# NATIONAL ASSOCIATION OF STATE UTILITY CONSUMER ADVOCATES
## 2026 ANNUAL MEETING

**Hyatt Centric French Quarter • New Orleans, Louisiana • November 15-18, 2026**

*Registration and all sessions will be in the Lafitte Room unless otherwise noted in the agenda. Dress is business casual or casual (ties not necessary).*

| Time | Session / Details | Moderator / Speakers/Info |
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| **Sunday – November 15, 2026** | | |
| **12:00 pm – 5:00 pm** | **Registration**<br>*-Please pick up your meeting name badges* | Information available at: https://www.nasuca.org<br>*-Meeting Agenda*<br>*-Bios and Headshots for Speakers*<br>*-Meeting Registrants List* |
| **1:30 pm – 5:00 pm** | **Closed Business Session- NASUCA Members Only**<br>**Officer Reports**<br>- Karen Stachowski (TN) - Secretary's Report<br>(Vote on Minutes from the 2026 Mid-Year Meeting)<br>- Anthony Ornelas (WY) - Treasurer's Report<br>(Vote on Treasurers Report and Dues, Vote on Proposed 2027 Budget)<br>- Nomination Committee Report<br>(Vote on 2027 Officers and Executive Committee)<br>- President's Report - Michael Moody (MI)<br>**Executive Director's Report**<br>**Committee Reports**<br>-Work Draft Resolutions<br>**Roundtable of the States**<br><br>**3:00 pm Special Guest**<br>**Honorable Catherine (Katie) Jereza**, Assistant Secretary, U.S. Department of Energy's Office of Electricity | |
| **5:00 pm – 6:30 pm** | **Wine and Cheese Reception (Atrium)**<br><br>**Award to Be Presented**<br>Manifold Awards (Lifetime of Public Service) - Michael Moody (MI) | Reception will be in the atrium immediately after the end of the closed session |
| | **Dinner on your own** | |
| **Monday – November 16, 2026** | | |
| **7:30 am – 8:10 am** | **Registration and Breakfast (Orleans Room)**<br>***Breakfast available to NASUCA meeting registrants and Speakers*** | |
| **8:15 am** | **Open Session Begins** | |
| **8:15 am – 8:30 am** | **Welcome** | **Michael Moody** Division Chief, Special Litigation Division, Michigan Department of the Attorney General, NASUCA President<br>**Logan Atkinson Burke** Executive Director, Alliance for Affordable Energy |
| **8:30 am – 9:30 am** | **Private Equity and Gas Utilities: Transparency, Risk, and Regulatory Oversight**<br>Private equity ownership of gas utilities raises important questions about transparency, financial structure, corporate goals and obligations, and regulatory oversight. Unlike publicly traded gas utility companies, private equity firms generally do not provide the same periodic public SEC filings. That can make it harder to see how ownership, debt, governance, and financial risk are structured. This panel will look at how private equity ownership differs from the traditional gas utility model. What should regulators know about ownership structures, affiliate relationships, management fees, and debt? How do the goals and obligations of private equity owners differ from those of traditional gas utility companies? Do current reporting and disclosure requirements give regulators and the public enough information to understand who owns the utility, how it is financed, and where the risks may be? | **Moderator:**<br>**Clark Kaml** Financial Analyst, Consumer Advocate Division, Office of the Tennessee Attorney General<br>**Speakers:**<br>**Tyson Slocum** Director - Energy Programs, Public Citizen<br>**Joseph Terry** Policy Analyst, Idaho Public Utilities Commission<br>**Kristen van de Biezenbos** Professor of Law, California Western School of Law |
| **9:35 am – 10:30 am** | **Modern Networks, Modern Metrics: Service Quality Reporting in the Digital Era**<br>Quality of service standards and reporting are irreplaceable tools regulators rely on to oversee the reliability of communications networks. In light of the FCC's approvals and pending approvals of ILEC applications to accelerate copper discontinuance, NASUCA's Telecom Working Group seeks to explore the nuances of creating and enforcing quality of service standards for digital voice services such as VoIP and fixed wireless. As digital technologies replace legacy services, advocates will discuss what standards should be preserved, what measures or metrics should be introduced, and how to thoughtfully engage states and other stakeholders to ensure that rules created to oversee network reliability for essential voice services are modernized to match the pace of modern technology deployment. | **Moderator:**<br>**Rhiana Ash** Telecom Policy Advisor, Connecticut Office of Consumer Counsel<br>**Speakers:**<br>**Hooman Hedayati** Senior Strategic Research Associate - Telecom Policy, Communications Workers of America<br>**Josh Srago** California Public Advocates Office<br>**Olivia Hemby** Critical Infrastructure Planner, Critical Infrastructure Security & Risk Management Division, Public Utility Commission of Texas |
| **10:30 am – 11:00 am** | **Coffee Break** | |

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| **11:00 am – 11:55 am** | **The Black Box: Insights on how to Improve Customer Communications and Bill Comprehension**<br>Debates about utility rate structure and bill design are often dominated by technical and economic analysis - revenue requirements, allocation across classes, volumetric versus fixed charges, behavior responses to conservation incentives. Absent from many proceedings are fundamental questions about how customers experience their bills and communications from their utilities: what do customers understand, experience, and need from their utility bills? How can utilities effectively educate their customers to improve the overall customer experience?<br>This session will discuss how customers understand and experience their bills, how to ensure utility communications to customers are effective, and ways for consumer advocates to help improve customer comprehension and bill design for residential customers. | **Moderator:**<br>**Jessica Freedman** Managing Attorney, Energy and Ratepayer Advocacy Division, Office of Attorney General Andrea Joy Campbell<br>**Speakers:**<br>**Christy Appleby** Senior Assistant Consumer Advocate, Pennsylvania Office of Consumer Advocate<br>**Dr. Courtney Henderson** Founder & President, Hawks Peak Strategies<br>**Shamus O'Brien** Director, Voice of the Customer & Customer Experience Strategy, Eversource |
| **12:00 pm – 1:30 pm** | **Lunch Break** – grab a friend and go...<br><br>**Heads of Office Lunch (Atrium)**<br>-Open to office heads or their assigned deputy if the office head is not in attendance | Heads of office lunch be in the atrium immediately after the end of the prior session. |
| **1:30 pm – 2:25 pm** | **Performance-Based Ratemaking: Taking a closer look**<br>Various states have explored performance-based regulation (PBR) as a potential alternative to traditional cost-of-service ratemaking to address safety, reliability, affordability, and, for some, CAPEX bias. The question, of course, is whether PBR can address these concerns or does PBR create unintended challenges. This panel will provide perspectives from states who have explored PBR or who have adopted PRB to identify lessons learned from their experiences. | **Moderator:**<br>**Tim Tessier** Utility Administrator, Office of Consumer Advocate of Iowa<br>**Speakers**<br>**Michael S. Angelo** Executive Director, Hawaii Division of Consumer Advocacy<br>**Nicholas Crowley, CFA** Vice President, Christensen Associates Energy Consulting<br>**Odogwu Obi Linton** Commissioner, Maryland Public Service Commission |
| **2:30 pm – 3:30 pm** | **National/Local Speakers**<br>**2:30 pm** - EPRI - Flex Mosaic<br>**3:00 pm** - Energy and Affordability in Louisiana | **2:30 pm Speaker**<br>**David Porter** Vice President, Data Center Power, EPRI<br>**3:00 pm Panel**<br>**Davante Lewis** Commissioner, Louisiana Public Service Commission<br>**Logan Atkinson Burke** Executive Director, Alliance for Affordable Energy |
| **3:30 pm – 4:00 pm** | **Coffee and Snack Break** | |
| **4:00 pm – 5:00 pm** | **"Vignettes"** *noun /vin-yet/: a brief evocative description, account or episode*<br>1. Financial Research Institute<br>2. Holding the Line on Hold Harmless Provisions<br>3. Unleashing DR/DER in Wholesale Markets | **1.** Dr. Michael Sykuta, Executive Director<br>**2.** Kayla Cherry- Synapse Energy Economics<br>Ben Havumaki- Synapse Energy Economics<br>**3.** Michael Haugh - Advanced Energy United |
| **6:00 pm – 9:00 pm** | **NASUCA Reception(s)**<br>***Open to All Meeting Registrants and speakers***<br>Locations - you will be assigned to either the New Orleans School of Cooking or the Overflow Dinner. Check your ticket color. | **Addresses of reception locations**<br>**1. New Orleans School of Cooking** (ticket required)<br>524 St. Louis Street - a short walk in the French Quarter<br>**2. Overflow Dinner - Bourbon House** (ticket required)<br>144 Bourbon Steet - a block from the hotel |
| **Tuesday – November 17, 2026** | | |
| **7:15 am – 8:15 am** | **Registration and Breakfast (Orleans Room)**<br>***Breakfast available to NASUCA meeting registrants and speakers*** | |
| **8:30 am** | **Open Session Begins** | |
| **8:30 am – 10:30 pm** | **DOE/LBNL Technical Training** | |
| **8:30 am – 9:25 am** | **Session 1: Promoting energy affordability through utility customer programs**<br>Energy affordability has long been a persistent issue. However, in recent years it has risen to a primary concern for government officials and their constituents. States across the political spectrum have passed legislation, issued orders, began investigations, and developed or adapted goals and programs to address affordability challenges. This presentation will summarize state actions with a focus on customer energy efficiency and demand flexibility programs that lead to bill savings for the participant as well as downward pressure on rates for the entire customer base. Using specific case studies from across the country, we will summarize recent trends in programs such as energy efficiency's migration to deeper retrofits and dual fuel savings and demand flexibility's battery programs. We will focus on specific costs and benefits of these programs to the participant and the grid as a whole, and will also highlight common challenges, lessons learned, supporting legislation and regulation, important program design features, evaluation practices, and any emerging best practices where possible. | **Sydney P. Forrester**, Energy Markets and Planning Department, Lawrence Berkeley National Laboratory |
| **9:30 am – 10:30 am** | **Session 2: Promoting electricity affordability through distribution system planning**<br>Recent increases in electricity rates have elevated concerns about the affordability of electricity and motivated discussions on how to manage electricity system costs. Many affordability strategies raised have focused on the adoption of technologies that reduce customer electricity usage and avoid electricity system costs. States also can support electricity affordability through distribution system planning processes that describe and | **Sean Murphy**, Energy Markets and Planning Department, Lawrence Berkeley National Laboratory |

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| | prioritize capital investments in grid infrastructure. In this presentation, we will summarize how commissions have assessed distribution system spending and promoted electricity affordability in recent orders on distribution system plans and rate cases. We also will review how different distribution system planning processes can support electricity affordability. | |
| **10:30 am – 11:00 am** | **Coffee Break** | |
| **11:00 am – 12:00 am** | **A Waterside Chat with Scott Hempling: Holding Company Acquisitions of Local Water Companies: Efficiency-Based Transactions or Private Monetization of Public Franchises?**<br>With ever increasing capital investment needs and a push toward consolidation of water/wastewater systems, empty corporate holding companies are reemerging as key corporate vehicles for acquiring and managing water/wastewater public utilities. This waterside chat, and real time audience participation, will explores the regulatory and legal implications of this structural revival with a focus on how the historic "obligation to serve"—a foundational tenet of utility law—is tested when essential public infrastructure is managed through multi-tiered, investor-backed corporate shells. | **Moderator**<br>**Karen H. Stachowski** Deputy Attorney General, Consumer Advocate Division, Tennessee Attorney General's Office<br>**Speaker**<br>**Scott Hempling** Attorney-at-Law |
| **12:00 pm – 2:00 pm** | **Lunch on you own** | **Note** - CAPS will not have a board meeting in New Orleans |
| **2:00 pm – 3:30 pm** | **National/Local Speakers**<br>**2:00 pm** - Bipartisan American Affordability and Jobs Act - Washington, DC Update<br>**2:45 pm** - Critical Consumer Issues Forum - 2027 Kickoff<br>Intro - Katrina McMurrian, Executive Director, CCIF<br><br>Panel Discussion - Decision-Making from a Pressure Cooker: Weighing Immediate Challenge and long-Term Needs | **2:00 pm Panel**<br>**Tom Hassenboehler** Electricity Customer Alliance;<br>**Jeff Dennis** Electricity Customer Alliance<br>**2:45 pm Panel**<br>**Kiera Zitelman** Edison Electric Institute<br>**Carrie Templeton** Director, Regulatory Affairs, Alliant Energy<br>**Michael Moody** Michigan Attorney General's Office, NASUCA<br>**Heather Sanborn** Maine Public Advocate |
| **3:30 pm – 4:00 pm** | **Coffee and Snack Break** | |
| **4:00 pm – 5:00 pm** | **"Vignettes"** *noun /vin-yet/: a brief evocative description, account or episode*<br>1. Utility Utilization Metrics - Utilize Coalition<br>2. Lessons Learned from Prudence Reviews of Water/Wastewater Capital Spending<br>3. Advancing Targeted Customer Affordability Programs | **1.** Richard W. Caperton, Vice President, Public Policy, SPAN<br>**2.** Paul Alvarez - President, Wired Group<br>**3.** Carina Rosenbach, Manager, RMI |
| | **End of Open Sessions - Dinner on your own** | |
| **Wednesday – November 18, 2026** | | |
| **8:30 am – 9:00 am** | **Continental Breakfast - (Orleans Room)**<br>***Breakfast open to NASUCA meeting registrants and speakers*** | |
| **9:00 am – 11:00 am** | ***Closed Session for Members of NASUCA***<br>Informal NASUCA Member Roundtable Discussion<br>*Meeting End* | |
| **Save The Date:** NASUCA Mid-Year Meeting - July 18-21, 2027, Salt Lake City, Utah | | |