

NATIONAL ASSOCIATION OF STATE UTILITY CONSUMER ADVOCATES

2019 ANNUAL MEETING

Grand Hyatt Hotel – 3rd Floor

San Antonio, Texas

November 17-20, 2019

Registration and all sessions will be in the Presidio Room on the 3rd 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 Springe 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> or
<https://www.nasuca.org/event/2019-nasuca-annual-meeting/>

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

11:30am – 12:45 pm Executive Committee Board Meeting (*Travis Room D - 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 Examining System Impacts of High Variable Renewable Energy: Demand-Side Effects
Cody Warner Lawrence Berkeley National Laboratory

Session 2: 2:00 – 2:50 DSPx: Planning for a Modern Grid
Joe Paladino Technical Advisor, DOE Office of Electricity

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
-Roundtable of the States
** Closed Work Session Continues Monday 8:00 am - 9:15 am

4:00 pm – 5:00 pm Joint NARUC/NASUCA Meeting – (4th Floor – Texas Room E/F)
 -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. During this joint session, members from NASUCA, NARUC, and previous webinar participants will, explain why standards and best practices related to data collection are necessary. Discuss some of the major challenges, controversies, barriers, and solutions explored during the data collection webinar series. Identify specific ways state commissions, consumer advocates and other stakeholders can implement the resolution’s objectives.

NASUCA Roundtable Participants

Richard Berkley	Executive Director, Public Utility Law Project of New York
John Howat	Senior Energy Analyst, National Consumer Law Center
Gabriela Sandoval	Director of Strategic Initiatives, TURN - The Utility Reform Network
James Williams	Utility Consumer Policy Expert, Ohio Consumer Counsel

5:00 pm – 6:30 pm NARUC President’s Reception – (Lone Star A)
 -Open to Registered NASUCA Members – Ticket Required

Dinner on your own

Monday - November 18, 2019

7:30 am – 8:30 am Registration and Continental Breakfast (Travis Room C/D)
 Breakfast available to NASUCA meeting registrants

8:00 am – 9:15 am Closed Business Session – NASUCA members only

Association Business: cont’d from Sunday

9:15 am – 9:30 am Break

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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 3rd 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 3rd parties?

Moderator:

Paula M. Carmody People's Counsel, Maryland Office of People's Counsel

Speakers:

Richard Berkley Executive Director, Public Utility Law Project of New York
Daniel Roesler Co-founder & CTO, UtilityAPI
Hon. Trey Martinez Fischer - Texas State Representative, 116th District

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:

Paul Suskie Executive Vice-President Regulatory Policy, General Counsel and Corporate Secretary, Southwest Power Pool
Jonathon Monken Senior Director, System Resilience and Strategic Coordination, PJM Interconnect
Fritz Hirst Director, Legislative and Regulatory Affairs, NERC
Jim Albright Vice President and Chief Operating Officer, Texas Reliability Entity, Inc.

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

12:00 pm – 1:30 pm Heads of Office Lunch (*Travis Room C/D*)

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

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1:30 pm – 2:25 pm ***Electric Committee Panel - Should Full Electrification of Energy Systems Be Our Goal? If it's No Longer Business as Usual, What Does That Mean for Consumers?***

This panel will examine the impacts on consumers, states, and utilities due to expected and impending changes in the generation portfolio. As we transition to greater reliance on renewable energy and the need to meet electric demands from expanded electrification, how do we address rate and reliability impacts resulting from baseload generation plant retirement decisions that accompany this changing energy landscape?

Moderator:

Jennifer Easler Attorney, Iowa Office of Consumer Advocate.

Speakers:

Steve Chriss Director, Energy Services, Wal-Mart
Hon. Jeffery Ackerman Chair, Colorado Public Utilities Commission
Warren Lasher Senior Director, System Planning, ERCOT, Inc.

2:30 pm – 3:25 pm ***Natural Gas Panel - Electrification and Natural Gas Expansion Policies: What Will it Cost Us?***

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 may have positive or negative impacts on consumers.

Moderator:

Bryce Freeman Administrator, Wyoming Office of Consumer Advocate

Speakers:

Hon. Kara B. Fornstrom, Chair, Wyoming Public Service Commission
Sheri Givens Vice President, US Regulatory and Customer Strategy,
National Grid
Richard Meyer Managing Director, Energy Analysis, American Gas
Association

3:25 pm – 3:45 pm Break (Coffee and Light Refreshments)

3:45 pm – 4:15 pm Paul Roberti (Invited) Chief Counsel, Pipeline and Hazardous Materials Safety Administration (PHMSA)

4:20 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. SEPA – Renovate Task Force Update
-Janet Besser, Managing Director, Regulatory Innovation and Utility
Business Models, Smart Electric Power Alliance

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5:00 pm – 7:00pm **NASUCA Reception**
Open to All Meeting Registrants and speakers

Location: Travis Room, 3rd Floor – Grand Hyatt

Award Presentations:

NASUCA Service Award

Keishaa Austin – Office of People’s Counsel – Washington DC
Craig Graziano – Iowa Office of Consumer Advocate

NASUCA Irwin “Sonny” Popowsky Outstanding Service Award

Elin Swanson Katz – Former Connecticut Consumer Counsel and NASUCA President
Mark Schuling – Iowa Consumer Counsel – NASUCA President
Tanya J. McCloskey – Pennsylvania Consumer Advocate – NASUCA Board

NASUCA Spotlight Award

Hon. Maida Coleman – Commissioner, Missouri Public Service Commission,
Chair, NARUC Committee on Consumers and the Public Interest

Dinner on your own

Tuesday - November 19, 2019

8:00 am – 9:30 am Registration and Continental Breakfast (*Travis Room C/D*)
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
(invited) 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 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:

Richard Berkley Executive Director, Public Utility Law Project of New York

Speakers:

Susan M. Baldwin SMBaldwin Consulting
Stefanie Brand Director, New Jersey Division of Rate Counsel
Hon. John Howard Commissioner, New York State Public Service Commission

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11:05 am – 12:00 pm ***Water Committee: Distressed Water & Wastewater Systems – 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:

Christine Hoover Senior Asst. Consumer Advocate, Pennsylvania Office of Consumer Advocate

Speakers:

Christina Baker Assistant Attorney General, Arkansas Office of the Attorney General
Jason Hewitt Senior Investment Development Officer, Sustainability Partners LLC
Hon. Kenneth C. Hill Vice-Chairman, Tennessee Public Utility Commission

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

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

1:30 pm – 2:25 pm ***DER Committee: Grid-Side 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 grid-side 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:

Jorge “Jordy” Fuentes Director, Arizona Residential Utility Consumer Office

Speakers:

Kelly Speakes-Backman CEO, Energy Storage Association
Barbara Lockwood Vice President, Regulation, Arizona Public Service
Hon. Bob Burns Chair, Arizona Corporation Commission

2:30 pm – 3:25 pm ***RTOs and ISOs: What Involvement Should Consumer Advocates Have?***

With billions of dollars of transmission costs and generation market charges flowing from regional organizations, what mechanisms are there to ensure that retail consumers are represented and have a voice in the stakeholder process that determines how markets are designed and that construction projects get funded. Are retail customers interests being adequately represented?

Moderator:

Jackie Roberts Consumer Advocate, West Virginia Consumer Advocate Division

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Speakers:

Paul Suskie	Executive Vice-President Regulatory Policy, General Counsel and Corporate Secretary, Southwest Power Pool
Darlene J. Phillips	Senior Director - Operations Engineering Support, PJM Interconnect
Greg Poulos	Executive Director, Consumer Advocates of PJM (CAPS)

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. Consumer Benefits of Grid Operating Reforms
-Michael Goggin, GridStrategies
2. First in the Nation: Reinventing Distribution Planning in New Hampshire
-D. Maurice “Don” Kreis, New Hampshire Consumer Advocate
-Paul D Alvarez, President, Wired Group
3. Multi-Year Rate Plans
-Cheryl Roberto, Senior Principal, Synapse Energy Economics
4. Cyber-Security Update
-David Batz, Senior Director, Cyber & Infrastructure Security, Edison Electric Institute

End of Open Sessions - Dinner on your own

Wednesday - November 20, 2019

8:30 am – 10:00 am Continental Breakfast (*Presidio 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

Optional Closed Session for NASUCA Members – Please attend if you can.

11:00 am – 12:00 am Understanding the Dynamics of State Utility Cases on AMI Investments from a Consumer Advocate Perspective.

-Discussion with Chris Villarreal – Plugged In Strategies, on behalf of the Department of Energy, Advanced Grid Research Division

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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