related behaviors among SCE's domestic residential customers, this presentation focuses on low income customers enrolled in the CARE program for the calendar year 2017. More specifically, using cluster analysis as well as multivariate logistic regression, the presentation aims to identify significant socioeconomic, demographic, infrastructure and geographic characteristics of CARE households that exhibit such digital behaviors as having an email address, an online SCE MyAcct (My Account), online billing, and other digital-related behaviors. These CARE customers will also be differentiated from the general SCE residential domestic customers on these digital and digital-related behaviors to possibly gain some valuable insights that will enable the formulation of responsive programs and policies to more effectively promote the adoption of these behaviors.

## **6B Innovative Low-Income Renewable Energy Efficiency Programs that Deliver!**

Room: Grand CD

Moderator: Erica Lambert, NEUAC

Presenters: Joseph Pereira, Colorado Energy Office

Theodore Trabue, Jr., DC Sustainable Energy Utility

Over the last decade, solar has experienced a compound annual growth rate of more than 60%. At the same time, the cost to install solar has dropped by more than 60%. Unfortunately, the benefits of that growth haven't reached all communities equally, low-income communities in particular. Today's panel will provide details on two jurisdictions doing innovative work to bring solar to those who struggling most to pay their bills: a DC pilot program designed to make solar technology accessible to both low-income residents and small businesses located in low-income communities; and a Colorado program that combines rooftop solar PV and weatherization services in order to produce greater energy cost savings for income eligible homeowners.

## **6C § Effective Advocacy for LIHEAP & WAP Programming**

Room: Caribbean VI

Moderator: Edward G. Gingold, Federal Energy Regulatory Commission

Presenters: Joe Gibbons, Energy Equity Alliance

Wendi Lipsich, District Director, Congressman Ted Deutch

Michelle Oyola McGovern, Director of Outreach, US Senator Bill Nelson

When you get an appointment with a policymaker or staffer, you only have a few moments to get your message across. How can you best accomplish your advocacy goals? LIHEAP is a successful and worthy program, so how can advocates effectively communicate the value of the program to policymakers? This workshop will explore how local advocates can best rally their support into an effective grassroots effort. We will present the "do's and don'ts" of LIHEAP advocacy and offer effective advocacy techniques and strategies necessary to influence policymakers and create key relationships.

## **6D Putting LIHEAP Performance Measures into Practice**

Room: Caribbean IV

Moderator: John Keeney, New England Farm Workers' Council

Presenters: Jennifer Lee, ADECA

Kevin McGrath, APPRISE, Inc.

Melissa Torgerson, Verve Associates LLC

Using two years of actual LIHEAP Performance Measurement Data, participants in this session can expect to leave with concrete examples of what LIHEAP Performance Measures tell us about our customers, as well as ways that stakeholders (grantees, subgrantees, vendors, and advocates) can use data to make informed decisions about energy assistance in their service area(s).

## **6E Need A Million Dollars For Your Energy Fund? Learn How Escheats Can Make That Happen**

Room: Grand AB

Moderator: Barbara Gomes, NJ SHARES

Presenters: Jim Dieterle, Former AARP NJ State Director (Video Presentation)

Jim Jacob, NJ SHARES

Escheat is "the reversion of property to the state in the United States when there are no legal heirs." What does this have to do with providing energy efficiency? AARP and New Jersey utilities worked together on a policy that led to many millions in utility escheats-funding bill-payment assistance over many years. This strategy also worked in Colorado and several other states. Learn how you can advocate bringing these unique and creative funding resources to your state.

## **6F Customers and Utilities: It's a Partnership!**

Room: Caribbean V

Moderator: Cecil Daniels, CTED

Presenters: Patricia King, PECO Energy

Ronnie Mendoza, Austin Energy

Finding ways to make utilities affordable is challenging and cannot be done alone. Every utility has a certain percentage of low income customers, some more than others. It is imperative that utilities and their partners create and design customer centric programs to meet the needs of the low income customer. At the same time we know it is a balancing act between utility-sponsored programs and customer responsibility. In this workshop you can expect an informative, highly interactive discussion that will offer ways utilities and others can broaden their customer assistance programs and how utilities strive to find ways to provide affordable utility service while balancing customer responsibility.

## **6G Bridging the Gap for Consumer Advocacy: Engaging Tribal Nations and Energy Suppliers**

Room: Key West

Moderator: Patrick Strickland, Lumbee Tribe of NC

Presenter: Vernon McQueen, Duke Energy

Throughout Indian Country LIHEAP provides tribal communities with funding to combat energy insecurities. Policymakers often refer to tribal nations when developing policy and budgeting issues that have tribal implications. This session takes a broad approach on advocating for the consumer by engaging tribal and utility agencies in meaningful consultation and collaboration with federal, state, and local agencies.

# Detailed Conference Schedule

---

Wednesday, June 28, 2017

**8:00AM – 9:00AM**    **Group Breakfast**

Room: Grand Ballroom EF

**9:00AM – 11:45AM**    **Plenary Session**

Room: Grand Ballroom EF

## **Focusing on the Unique Issues of Our Low-Income Senior Citizens**

Moderator: Dave Lynn, Florida Power & Light Company

Speakers: Andrea Busada, Broward County Elderly and Veterans Services Division

Margaret Lynn Duggar, Florida Council on Aging

Max Rothman, Alliance For Aging

We know they qualify for assistance. We know they need help. How do we find them to provide these services? Specifically, how do we convince them to apply for and accept the services we have to offer them? In this session we will feature a panel of experts who work with the senior population. They will discuss the issues seniors have shared with them that have enabled improved outreach and increased needed services to our most vulnerable populations.

## **Regional Issues: Solution-Building by Region**

Moderator: Lou Gonzalez, Florida Power & Light Company

Recognizing that problems of hot weather are much different than those of cold weather, and utility regulations vary greatly across the country, NEUAC held a session at last year's conference that began conversations identifying best practices and challenges in low income energy assistance on a regional basis. Since then, we have formally developed working committees for each of the regions. This session brings conference attendees into the conversation to enrich information and solutions. Join us and contribute your ideas.

**11:45AM – 12:00PM**    **Wrap Up / Raffle**

Room: Grand Ballroom EF

# 2017 Exhibitors

---

Be sure to stop by the exhibit area and meet with representatives from the following companies:

- AARP
- Active TeleSource
- AM Conservation Group, Inc.
- Capitol Strategies Consulting, Inc.
- CDS
- CMC Energy Services, Inc.
- Consumer Financial Protection Bureau
- Energy Federation, Inc.
- HeatSmart
- Kern, Inc.
- Mid America Assistance Coalition
- National Energy Foundation
- Nest Labs
- NTC Corporate
- Project Energy Savers, LLC
- Promotion Management Center
- Resource Action Programs
- Smart Energy Water
- Solix
- The Manchester Group
- TrickleStar



## Enhancement Sessions

*(The Water Affordability Summit is included in your conference fee. Please be sure to register for this session, as lunch is included.)*

**1:00PM – 2:45PM**

### Water Affordability Summit

Room: Grand Ballroom EF



Photo Credit: Fir0002/Flagstaffotos

Across the country, the cost of infrastructure improvements and clean water delivery systems are being passed on to consumers, creating a significant burden for those living in poverty. Join NEUAC in exploring the challenges facing low-income customers and vulnerable populations related to water; including data associated with this growing need, research and policy discussions, and establishing a fund for water utility assistance. Panelists will include members of the water assistance community, the non-profit leader of a water fund and data experts. There will be ample time for open discussion with the audience and your local planning of next steps. (Lunch Provided)

**1:00PM – 3:00PM**

### New Port Everglades Power Plant Tour

In 2013, FPL demolished its 1960s-era Port Everglades Power Plant to build a new, more fuel-efficient plant that runs on clean, low-cost American produced natural gas. FPL's Port Everglades Next Generation Clean Energy Center:

- Helps keep bills low for customers
- Delivers economic benefits to local community
- Makes America more energy independent
- Provides environmental benefits.



Photo Credit: FPL.com/port

**Advanced Reservations are required.** If you registered and do not have a tour ticket, please check with the conference desk to ensure your name is on the registration list. Security clearance is needed. Lunch is included.

*Planning and implementing your strategic success*

Effective and Educational  
Conference Management

Customized Staff  
Development Training

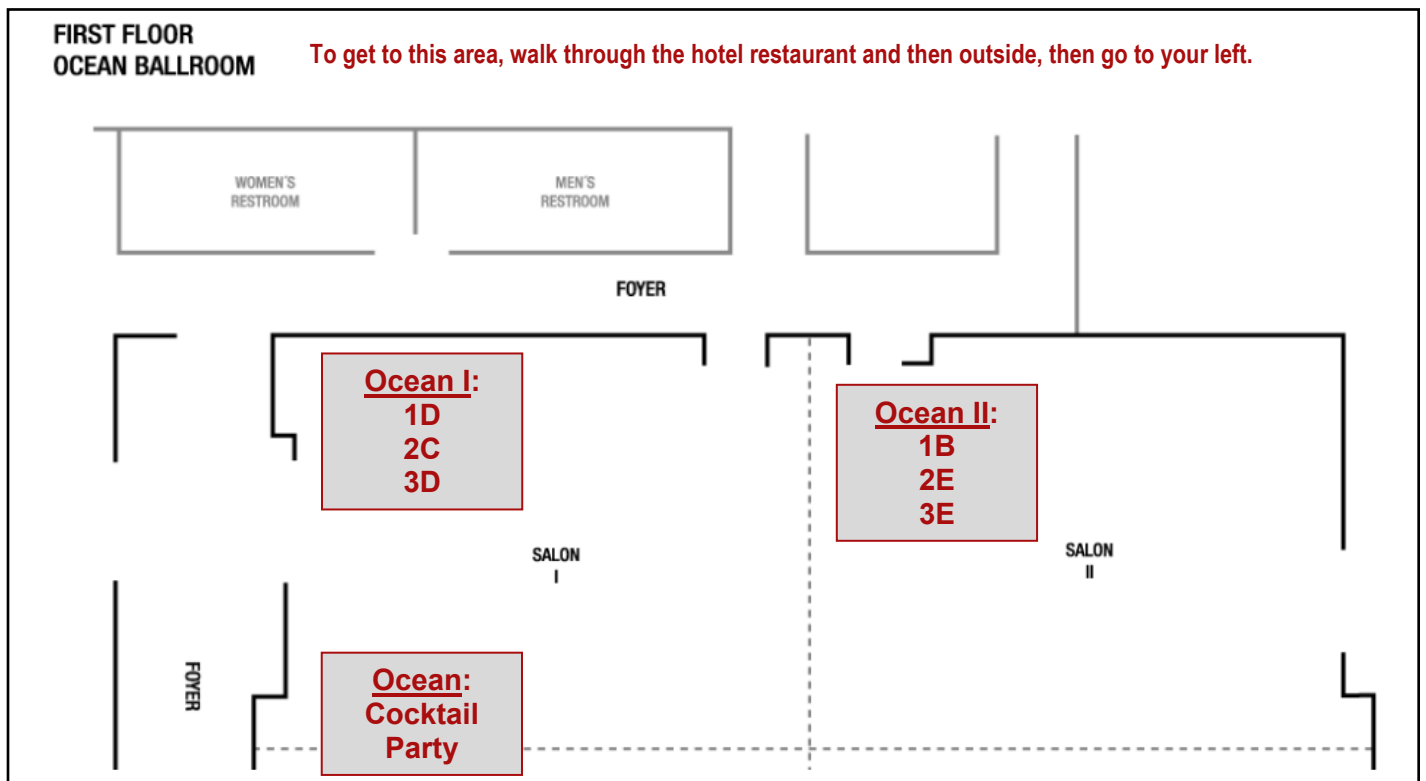
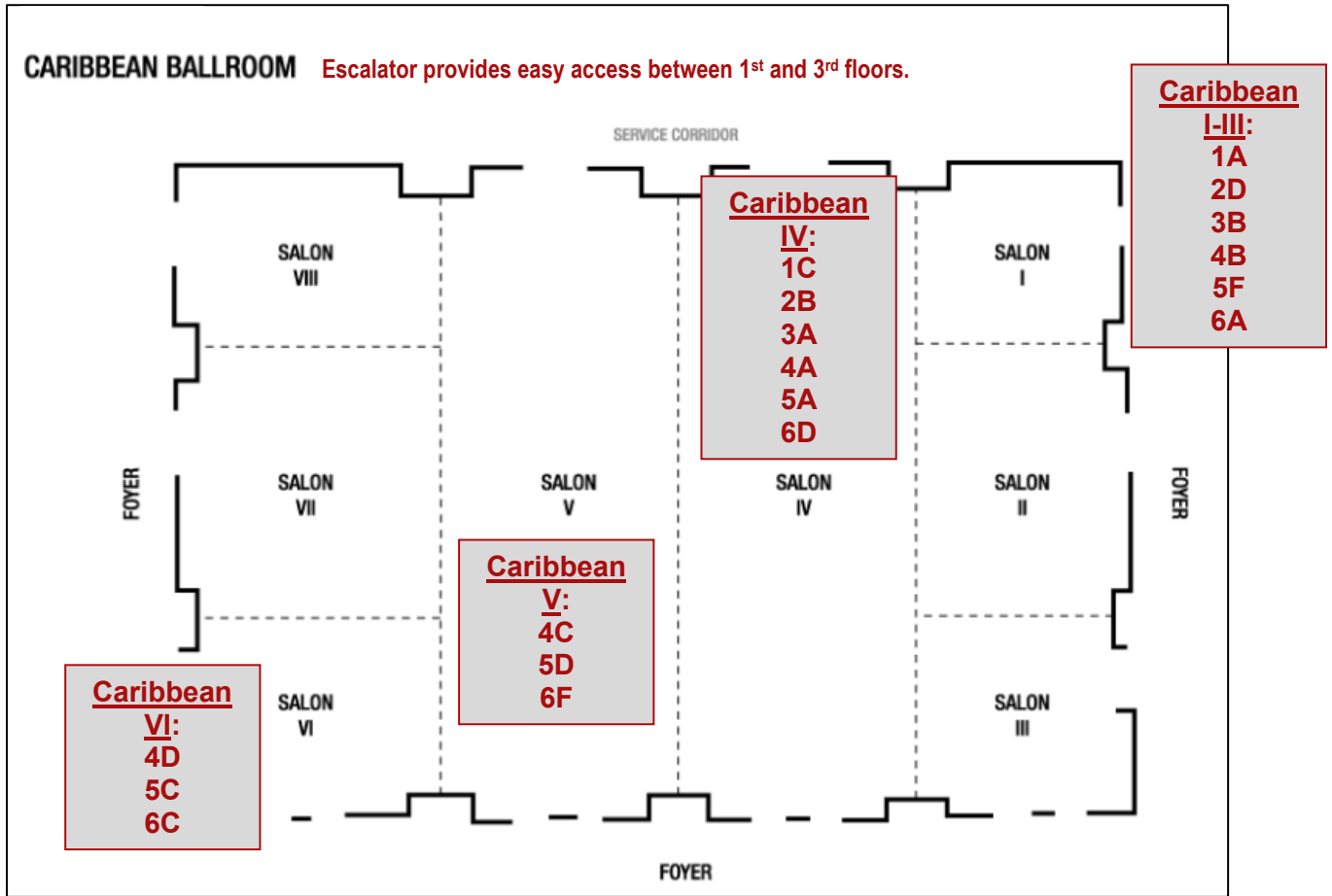


[www.gove.org](http://www.gove.org)

*Proudly serving NEUAC  
since 1994*

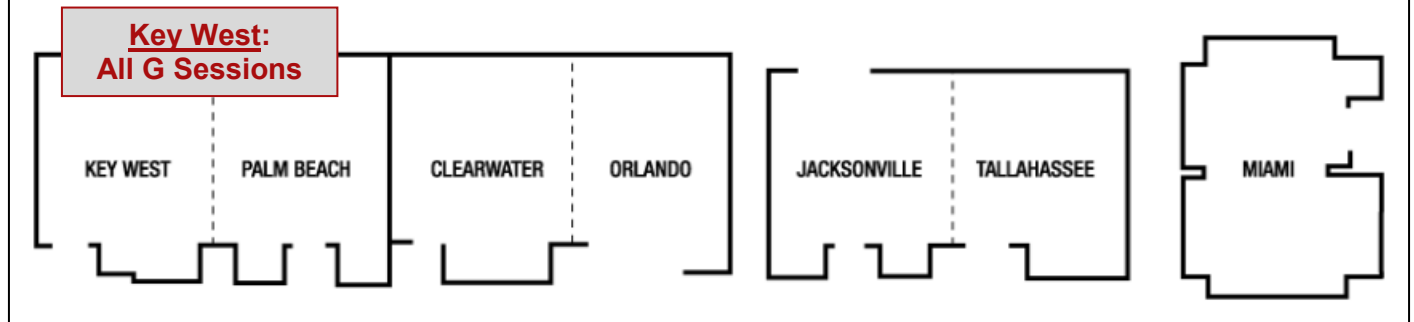
# Hotel Maps

## First Floor – Conference Center



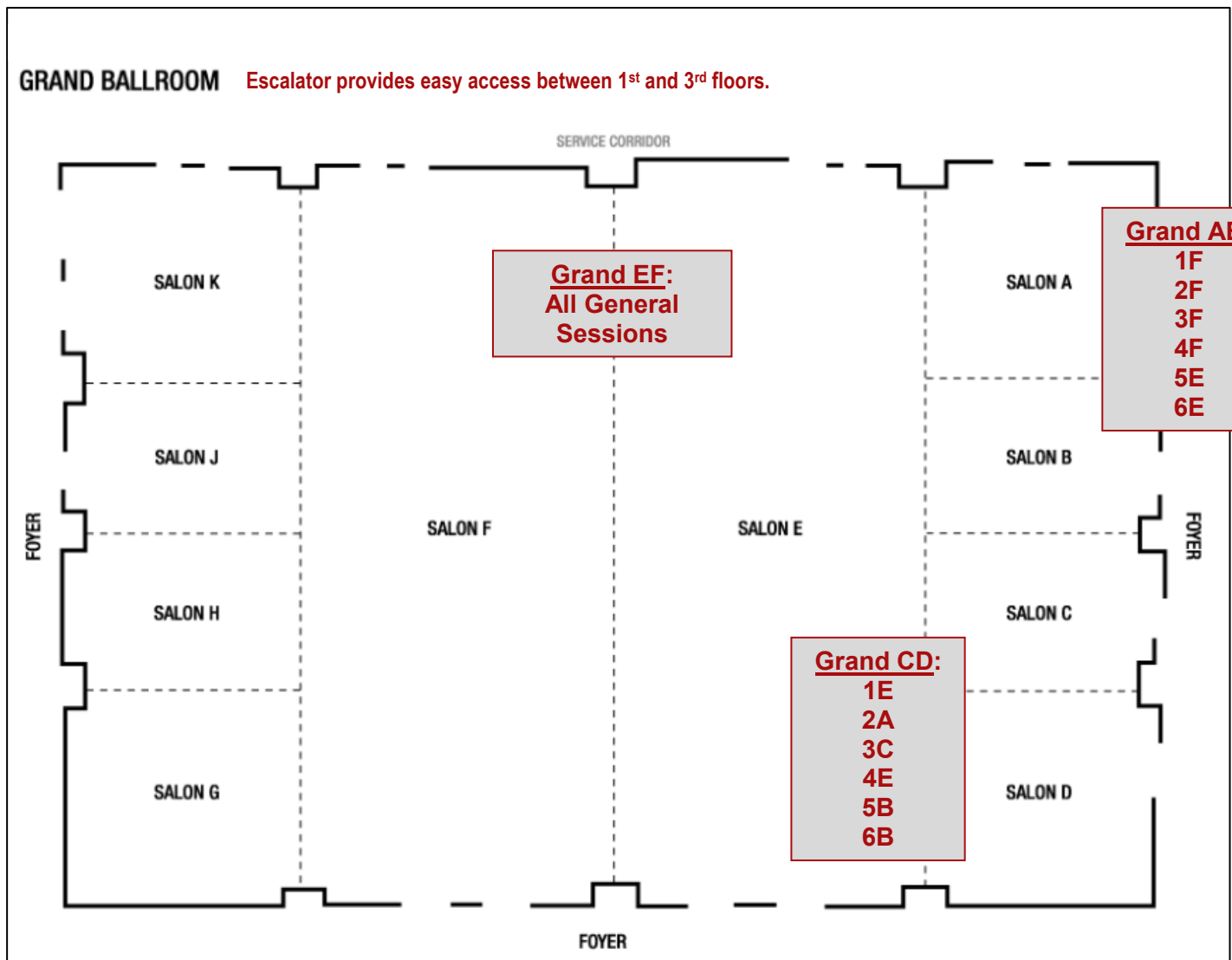
## Second Floor – Conference Center

**SECOND FLOOR** Easiest access is stairway between 1<sup>st</sup> & 3<sup>rd</sup> floor. Elevator is also an option.



## Third Floor – Conference Center

**GRAND BALLROOM** Escalator provides easy access between 1<sup>st</sup> and 3<sup>rd</sup> floors.



# A Special Thanks

---

A special thanks goes out to all of the people behind the scenes to make this conference successful:

- **Co-Chairs** Tanya Brothers (HeartShare Human Services of New York), Deb Davis (NiSource) and Louis Gonzalez (Florida Power & Light Company)
- **CLE Coordinator** Edward G. Gingold, Esq. (Federal Energy Regulatory Commission)
- **Local Planning Committee Coordinator** Louis Gonzalez (Florida Power & Light Company)
- **Cocktail Party & Silent Auction Coordinator** Tanya Brothers (HeartShare Human Services of New York)
- **Volunteer Coordinator** Jennifer Ference (Dollar Energy Fund)
- **AV Coordinator** Marc Dunning (Florida Power & Light Company)
- **Exhibitor Coordinator and Conference Management** Sue Gove, Melanie Brantner, Colleen McDonough Syd Sheehy, and Ellen Small (Gove Group)

**And Especially ...**

- **All of the track leaders and developers, and all of the local planning committee members**

**A heartfelt thanks to our Sponsors,  
Exhibitors, In-Kind Supporters, Raffle and Silent Auction Contributors,  
and Tote Bag Contributors!**



Your input is extremely valuable to the NEUAC Conference Planning Committee. We want to know your thoughts on our conference topics, speakers, format, and special events – everything about the conference.

**Please take the time to complete the App survey and/or the paper surveys provided at each session.**

**YES – We are offering an incentive.** You will receive a raffle ticket for each survey you turn in to the moderator at the end of a session.

If you use the App, your name will be randomly selected.

Raffles will be held throughout the conference.



# We want to thank the following companies and organizations for helping to make this conference possible:

## Major Sponsors



## Sponsors



# Things to do in Fort Lauderdale

---



## Fort Lauderdale Beach

From Lauderdale properties dotting the beachfront skyline to Las Olas Boulevard for casually chic shopping and dining scene, Fort Lauderdale Beach has some of the best people-watching in South Florida. And don't forget to stroll, jog, or blade along the palm tree-fringed, brick-lined beachfront promenade.

Source: sunny.org

## Everglades Swamp Tours

Everglades Swamp Tours wants to take you on an airboat ride through the "River of Grass." Come explore Florida's unique wetlands as experienced and knowledgeable guides take you on an Airboat Tour. You'll be introduced to a side of Florida you've never seen before. From its native inhabitants of exotic birds and endangered panthers to American alligators, the Everglades is home to a bounty of treasures.

Source: sunny.org and evergladesswamptours.com



## Stranahan House Museum

The historic Stranahan House was built in 1901 by Frank Stranahan, the father of Fort Lauderdale and his wife, Ivy Cromartie Stranahan, the town's first school teacher. The building has served as a trading post, community center, post office, bank and home to the Stranahans. In 1984, the house was restored to the original configuration of the early 1900s and opened up as an historic house museum listed on the National Register of Historic Places.

Source: sunny.org



## Las Olas Boulevard

Known as the shoppers' paradise. Where else can you find such a wide variety of quality stores? And the ambience of the boulevard makes shopping even more of a pleasure. Have a leisurely brunch at a sidewalk café, browse and shop at fabulous boutiques, galleries, specialty stores and fabulous fashion houses and then spend a romantic evening dining at one of Las Olas' many wonderful restaurants!

Source: sunny.org





## Seminole Indian Reservation

Explore the history and culture of the Seminole Indians featuring an authentic Seminole Village with Tribal members demonstrating their world famous arts and crafts. Surrounded by native animal exhibits including; the endangered Florida panther, alligators, river otters, fox, birds, and more. Over 30 different species of animals on exhibit.

Source: sunny.org

## Butterfly World

The world's largest butterfly park, home to more than 20,000 live butterflies from every corner of the globe. Marvel at hundreds of exotic birds in the 6 Free-Flight Aviaries, hand-feed the lorikeets, and explore the butterfly museum and Bug Zoo! Waterfalls, botanical gardens, passion vines, and roses complete this natural habitat. The perfect adventure for everyone!

Source: sunny.org



## Sea Turtle Nesting Season

Sea Turtle Nesting Season (March - October) is underway on Greater Fort Lauderdale's beaches -- and these ancient mariners need all the help they can get. Nearly 90% of sea turtle nesting in the U.S. occurs in Florida. From March through October these creatures will return to their home beaches to lay eggs. Greater Fort Lauderdale's coastal residents and beach visitors can help sea turtles during the nesting season by keeping beaches clean, being aware of nesting sites and reducing artificial lighting near beaches that can distract and confuse mothers and hatchlings. Sea turtle hatchlings use light and reflections from the moon to find their way to the water at night.



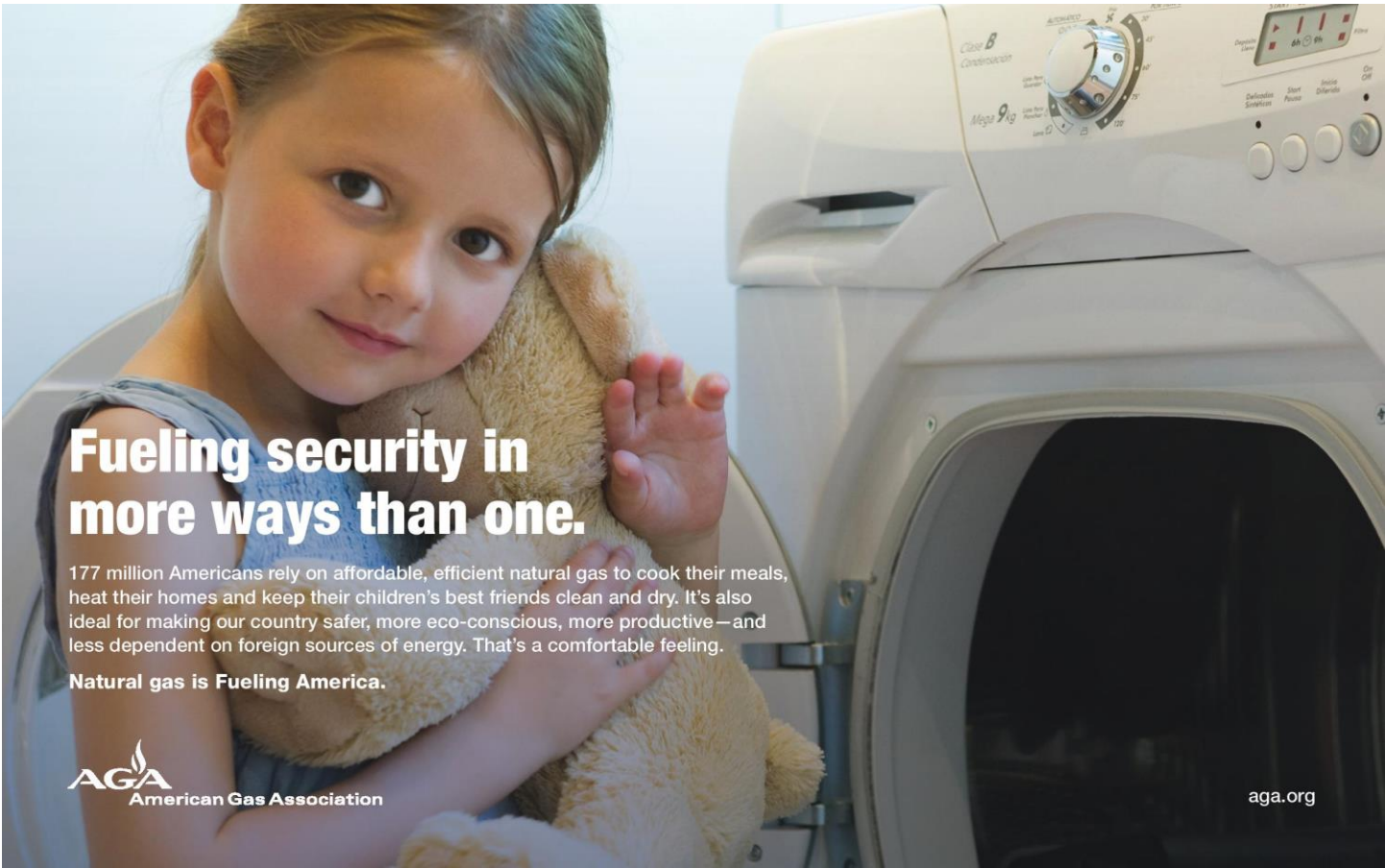
Turtles deposit approximately 100 golf-ball size eggs, gently cover the eggs with sand and then they spread sand over a wide area to obscure the exact location of the chamber. They then leave the nest site and reenter the water.

Since adult sea turtles do not nurture their hatchlings, the female never sees the nest site again. Male sea turtles never leave the ocean.

Incubation of the nests takes about 45-55 days. Here in Broward County the eggs that are deposited in the chambers are either left to incubate naturally or are moved, (relocated) to a safer area of the beach. Some of the nests are relocated because of the extent of the development on our beaches and the bright lights from condos, streets, and highway traffic. The relocation process serves to protect the emerging hatchlings so they can exit the nest and traverse the beach to the water on their own. Nests that are not moved are those that are already on safe beaches.

After incubation, the hatchlings emerge from the nest en masse and, using various environmental and inherited cues, quickly migrate to the water's edge. If artificial lights are lighting the beach, the hatchlings will be disoriented, travel in the wrong direction, and possibly never make it to the water.

Once in the water the hatchlings swim directly out to sea, facing a perilous struggle to survive to adulthood. The best scientific estimates available indicate that only one in 1,000 hatchlings will survive (anywhere from 12-50 years) to become a reproductive adult sea turtle.



# Fueling security in more ways than one.

177 million Americans rely on affordable, efficient natural gas to cook their meals, heat their homes and keep their children's best friends clean and dry. It's also ideal for making our country safer, more eco-conscious, more productive—and less dependent on foreign sources of energy. That's a comfortable feeling.

Natural gas is Fueling America.



aga.org



## Want to cut the time and cost of validating a customer's eligibility for a program?

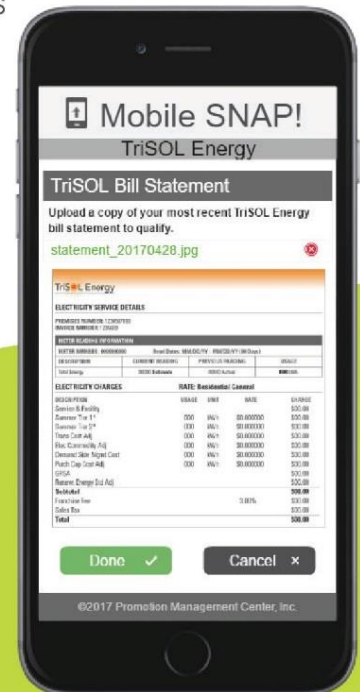
Since 1983, PMC has provided turnkey application validation services in 1-10 days. From solicitation to enrollment, we support income-qualified programs with online and paper application technology.

## Do you use a smart phone to text and access the web?

Income-qualified customers do too. PMC's technology allows customers to apply online and text photos of required documents. 80% of customers apply online today.

## Need to improve your customer experience and your supplier diversity plans?

PMC is certified woman-owned.



## Contact us for a conversation or demo.

Paul Hanson  
612-396-8114  
phanson@pmci.com

Tom Diffley  
651-321-8734  
tdiffley@pmci.com

# Help Your Communities Stay Warm and Save Energy

**Heat Smart** has helped thousands of families with a simple low cost program around the country. Call Donna Montaquila to learn more.

(800) 848-9665 ext. 250  
donna@northwestwoolen.com



**Low Income Energy Issues Forum  
(LIEIF) <http://defgllc.com>**



**DEFG**  
Consumer • Energy • Performance



## Powering our community

As a community-owned, not-for-profit electric service, SMUD exists to serve our customers. That means we're able to focus on the best interests of our community, just as we've done for over 70 years.

Learn about our programs and services at [smud.org](http://smud.org).



©SMUD 0897-17\_445

BECAUSE OF PEOPLE LIKE YOU, THERE ARE

OVER  
21  
MILLION

FEWER MERCURY THERMOSTATS IN THE UNITED STATES.

KEEP 'EM COMING.



Recycle every mercury thermostat, every time.

Go to [Thermostat-Recycle.org](http://Thermostat-Recycle.org) or call 1-888-266-0550 to find the recycling center closest to you.





# U.S. Gas & Electric Proud Supporter of the NEUAC Conference

U.S. Gas & Electric ("USG&E") and its family of companies are pleased to demonstrate our commitment to the communities we serve by supporting the National Energy and Utility Affordability Coalition (NEUAC) in their efforts to increase awareness of the energy needs of low income energy consumers.

With our expertise in providing electricity and natural gas to customers with a diverse array of energy usage patterns and requirements, USG&E is experienced in meeting the energy needs of our customers by offering both variable and fixed rate programs while providing value-added benefits.

**USG&E  
Customer Benefits**

- Rewards Programs
- Refer-A-Friend Program
- Compelling Pricing Plans
- Superior Customer Service



*MDG&E and NJG&E are "Highest in Residential Customer Satisfaction with Retail Electric Service in Maryland and New Jersey"*  
- J.D. Power

## USG&E and Our Family of Companies



Maryland Gas & Electric and New Jersey Gas & Electric received the highest numerical score among 7 providers in their respective regions in the J.D. Power 2016 Retail Electric Provider Residential Customer Satisfaction Study, based on 24,185 total responses, measuring the experiences and perceptions of customers with their retail electric provider, surveyed August 2015-June 2016. Your experiences may vary. Visit [jdpower.com](http://jdpower.com)

We look forward to seeing you next year in  
Phoenix, Arizona for

# NEUAC 2018

Sheraton Phoenix Downtown Hotel  
June 25-27, 2018



©Visit Phoenix  
Photographer credit: Nick Cote

If you would like to help to prepare the 2018 NEUAC conference, we very much welcome you!  
Please contact Katrina Metzler at [kmetzler@neuac.org](mailto:kmetzler@neuac.org).

Our first planning meeting will be held on September 13, 2017 in Phoenix.