

NATIONAL ASSOCIATION OF STATE UTILITY CONSUMER ADVOCATES

2021 ANNUAL MEETING In-Person and Virtual by Zoom Marriott Downtown Louisville, Kentucky November 5-10, 2021

In-person sessions will be held in Louisville, Kentucky
Virtual sessions will be held via Zoom

Located at: <https://www.nasuca.org/event/2021-nasuca-annual-meeting/>

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

Friday - November 5, 2021 – Virtual Meeting

12:00 pm – 4:00 pm *Closed Business Meeting – NASUCA Members Only**

- Welcome: Welcome – Chris Ayers (NC)– NASUCA President
- Officer Reports
 - Secretary’s Report (Vote on Minutes)
 - Treasurer’s Report (Audit Report, Vote on 2022 Budget and Assessments)
 - Nominating Committee Report (Vote on Officers, Executive Committee)
 - President’s Report (Vote on proposed Constitution and By-Law changes)
 - Executive Director’s Report
 - Committee Reports
 - Rollcall of the States

**The Zoom Link for the Closed Business Meeting will be emailed to all NASUCA Office Heads and members on Thursday, November 4, and again on Friday morning, November 5. Registration for the Annual Meeting is not required to attend the Business Meeting*

Sunday - November 7, 2021 – In-Person Meeting (Marriott Salon 8-10)

2:00 pm– 5:00 pm Registration
-Please pick up your meeting material, name badges and reception tickets

Closed Meeting – NASUCA Members Only

2:00 pm – 5:00 pm NASUCA Roundtable and State Issues Forum

5:00 pm – 6:30 pm NARUC President’s Reception – Omni Hotel – Level 2
-Open to Registered NASUCA Members

Dinner on your own

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.

Monday - November 8, 2021 – In-Person Meeting (Marriott Salon 8-10)

7:30 am – 8:30 am Registration and Continental Breakfast (*Marriott -Rose Room*)
Breakfast available to NASUCA members

Public Session

9:00am – 9:20 am ***Welcome***
-Chris Ayers, Executive Director, North Carolina Utilities Commission Public Staff,
NASUCA President
-John G. Horne, II, Executive Director, Office of Rate Intervention, Office of the
Kentucky Attorney General
-Kent A. Chandler – Chair, Kentucky Public Service Commission

9:20 am – 10:00 am ***Congress, Federal Agencies and the Clean Energy Transition***

Speakers:
TBD

10:30 am – 11:25 am ***Consumer Advocacy in a Changing Utility Statutory Environment***

Considerations about climate, equity and social justice have become more prevalent when considering how utilities will meet future energy requirements. Several states have added these considerations to the statutory framework that binds consumer advocates and public utility commissions. Other states have supportive policy but no clear statutory requirements. This discussion will explore how consumer advocates are dealing with these new statutory and policy requirements.

Speakers:
Rebecca L. Tepper Chief, Energy and Environment Bureau, Massachusetts
Office of Attorney General
David S. Lapp Maryland People’s Counsel
Joseph Pereira Deputy Director, Colorado Office of Consumer Counsel.

11:30 am – 12:00 pm ***FERC Update***

Speaker
Jason T. Gray Partner, Duncan & Allen, Washington DC

12:00 pm – 1:30 pm Lunch provided** - (*Marriott -Rose Room*)
**Lunch available to NASUCA members

Monday - November 8, 2021 – Virtual Meeting

1:30 pm – 1:35 pm ***Welcome***
-Chris Ayers, Executive Director, North Carolina Utilities Commission Public Staff,
NASUCA President

1:35 pm – 2:25 pm ***Electric Transmission – Reliability, Resilience and Policy***

The Biden Administration has made expanding the electric transmission system a top priority, both to support and expansion of renewable energy and to support additional

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resilience in the face of increasingly harsh storms and natural disasters. This discussion will examine what impact the proposals currently being considered by congress may have on pushing transmission expansion forward, and how the Federal Energy Regulatory Commission and the Department of Energy, with both existing and possibly new Authorities support the administration's agenda. Finally, how should consumer advocates consider the costs and benefits of a possible transmission system expansion, will a more regional planning approach be needed and how will traditional state-level oversight be protected.

Moderator:

Chris Ayers Executive Director, North Carolina Utilities Commission
Public Staff, NASUCA President

Speakers:

Rob Gramlich President, Grid Strategies LLC
Erik Heinle Assistant People's Counsel, Washington DC - Office of Peoples Counsel
Adrienne Mouton-Henderson Director of Policy Innovations, Renewable Energy Buyers Alliance

2:45 pm – 3:50 pm *Equity, Affordability and Connecting Customers with Assistance During and After Covid*

As more federal money becomes available for customers, whether through expansion of LIHEAP or other means (such as the Emergency Rental Assistance Program), getting these resources to customers in a timely fashion can be a challenge. Hear varying approaches to identifying and addressing entrenched equity and affordability challenges and connecting customers with assistance resources from Delaware, Massachusetts, Illinois, and Michigan. Items discussed will include internal process changes as well as strategic collaboration and partnerships with state agencies and commissions and data analysis to better obtain and exchange information, streamline enrollment, and identify and contact at-risk customers to get them the help they need.

Moderator:

Drew Slater Delaware Public Advocate

Speakers:

Jessica Cain Vice President, Customer Operations, Eversource
Tamara Brown Director, Revenue Management, DTE
Susan Satter Chief, Public Utilities Bureau, Illinois Attorney General's Office
with Trey Murphy Assistant Attorney General, Public Utilities Bureau, Illinois Attorney General's Office

4:15 pm – 5:15 pm *"Vignettes" "noun /vin-yet/: a brief evocative description, account or episode"*

1. (4:15 - 4:45) Whistleblowers as Agents for Ratepayer Advocacy
Hear how utilities whistleblowers past and present have held utility companies accountable to safety and spending concerns. Learn how experts and advocates reached a settlement with San Diego Gas & Electric to inform their employees about their right to blow the whistle and take employee concerns seriously.
- Mark W. Toney, Ph.D., – Executive Director, TURN, the Utility Reform Network
- Siri Nelson – Executive Director, National Whistleblower Center

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2. (4:45 - 5:15) Atlantic Crossings – Exploring Grid-Enhancing Technologies in Europe and the U.S.

Grid-enhancing technologies can increase the capacity of our electric transmission infrastructure and add to its flexibility and resilience. GETs can also be deployed faster and at lower cost than traditional grid expansion. Are there ways to “get” utilities on board in a way that makes sense for consumers?

-Robert Mork – Vice President International Regulatory Affairs -Heimdal Power

7:00 pm – 8:00 pm *NASUCA Virtual Social*
Open to All Meeting Registrants and speakers

Presentation of Awards

Robert F Manifold Lifetime Service Award – Stefanie Brand, Sandra Mattavous-Frye
NASUCA Service Awards – David Dittimore

Dinner on your own

Tuesday - November 9, 2021 – In-Person Meeting

7:30 am – 8:30 am Registration and Continental Breakfast (*Marriott -Rose Room*)
Breakfast available to NASUCA members

NASUCA attendees will attend morning sessions at the NARUC meeting at the Omni Hotel

9:30 am – 10:30 pm *NARUC – General Session: Exposure – A Twenty-Year Battle for the Truth – with Author Robert Bilott*

Join the Hon. Maria Bocanegra, Illinois, Chair of the NARUC Committee on Water for an intriguing discussion with author and environmental lawyer Robert Bilott on his fight against perfluorooctanoic acid (PFOA) and related per- and polyfluoroalkyl substances (PFAS), now found in drinking water and human blood all across the world. His journey brought him face-to-face with these “forever chemicals” after reluctantly agreeing to investigate unusual claims of animal deaths and human illness (and food supply contamination). Hear the tale of his titanic-like legal and moral confrontation fighting the environmental, health, and sanitary issues plaguing our nation’s drinking water and its implications for regulated utilities in ensuring safe and reliable drinking water. His journey is detailed in his book, *Exposure* and formed the basis of the critically acclaimed film, “Dark Waters” (where Robert Bilott is played by actor Mark Ruffalo) and the feature-length documentary, “The Devil We Know.”

11:00 am – 12:00 pm *NARUC – Concurrent Sessions*

1. Considering Equity in Utility Regulation:

During this session, authors of a new report in Berkeley Lab's Future Electric Utility Regulation series will describe how they arrived at their conclusions about advancing justice in utility regulation. Panelists will discuss ways to define and consider equity in decision making; metrics and data reporting; and distribution of electricity system benefits and burdens

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2. **Smart Regulatory and Technological Approaches to Gas Utility Service in a Decarbonized World**
 Panelists discuss the role of existing natural gas facilities in the clean heat future, benefits of and hydrogen and syngas on the electric grid, benefits of the power-to-fuel process, challenges and opportunities of direct injection of hydrogen and syngas into existing pipelines, the need for updated depreciation studies, the potential for stranded assets, the role of natural gas systems as energy storage, and storage and delivery of lower carbon fuels.

3. **Emerging Trends and Best Practices in Accelerating Successful Regulatory Innovation**
 This session reviews regulatory innovations practices from several states and explores lessons learned to date and ideas about how best to accelerate learning on the part of all interested parties and accelerate successful innovations.

4. **Telcom of the Future: Beyond POTS**
 This session will address issues such as: What services consumers want from their communications providers? Are traditional voice services obsolete? If so, do we need a plan for proactively phasing them out? What consumer protections will be required as we move from traditional voice to new broadband services? Is some competition enough to ensure consumer protection or is some level of regulation necessary? If so, what oversight will be needed and how will we implement it?

12:00 pm – 1:30 pm Lunch (*Marriott -Rose Room*)
***Lunch available to NASUCA members*

12:00 pm – 1:30 pm Consumer Advocates of PJM (CAPS) – Board Meeting (*Jockey Club Room*)

Tuesday - November 9, 2021 – Virtual Meeting

1:30 pm – 1:35 pm ***Welcome***
 Bill Fine, Indiana Utility Consumer Counselor, NASUCA Vice President

1:35 pm – 2:30 pm ***Winter Gas Price Outlook - What Consumers Should Expect Over the 2021-2022 Winter Heating Season***

As we head into winter the market price of natural gas is at its highest point since 2008. And prices are expected to remain high through the winter season causing increases in heating bills. This panel will examine the factors leading to this increase in prices. And we will begin a discussion about what actions we can take to protect customers and to the communicate the severity of this challenge.

Moderator:

Bill Fine
 Indiana Utility Consumer Counselor, NASUCA
 Vice President

Speakers:

Juan Alvarado
 Director, Energy Analysis, American Gas Association

David E. Dismukes
 Professor, Executive Director and Director of Policy
 Analysis - Center for Energy Studies, Louisiana State University,
 Acadian Consulting

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2:50 pm – 3:45 pm *Electric Distribution Planning, Operations, and Performance: The Latest Trends*

Electric distribution utilities are proposing to spend hundreds of millions of dollars for grid investment using a variety of justifications characterized as immediate needs, from reliability maintenance to resilience improvements to electrification to distributed energy resource accommodation to public safety (wildfires). This panel will provide consumer advocates examples of utility over-reaches from across from the U.S. in the past two years and examine ways to both understand and challenge unnecessary and costly investments and practices. A discussion of recent ratemaking, regulatory, and legislative "innovations" which are not serving customers well will provide context, and potential solutions to protect consumers and control costs will be discussed.

Moderator:

Susan Satter Chief, Public Utilities Bureau, Illinois Attorney General's Office

Speakers:

Dennis Stephens The Wired Group
John B. Coffman Attorney for the Consumers Council of Missouri

4:15pm – 5:15 pm *"Vignettes" "noun /vin-yet/: a brief evocative description, account or episode"*

1. (4:15 - 5:00) Winter Storm Review: What lessons does Texas teach on reliability standards, market design, and customer protection after a crisis?
-Travis Kavulla – Vice President of Regulatory Affairs, NRG
2. (5:00 – 5:20) Federal Communications Commission Update (Invited)
-Emmitt Carlton – Acting Chief, Office of Intergovernmental Affairs

End of Virtual Meeting

Dinner on your own

Wednesday - November 10, 2021- In-Person Meeting (Marriott -Rose Room)

8:00 am – 10:00 am *Closed Session for Members of NASUCA*
-Informal NASUCA Member Roundtable Discussion
Continental Breakfast (*Presidio Room*)
Breakfast open to NASUCA members

NASUCA Meeting End

Optional

10:30 am – 12:00 am NARUC General Session - FERC/NARUC Transmission Task Force Update
-Omni Hotel

1:00 pm – 6:00 om FERC/NARUC Transmission Task Force Meeting
-Omni Hotel

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Save the dates:
2022 NASUCA Mid-Year Meeting – June 12-15, 2022 – Indianapolis, Indiana

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