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)

Sunday – November 15, 2026

Noon – 5:00 pm Registration
-Please pick up your meeting name badges

Located at: https://www.nasuca.org or

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

NASUCA Meeting Begins

1:30 pm – 5:00pm *Closed Business Session- NASUCA Members Only*

- Officer Reports
  - Karen Stachowski (TN) - Secretary's Report
    (Vote on Minutes from the Annual meeting)
  - Anthony Ornelas (WY) - Treasurer's Report
    (Vote on Treasurers Report, Vote on Proposed 2027 Budget and Dues)
  - Nomination Committee Report
    (Vote on 2027 Officers and Executive Committee)
  - President's Report - Michael Moody (MI)
- Executive Director's Report
- Committee Reports
  -Work Draft Resolutions
-Roundtable of the States
-3:00 pm Special Guest - 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)

Dinner on your own

Monday – November 16, 2026

7:30 am – 8:10 am Registration and Breakfast (Orleans Room)
Breakfast available to NASUCA meeting registrants and Speakers

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
Logan Atkinson Burke	Executive Director, Alliance for Affordable Energy

8:30 am – 9:25 am **Private Equity and Gas Utilities: Transparency, Risk, and Regulatory Oversight**

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:

Clark Kaml	Financial Analyst, Consumer Advocate Division, Office of the Tennessee Attorney General

Speakers:

Tyson Slocum	Director - Energy Programs, Public Citizen
Joseph Terry	Policy Analyst, Idaho Public Utilities Commission
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**

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:

Rhiana Ash	Telecom Policy Advisor, Connecticut Office of Consumer Counsel

Speakers:

Hooman Hedayati	Senior Strategic Research Associate - Telecom Policy, Communications Workers of America
Josh Srago	California Public Advocates Office
Olivia Hemby	Critical Infrastructure Planner, Critical Infrastructure Security & Risk Management Division, Public Utility Commission of Texas

10:30 am – 11:00 am Coffee Break

11:00 am – 11:55 am **The Black Box: Insights on how to Improve Customer Communications and Bill Comprehension**

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?

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:

Jessica Freedman	Managing Attorney, Energy and Ratepayer Advocacy Division, Office of Attorney General Andrea Joy Campbell

Speakers:

Christy Appleby	Senior Assistant Consumer Advocate, Pennsylvania Office of Consumer Advocate
Dr. Courtney Henderson	Founder & President, Hawks Peak Strategies
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…

12:00 pm – 1:30 pm Heads of Office Lunch - (Atrium)
-Open to office heads or their assigned deputy if the office head is not in attendance

1:30 pm – 2:25 pm **Performance-Based Ratemaking: Taking a closer look**

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:
Tim Tessier Utility Administrator, Office of Consumer Advocate of Iowa

Speakers
Michael S. Angelo Executive Director, Hawaii Division of Consumer Advocacy
Nicholas Crowley, CFA Vice President, Christensen Associates Energy Consulting
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2:30 pm – 3:30 pm National/Local Speakers

2:30 pm - EPRI - Flex Mosaic
- David Porter, Vice President, Data Center Power, EPRI

3:00 pm - Energy and Affordability in Louisiana
- Davante Lewis - Commissioner, Louisiana Public Service Commission
- Logan Atkinson Burke Executive Director, Alliance for Affordable Energy

3:30pm – 4:00 pm Coffee and Snack Break

4:00 pm – 5:00 pm *"**Vignettes"***
"noun /vin-yet/: a brief evocative description, account or episode"

1. Financial Research Institute
   - Dr. Michael Sykuta, Executive Director

2. Holding the Line on Hold Harmless Provisions
   - Kayla Cherry- Synapse Energy Economics
   -Ben Havumaki- Synapse Energy Economics

3. Unleashing DR/DER in Wholesale Markets
   - Michael Haugh - Advanced Energy United

6:00 pm – 9:00pm ***NASUCA Reception***
Open to All Meeting Registrants and speakers

Location:
New Orleans School of Cooking
-or overflow dinner.

Awards to Be Presented
Manifold Awards (Lifetime of Public Service)
- Michael Moody (MI)

Tuesday – November 17, 2026

7:15 am – 8:15 am Registration and Breakfast (Orleans Room)
Breakfast available to NASUCA meeting registrants and speakers

Open Session Begins

8:30 am – 10:30 pm ***DOE/LBNL Technical Training***

Session 1: 8:30am – 9:25 am
Promoting energy affordability through utility customer programs
-Sydney P. Forrester, Energy Markets and Planning Department, Lawrence Berkeley National Laboratory

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.

Session 2: 9:30 am – 10:30 am
Promoting electricity affordability through distribution system planning
-Sean Murphy, Sean Murphy, Energy Markets and Planning Department, Lawrence Berkeley National Laboratory

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 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 Break-Coffee and Tea

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?**

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.

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Karen H. Stachowski	Deputy Attorney General, Consumer Advocate Division, Tennessee Attorney General's Office
Scott Hempling	Attorney-at-Law

12:00 pm – 2:00 pm Lunch on you own

-Note - CAPS will <u>not</u> have a board meeting in New Orleans

2:00 pm – 3:30 pm National Speakers

2:00 pm - Bipartisan American Affordability and Jobs Act - Washington, DC Update
- Tom Hassenboehler, Electricity Customer Alliance
- Jeff Dennis, Electricity Customer Alliance

2:45 pm - Critical Consumer Issues Forum - 2027 Kickoff
- Katrina McMurian, Executive Director, CCIF

3:30pm – 4:00 pm Coffee and Snack Break

4:00 pm – 5:00 pm *"**Vignettes**"*
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1. Utility Utilization Metrics - Utilize Coalition
   - Richard W. Caperton, Vice President, Public Policy, SPAN

2. Lessons Learned from Prudence Reviews of Water/Wastewater Capital Spending
   - Paul Alvarez - President, Wired Group

3. Advancing Targeted Customer Affordability Programs
   - 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) ***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:

NASUCA Mid-Year Meeting - July 18-21, 2027, Salt Lake City, Utah