

# NATIONAL ASSOCIATION OF STATE UTILITY CONSUMER ADVOCATES

## 2019 ANNUAL MEETING

Grand Hyatt Hotel  
San Antonio, Texas  
November 17-20, 2019

Registration and all sessions will be in the Presidio Room on the 3<sup>rd</sup> Floor of the Grant Hyatt Hotel unless otherwise noted in the agenda.

Dress is business or business casual.

### Saturday - November 16, 2019

2:00 pm – 5:00 pm      Optional – Critical Consumer Issues Forum (CCIF) – Kickoff Meeting

Contact David Sprunge or Katrina McMurrian about attending and receiving a one night hotel stipend for NASUCA Members

### Sunday - November 17, 2019

Noon – 5:00 pm      Registration  
*-Please pick up your meeting material, name badges and reception tickets*

Located at: <https://www.nasuca.org/event/2019-nasuca-annual-meeting/>

*-Agenda  
-Bios and Headshots for Speakers  
-Meeting Registrants list*

11:30am – 12:45 pm      Executive Committee Board Meeting (*Travis Room - Lunch Provided*)

### **NASUCA Meeting Begins – Open Sessions**

1:00 pm – 1:05 pm      Welcome – Mark Schuling (IA) – NASUCA President

1:05 pm – 2:50 pm      ***DOE/LBNL Distribution Technology Training (Open to all Registrants)***

Session 1: 1:05 – 1:55      DSPx: Planning for a Modern Grid

Joe Paladino      Technical Advisor, DOE Office of Electricity

Session 2: 2:00 – 2:50

TBD

2:50 pm – 3:00 pm      Break (Coffee and Light Refreshments)

*NASUCA is the essential voice of utility consumers, representing and supporting utility consumer advocates in their efforts to achieve safe, reliable and reasonably priced utility services.*

3:00 pm – 3:50pm

Closed Business Session – NASUCA Members Only

Welcome: Welcome – Mark Schuling (IA) – NASUCA President

- Officer Reports
  - Secretary's Report (Vote on Minutes)
  - Treasurer's Report (Vote on 2019 Budget)
  - Nominating Committee Report (Vote on Officers, Board)
  - President's Report
- Executive Director's Report
- Committee Reports
  - Work Draft Resolution

\*\* Closed Work Session Continues Monday 8:00 am - 9:15 am

4:00 pm – 5:00 pm

Joint NARUC/NASUCA Meeting – Room TBD

- With NARUC Consumer and Public Interest Committee

***Working Together to Understand and Address Affordability, Arrearage and Shut-off Issues: A Conversation between Commissioners and Consumer Advocates.***

*Safe, reliable and affordable service. This is the regulatory mantra. But, how do we help those customers that struggle with affordability? Can we use the regulatory process to gather data to better track and understand the affordability issues? What regulatory procedures might best help customers that struggle with affordability issues or that are medically at-risk avoid having their service turned off. This joint session begins an important discussion between public utility commissioners and consumer advocates about how we can work together over time to document and better understand these important issues, and to study and support practices that might become a model for consumer protection across many jurisdictions.*

**NASUCA participants**

TBD

5:00 pm – 6:30 pm

NARUC President's Reception – Open to NASUCA Members – Ticket Required

*Dinner on your own*

**Monday - November 18, 2019**

7:00 am – 8:30 am

Registration and Continental Breakfast (Room TBD)

\*\*Breakfast available to NASUCA meeting registrants\*\*

8:00 am – 9:15 am

**Closed Business Session – NASUCA members only**

Association Business: cont'd from Sunday

- Officer Reports
  - Secretary's Report (Vote on Minutes)
  - Treasurer's Report (Vote on 2019 Budget)
  - Nominating Committee Report (Vote on Officers, Board)
  - President's Report
- Executive Director's Report
- Committee Reports
  - Work Draft Resolution

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9:15 am – 9:30 am Break

**Open Session Begins**

9:30am – 9:35 am *Welcome*  
Mark Schuling (IA), NASUCA President

9:35 am – 10:25 am **Consumer Protection Committee: Personal Customer Energy Data: It's My Business, UNLESS I Say Otherwise!**

This panel will discuss federal and state policy and legislation, dealing with the use and disseminating by utilities of personally identified consumer energy data, including usage data. How do we both protect consumer privacy while also creating mechanisms that allow consumers to share data with 3<sup>rd</sup> party vendors if they choose to do so. And are there any reasonable means of controlling the use of consumer data once in the hands of 3<sup>rd</sup> parties?

Moderator:  
TBD

Speakers:  
TBD

10:30 am – 11:25 am ***Managing Electric System Reliability – The North American Electric Reliability Corporation (NERC), Regional Entities and RTO's***

This panel will discuss the important role that NERC, the six Regional Reliability Entities and the RTO's have in insuring the reliability of the bulk power system. We will talk with NERC and RTOs to help advocates get a better understanding of how the reliability structure works, to talk about where consumer advocates can better work within the reliability structure and to talk about the future of reliability with higher levels of renewables in the RTOs

Moderator:  
Jackie Roberts Consumer Advocate, West Virginia Consumer Advocate Division

Speakers:

11:30 am – 12:00 pm Richard Glick Commissioner, Federal Energy Regulatory Commission

12:00 pm – 1:30 pm Heads of Office Lunch (*Room TBD*)

12:00 pm – 1:30 pm Lunch Break – on your own

1:30 pm – 2:25 pm

***Electric Committee Panel - Should Full Electrification of Energy Systems Be Our Goal? And if So, How Will This Goal Impact Consumers, States, and Utilities?***

This panel will examine the impacts on consumers, states and utilities as we move towards increased electrification. What are the potential benefits and costs or impacts of encouraging electrification? How will we manage load, balance increased levels of renewable energy while at the same time facing plant retirement all while maintaining affordable bills for consumers?

Moderator:

Speakers:

2:30 pm – 3:25 pm

***Natural Gas Panel - Electrification and Natural Gas Expansion Policies: What Will it Cost Me and My Neighbor?***

This panel will explore proposed policies that seek to reduce greenhouse gas (GHG) emissions, but that also impact our current natural gas suppliers, local distribution companies and consumers. If carried forward will these policies be positive or negative impacts the expansion will produce.

Moderator:

Speakers:

3:25 pm – 3:40 pm

Break (Coffee and Light Refreshments)

3:40 pm – 5:00 pm

***“Vignettes”***

*“noun /vin-yet/: a brief evocative description, account or episode”*

1. Washington DC Peoples Counsel – DER Consumer Learning Center  
Keishaa Austin , Washington DC-Office of Peoples Counsel
- 2.
- 3.
- 4.

5:00 pm – 7:00pm

***NASUCA Reception***

***\*\*Open to All Meeting Registrants and speakers\*\****

***Location:*** TBD

Dinner on your own

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**Tuesday - November 19, 2019**

7:00 am – 8:30 am Registration and Continental Breakfast (*Room TBD*)  
\*\*Breakfast available to NASUCA meeting registrants and speakers\*\*

**Open Session Begins**

9:30am – 10:00 am Gregory M. Cooke Chief, Office of Intergovernmental Affairs, Consumer and Governmental Affairs Bureau, Federal Communications Commission

10:05 am – 11:00 am ***Telecom Committee Panel: Like the Phoenix, Telecommunication Service Quality Issues are Rising Again***

This panel will discuss telecom deregulation. Telecommunication services remain vital to public health, safety and quality of life. Currently, several states are increasing their oversight by addressing telecommunications service quality issues resulting from the failure of telecommunication providers to adequately maintain their networks and associated efforts to force subscribers to use alternative services which may not provide: 1) the functionality customers rely upon and/or 2) functionality during prolonged power outages. The panel will go in depth to discuss various state actions around the country

Moderator:

Speakers:

11:05 am – 12:00 pm ***Water Committee: Distressed Water & Wastewater Systems – Other Options Other Than a Sale.***

States are facing an increasing number of distressed systems, which many would argue need oversight and new mechanisms to provide safe and reliable services to its consumers. As the American Society of Engineers National Infrastructure Report Card assigns an average of "D" for wastewater and drinking water alike, it is no surprise for this argument. Panelists will discuss different approaches states are using to address these distressed systems, that run the gamut from case specific action to new program initiatives.

Moderator:

Speakers:

12:00 pm – 1:30 pm Consumer Advocates of PJM (CAPS) – Board Meeting - Lunch (*Room TBD*)

12:00 pm – 1:30 pm Lunch Break – on your own

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1:30 pm – 2:25 pm

***DER Committee: Utility Scale Battery Storage – What Do Advocates Need to Consider When Evaluating Proposals to Add Battery Storage to Utility Systems***

This panel will examine the current operational state of utility scale battery storage and explore how utilities view and evaluate the use-case for adding storage on a utility system. The panelists will discuss lessons learned to date, what advocates need to understand about storage to adequately evaluate all possible benefits and costs and will discuss other possible scenarios for utilizing storage to reduce consumer bills.

Moderator:

Jordy Fuentes Director, Arizona Residential Utility Consumer Office

Speakers:

Kelly Speakes-Backman CEO, Energy Storage Association  
Barbara Lockwood Vice President, Regulation, Arizona Public Service  
TBD Commissioner

2:30 pm – 3:25 pm

***Accounting Committee:***

Moderator:

Speakers:

3:25 pm – 3:40 pm

Break (Coffee and Light Refreshments)

3:40 pm – 5:00 pm

***“Vignettes”***

*“noun /vin-yet/: a brief evocative description, account or episode”*

1. SEPA – Renovate Task Force Update  
Janet Besser, Managing Director, Regulatory Innovation and Utility Business Models, Smart Electric Power Alliance
- 2.
- 3.
- 4.

**End of Open Sessions - Dinner on your own**

**Wednesday - November 20, 2019**

8:30 am – 10:00 am

Continental Breakfast (?? Room)  
*\*\*Breakfast open to NASUCA meeting registrants and speakers\*\**

9:00 am – 11:00 am

*Closed Session for Members of NASUCA*  
-Informal NASUCA Member Roundtable Discussion

*Meeting End*

**Save the dates:**

**2020 NASUCA Mid-Year Meeting – June 14-17, 2020 – Portland, Maine**

**2020 NASUCA Annual Meeting – November 8-11, 2020 – Seattle, Washington**

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