

# 2007

## Joint Low Income Energy Conferences

**Building Bridges: Working In Harmony for Affordable Energy**

**June 3-7, 2007 - Nashville Airport Marriott Hotel - Nashville, TN**

**21st Annual National Low Income Energy Conference**

*presented by NLIEC*

**National Energy Assistance Director's Association  
Annual Meeting**

*presented by NEADA*

Major Funding for the NLIEC Conference  
has been provided by:

---



American  
Water®

---



## Welcome

Dear Friends,

As this great nation of ours began its westward expansion, one of the landmark cities was Nashville, Tennessee. It is fitting, therefore, that Nashville is the host city for a landmark occasion: the beginning of a new decade for the National Low Income Energy Consortium as well as our 21st Annual National Low Income Energy Conference.

Nashville is a vibrant locale and a rich part of our national heritage. As the Music City, Nashville has become synonymous with the word “harmony” – a blending of sounds and voices, a state of agreement among the elements of a whole. That’s exactly what the National Low Income Energy Conference attempts to achieve: bringing together people from a broad range of interests to focus national attention on the energy needs of low-income Americans.

The theme of this year’s conference is “Building Bridges: Working in Harmony for Affordable Energy.” That could not be more appropriate, both as a reflection of this city and as a reflection of the NLIIEC mission.

A year ago at this time, I told you we faced a monumental task and that the combination of higher energy costs, limited federal support and increased need for energy assistance made our work more important than ever. Little has changed since then. Energy costs have declined somewhat in the past year, but they are still high and certainly volatile. Federal support is likely to be considerably less than last year, yet the energy needs of low-income families continue to increase. Our challenges remain daunting. But I believe that we, as individuals, can work collaboratively to find meaningful solutions.

On behalf of the NLIIEC Board of Directors, I want to welcome you to our 2007 conference. Again, I urge you to remain open to new ideas and hope you will absorb as much information as you can so that you will return home prepared to strengthen your communities.

Naturally, we want you to take advantage of the opportunity to share ideas and learn from one another. We hope that you will also have an opportunity to enjoy everything this exciting city has to offer and then return home energized and ready to meet our challenges head-on!

Best regards,

Cindy Datig, NLIIEC Chair

## **Announcements & Messages**

Announcements and messages will be posted on the message bulletin board located at the Conference Registration Desk. Participants are advised to periodically check the board for messages.

## **Badges & Ribbons**

Badges are required for admittance to all meetings, sessions, meals and receptions. If you lose your badge, please go to the Conference Registration Desk for assistance. Conference staff, members of the NLIEC Board of Directors, the Local Planning Committee and other volunteers will be identified with ribbons on their name badges. Please do not hesitate to approach these individuals for information or assistance.

## **Check Out Without Missing Out**

Check-out time at the hotel is noon. To provide you the opportunity to check out without missing any conference sessions, we have scheduled a half-hour refreshment break, from 10:00–10:30 am on Thursday. Please ask the bell captain to store your luggage so that you may attend all of the sessions on Thursday as well as the wrap-up and grand prize raffle.

## **Continuing Legal Education Registration**

NLIEC has applied to accrediting authorities of the State Bars of New York, Pennsylvania, Tennessee and Virginia for up to 12.5 hours of CLE credit. CLE workshops are denoted in your program with this symbol: § NLIEC will assist in securing credit for lawyers from other jurisdictions that participate in the American Bar Association reciprocity agreement. For more information, please visit the Conference Registration Desk.

## **Evaluation Forms and Raffle**

The evaluation forms are a critical tool in developing the type of conference that is most beneficial to you, the attendees. Please complete evaluation forms at the end of each session and return them to a conference volunteer. An incentive program has been developed to support the evaluation process. For every completed form returned at the end of each session, you will receive a raffle ticket. Retain your tickets throughout the conference. Each ticket will enter you in daily drawings for gifts that have been donated by many companies and organizations that support NLIEC.

## **Hotel Parking**

Hotel parking is complimentary.

## **In An Emergency**

Please review the emergency information in your guest room to familiarize yourself with emergency procedures. Familiarize yourself with the closest emergency exit in the public areas of the hotel and follow the instructions of the hotel's security staff. If you need a smoke detector designed for someone with a hearing or visual impairment, please contact the hotel's front desk.

## **Informational Displays**

Several firms and agencies are displaying information that will help many of us do our jobs better and, thus, better assist our low-income energy clients and customers. Visit the displays during refreshment breaks to learn more and network with your colleagues. Note: some of these firms and agencies have paid an exhibitor fee or have provided major support for the conference. Featuring their displays constitutes neither an explicit nor an implicit endorsement by NLIIEC of their products or services.

## **Recording**

NLIIEC and NEADA may photograph, videotape and/or audiotape attendees and materials at the functions of these conferences. The productions of such may be freely disseminated for purposes including, but not limited to, future outreach, education and informational efforts.

## **Smoking Policy**

Smoking is not permitted in any of the hotel meeting, general function space or sleeping rooms. Smoking is permitted outside of the hotel.

## **Special Assistance**

To provide advance notice of special needs such as dietary restrictions or needs related to sensory or mobility impairments such as specialized smoke detectors, or to request information about wheelchair access, please contact our Conference Manager, Cindy Homol, on-site at the Marriott at 615-872-2818. If you are calling from inside the hotel, dial extension 2818 from your sleeping room phone or from any hotel house phone.

## **Spouses & Guests**

If spouses and guests of registered NLIIEC conference attendees wish to attend any of NLIIEC's receptions, continental breakfasts or luncheons, they must purchase tickets for each meal/reception and secure a badge at the Conference Registration Desk. Tickets are \$15.00 per continental breakfast and \$40.00 per luncheon or reception and do not include attendance at the workshops.

## **Transportation**

The hotel provides complimentary shuttle service to and from the Nashville International Airport. The shuttle runs every half hour from 5:00 am to 11:30 pm and can be boarded in the hotel driveway outside of the main lobby. Taxi service from the airport to the hotel is available at an approximate cost of \$12.00 one-way, plus gratuity.

## **Workshops and General Session Locations**

Workshop and general session locations are listed on page 6 in the Agenda section of this program booklet. This information will also be posted on the hotel's reader boards. It can also be accessed from guest room televisions on the hotel information channel.

Nashville is filled with music, more music and so many other things. It is a city rich in history, visual and performing arts, museums, fine food, stately Southern mansions and Southern hospitality. The city has many nicknames including “Athens of the South” and the “Buckle of the Bible Belt.” By far, though, Nashville is best known as “Music City.”

Nashville has become the center of country, bluegrass, jazz, blues, soul, pop, rock, classical, contemporary and Christian music. While the city’s foundation may have been built on music, Nashvillians are also proud of the diversity of their city and its attractions. Music, theatre, sports, amusement parks, shopping malls, antique shops, the riverfront – there is something for everyone in Nashville.

From its early days as Fort Nashborough to the metropolitan environment of today, there is much to see and do during your visit to Nashville. For history buffs, Nashville has served as Tennessee’s capital since 1843. State government office buildings surround the Capitol building, modeled after a Greek Ionic temple and sitting high on a hill in downtown. Forts and battlefields from the Civil War era are located in and around Nashville.

Nashville has an eclectic mix of neighborhoods, from the upscale Green Hills area to East Nashville’s historic neighborhood, from the young and trendy neighborhood of Elliston Place to Sylvan Park’s homes and businesses, running the gamut from funky to upscale, and to the newly revitalized downtown area with its Farmer’s Market. Don’t miss out on some wonderful opportunities for exploration.

If food is your passion, you won’t be disappointed in what Nashville has to offer. From the standard Southern fare, like fried chicken, fried green tomatoes, biscuits, grits and barbecue, to sushi bars, upscale dining and creative international venues, we promise you won’t leave Nashville hungry.

Whether this is your first visit to Nashville or you’ve enjoyed our hospitality before, there is much to see and do in Nashville, and we do hope you will make some time to explore our city. Welcome to Music City!

Regina Surber, Chair  
Local Conference Committee

# NEADA Meeting Agenda

## Sunday - June 3

---

- 12:00 pm - 2:00 pm Regional Caucus Discussions
- 2:00 pm - 2:30 pm Appropriations Update
- 2:30 pm - 4:00 pm Session 1 - Management Roundtable Discussions
- *Identifying New Strategies to Enhance the Delivery of Program Services*
  - *Developing Innovative Approaches in Managing Applications and the Payment of Program Funds*
  - *Coordinating of the Various Funding Streams for Energy Assistance*
- 4:00 pm - 4:45 pm Report and Discussion from Roundtable Sessions
- *Next Steps in Reviewing Recommendations*
  - *Action Ideas for Implementation*
- 7:00 pm - 9:00 pm Dinner Meeting

## Monday - June 4

---

- 8:00 am - 9:00 am Continental Breakfast
- 9:00 am - 9:30 am Opening Remarks
- 9:30 am - 10:30 am Business Meeting/Election of Officers
- 10:30 am - 11:30 am Meeting with Federal Program Officials
- 11:30 am - 12:00 pm Action Items/Next Steps in Working with Federal Agencies
- 12:00 pm - 2:00 pm Continuation of Regional Caucus Meetings
- *Discussion of Next Steps/Regional Projects*
- 2:00 pm - 3:30 pm State Program Discussions
- *Meeting Energy Needs During the Winter of 2006*
  - *Reducing Roadblocks to Delivering Services*
  - *Reducing Arrearages and Defaults*
- 2:00 pm - 4:00 pm Session 2 - Management Roundtable Discussions
- *Improving the Delivery of Propane and Heating Oil*
  - *Addressing Issues with Credit Checks and other Utility Payment Issues*
  - *Developing New Strategies to Increase Payment Affordability*
- 4:00 pm - 4:45 pm Report/Discussion from Roundtable Sessions
- *Action Ideas for Implementation*
- 5:15 pm - 7:15 pm NLIEC Bridges Reception
- NFFN and NEADA registrants are invited to attend*

# NLIEC Conference Schedule

## Monday, June 4

---

- 7:30 am - 5:30 pm Conference Registration - *Ballroom Foyer*  
5:15 pm - 7:15 pm NLIEC Bridges Reception (*page 7*)

## Tuesday, June 5

---

- 8:00 am - 5:30 pm Conference Registration - *Ballroom Foyer*  
8:00 am - 5:30 pm Informational Displays - *Ballroom Foyer*  
8:00 am - 9:00 am Continental Breakfast - *Ballroom Foyer*  
9:00 am - 10:30 am Opening Session (*page 8*)  
10:30 am - 10:45 am Refreshment Break - *Ballroom Foyer*  
10:45 am - 12:15 pm Session 1 (*pages 12-13*)  
12:30 pm - 1:45 pm Keynote Luncheon (*page 8*)  
2:00 pm - 3:30 pm Session 2 (*pages 14-15*)  
3:30 pm - 3:45 pm Refreshment Break - *Ballroom Foyer*  
3:45 pm - 5:15 pm Session 3 (*pages 16-17*)  
6:00 pm - 9:30 pm Reception (*page 7*)

## Wednesday, June 6

---

- 8:00 am - 5:30 pm Conference Registration - *Ballroom Foyer*  
8:00 am - 5:30 pm Informational Displays - *Ballroom Foyer*  
8:00 am - 9:00 am Continental Breakfast - *Ballroom Foyer*  
9:00 am - 10:15 am Forum (*page 9*)  
10:15 am - 10:30 am Refreshment Break - *Ballroom Foyer*  
10:30 am - 11:45 am Session 4 (*page 18-19*)  
12:00 pm - 1:15 pm Award Luncheon (*page 9*)  
1:30 pm - 3:00 pm Session 5 (*pages 20-21*)  
3:00 pm - 3:15 pm Refreshment Break - *Ballroom Foyer*  
3:15 pm - 4:30 pm Session 6 (*pages 22-23*)  
Evening On Your Own

## Thursday, June 7

---

- 8:00 am - 12:00 pm Conference Registration - *Ballroom Foyer*  
8:00 am - 12:00 pm Informational Displays - *Ballroom Foyer*  
8:00 am - 9:00 am Continental Breakfast - *Ballroom Foyer*  
9:00 am - 10:00 am Session 7 (*pages 24-25*)  
10:00 am - 10:30 am Refreshment Break - *Ballroom Foyer*  
10:30 am - 11:30 am Session 8 (*pages 26-27*)  
11:30 am - 12:00 pm Closing Session (*page 9*)

Note: A floor plan of the hotel is provided on pages 28-29. For information on locations of specific workshops, please refer to associated page numbers indicated above. This information is also posted on the hotel's reader boards and broadcast on the hotel station, which can be accessed from the hotel guestrooms.

## **NLIEC Bridges Reception**

**Salon DE**

Monday, June 4, 5:15 pm - 7:15 pm

Gather with participants from all three conferences, NEADA, NFFN and NLIEC. Visit old friends, make new ones and come together to unwind. Join us for some light refreshments as we open the 21st Annual National Low Income Energy Conference.

## **Sounds of Tennessee Reception**

**Cumberland**

Tuesday, June 5, 6:00 pm - 9:30 pm

Help us kick off the NLIEC conference at the Sounds of Tennessee reception. Join us for a relaxed evening of fun, food, networking and music set in the convenient, comfortable surrounding of the conference hotel. Test your Tennessee music and trivia knowledge for a chance to win a prize! How much do you know about the sounds of Tennessee?

The Sounds of Tennessee is sponsored by American Water, which provides high quality water, wastewater and other related services to more than 18 million people in 29 states and Canada.

## Opening Session Cumberland

Tuesday, June 5, 9:00 - 10:30 am

Introductions: Cindy Datig, *Chair, NLIEC*

Greeting: Greg Coker, *Atmos Energy*

Welcome: Josephine Robinson, *Director, Office of Community Services,  
U.S. Department of Health and Human Services*

Keynote: Jean Ann Fox, *Director of Consumer Protection, Consumer Federation of America*

The Consumer Federation of America is a nonprofit association of some 300 pro-consumer groups with a combined membership of 50 million people.

The CFA recently established a website focusing on payday lending programs ([www.paydayloaninfo.org](http://www.paydayloaninfo.org)) to help consumers and policymakers combat extremely expensive check-based lending. As director of consumer protection for CFA, Jean Ann Fox has conducted research on the practices and products offered through the many payday lending stores and the impact they have on low-income consumers.

Ms. Fox specializes in financial services, electronic commerce and consumer protection issues. Before going to work for CFA in 1997, she served as a board member, president and vice president of the organization. She is the author or co-author of numerous reports on check cashing and payday lending, refund anticipation loans, car title loans and bank overdraft loans.

## Keynote Luncheon Cumberland

Tuesday, June 5, 12:30 - 1:45 pm

Keynote: John Young, *Chief Operating Officer, American Water*

Water affordability is an increasingly important issue to low-income consumers. Water rates in many parts of the country have been rising faster than the rate of inflation, and the need to shield low-income consumers from the impacts of such rates is growing. Therefore, the interest is high among those working on energy-assistance issues to learn more about what can be done to address low-income water affordability problems. This year's Tuesday keynote luncheon speaker will talk about discount programs for water service, private water funds and steps consumers can take to help reduce the cost of water.

John Young is chief operating officer of American Water and holds a seat on the company's board of directors. Young has direct responsibility for company-wide operations and delivery of financial and operating performance, while establishing a balance between the company's immediate business goals and long-term vision. In addition, he is responsible for all activities related to the company's National Customer Service Center and Process Performance. A registered professional engineer, Young holds a bachelor's degree in civil engineering from Duke University and a master's degree in environmental engineering from the University of North Carolina.

## Forum

Cumberland

### A National Study of Ratepayer Funded Low-Income Energy Programs

Wednesday, June 6, 9:00 - 10:15 am

Moderator: Ron Grosse, *Secretary, NLIIEC*

Speakers: David Carroll, *APPRISE, Princeton, NJ*

Jackie Berger, Ph.D., *APPRISE, Princeton, NJ*

Roger D. Colton, *Fisher, Sheehan & Colton, Belmont, MA*

APPRISE joined with Fisher, Sheehan & Colton to conduct a national study of ratepayer funded low-income programs. The study was undertaken to furnish guidance on the legal and regulatory framework needed to support such programs and documents the most effective practices with respect to program design and implementation. The speakers chose NLIIEC's conference as the venue to unveil their findings.

## NLIIEC Awards Luncheon and General Session

Cumberland

Wednesday, June 6, Noon - 1:15 pm

Presentation: Cindy Datig, *Chair, NLIIEC*

Speaker: Ron Jones, *Tennessee Regulatory Authority, and Chair, Consumer Affairs Committee, National Association of Regulatory Utility Commissioners*

This is our opportunity to present the NLIIEC Achievement Award and recognize some of the individuals and organizations that have made our endeavors and this year's conference possible. The 2007 NLIIEC Achievement Award is being presented to the National Consumer Law Center in recognition of its long record of advocacy and service in improving the lives and circumstances of our nation's low-income energy consumers. NCLC energy analyst John Howat will accept the award on behalf of the organization.

Ron Jones, a director of the Tennessee Regulatory Authority and chair of the National Association of Regulatory Utility Commissioners' Consumer Affairs Committee, will be the featured general session speaker. Chairman Jones will share his views on why it is important for utility regulators to be involved in efforts to ensure that low-income consumers are able to afford energy and other essential household services.

## Closing Session

Salon DE

Thursday, June 7, 11:30 am - 12:00 pm

Join us for the wrap-up of our 21st annual conference and gear up for 2008. Final comments regarding this year's conference will be presented, and we will look ahead to the event coming up next year in Denver, Colorado. Be sure to hold onto all of your raffle tickets, because this is also the time when we hold our final drawings.

# Conference Workshops

**A Consumer Education  
and Service**

**B Weatherization, Conservation  
and Housing**

## Monday, June 4, 2007

5:15 - 7:15 pm	NLIEC-NFFN Bridges Reception for all Joint Conferences attendees
----------------	--

## Tuesday, June 5, 2007

9:00 am - 10:30 am	Introductions: Cindy Datig, NLIEC Chair Greetings: Greg Coker, Atmos Energy Welcome: Josephine Robinson, Director, Office of Community Services, U.S. Department of Energy Opening Keynote Address: Report on Pay Day Loans and Check Cashing Outlets – T	
10:45 am - 12:15 pm Session 1	1A Effective Social Service Collaboration	1B Energy Conservation: What Are My Choices? What Can I Save?
12:30 pm - 1:45 pm	Keynote Luncheon: John Young, Chief Operating Officer, American Water	
2:00 pm - 3:30 pm Session 2	2A There's a Story Being Told: Consumer Education Programs	2B Weatherization Best Practices
3:45 pm - 5:15 pm Session 3	3A Energy Smart Education Program	3B Evaluating Effective Programs
6:00 pm - 9:30 pm	Reception: The Sounds of Tennessee	

## Wednesday, June 6, 2007

9:00 am - 10:15 am	Forum: A National Study of Ratepayer Funded Low-Income Energy Programs: David	
10:30 am - 11:45 am Session 4	4A Legal Aid to the Rescue! § Assistance for Low-Income Households	4B Coordinated Energy Efficiency Programs for Long Term Solutions
12:00 pm - 1:15 pm	NLIEC Awards Luncheon and General Session. Speaker: Ron Jones, Tennessee Regul	
1:30 pm - 3:00 pm Session 5	5A Rural Poverty Issues §	5B Energy Act of 2005: An Update §
3:15 pm - 4:30 pm Session 6	6A 2-1-1 Texas Information and Referral Network	6B Basics of Building Science
Evening	Attendees are on their own to enjoy Nashville	

## Thursday, June 7, 2007

9:00 am - 10:00 am Session 7	7A Project Self-Sufficiency: Back in the Saddle Again	7B Landlord/Tenant Issues Including Weatherization Challenges
10:30 am - 11:30 am Session 8	8A A Shopping Cart Full of Aid: One-Stop Assistance Service	8B Cleaning and Tune Up Programs for Oil Heat Consumers
11:30 am - 12:00 pm	Closing Session: Wrap Up and Grand Prize Raffle	

C Energy Assistance

D Energy Issues:  
Today and Tomorrow

E. Thinking Outside  
the Box

Department of Health and Human Services  
The Impact on Low-Income Consumers – Jean Ann Fox, Consumer Federation of America

1C Assurance 16: What Is It and Why Should It Matter to You	1D Can't We Just Do It Because It's the Right Thing to Do? § Justifying Utility Low-Income Programs	1E Water Affordability: Keeping Families Afloat as Water Bills Rise §
2C Meet the Feds	2D Does It Really Take a Village? Principles for Keeping Energy Affordable in the Age of Globalization	2E Tools for the Toolbox: Web-Based Tools for Calculating Family Resource Needs
3C Electronic Solutions to Administrative Nightmares	3D "Baby, It's Cold Outside!" A Survey of § Extreme Weather Period Protections	3E How to Build Statewide Fuel Funds

Carroll, Jackie Berger, APPRISE and Roger D. Colton, Fisher, Sheehan and Colton

4C Health Consequences of Inadequate Heating and Cooling	4D Working to Expand Resources: The Earned Income Tax Credit and the Telephone Lifeline Programs for LIHEAP Eligible Households	4E The Value of Abolishing § Poverty: \$20,000 per American Household
5C Service Delivery Through Faith-Based Organizations	5D Got a Quarter for the Meter? The Impact of Pre-Pay, Time of Use and Other Technologies on Low-Income Consumers §	5E Let Your Fingers Do the Talking: Writing Effective News Releases
6C REACH for the Stars	6D Tennessee Linkages: Making Interagency Connections in the Volunteer State	6E Let Your Fingers Do the Talking: Writing Effective News Releases (continued)

7C Hey, Dude! That's Cool! A New Look at Cooling Assistance Issues	7D "And the Hits Just Keep on Coming!" § Update on the Status of Deregulated States	7E Step Inside Poverty: Feel It, See It, Live It...Understand It
8C Propane Partnerships: The Challenges of Delivered Fuels	8D Creating an Inclusive Climate: Bringing Green Energy to Low-Income Communities	8E Step Inside Poverty: Feel It, See It, Live It...Understand It (continued)

## IA ————— Salon ABC

### **Effective Social Service Collaboration**

Moderator: Kim Campbell, *TXU Energy*

Speaker: Vicki Mize, *United Way of Tarrant County*

This workshop will highlight several examples of initiatives in Tarrant County, Texas, that involve a collaborative effort of multiple social service agencies working together to successfully meet the needs of individuals in their community.

## IB ————— Capitol II

### **Energy Conservation: What Are My Choices? What Can I Save?**

Moderator: Jack Lavery, *Columbia Gas of Ohio, A NiSource Company*

Speaker: Michael Blasnik, *Michael Blasnik and Associates*

Join Michael Blasnik for an enlightened discussion of the myths and realities of energy savings in low-income housing. What energy savings can be expected from cold and hot climate energy conservation measures? This session will cover measured versus predicted savings for various energy conservation measures that have proven to save energy when installed correctly.

## IC ————— Salon FGH

### **Assurance I6: What Is It and Why It Should Matter to You**

Moderator: John Harvanko, *Minnesota Department of Commerce, Energy Assistance Programs*

Speakers: Lana Ross, *Iowa Community Action Association*

Doris Washington, *Tri-County Action Program, Inc.*

Everyone knows there's not enough public money to help all who need energy assistance. So, what else can you do? Assurance I6, a LIHEAP component, provides funding to help clients attain energy self-sufficiency, thereby reducing dependency on LIHEAP. Typical Assurance I6 activities include outreach, referral and education. Hear from states that have taken Assurance I6 to new and creative heights.

**ID** ————— **§ Salon DE****Can't We Just Do It Because It's the Right Thing to Do?  
Justifying Utility Low-Income Programs**

Moderator: Mary Grassi, *New York State Energy Research and Development Authority*

Speakers: Roger D. Colton, *Fisher, Sheehan and Colton*  
Greg Sawyers, *Citizens Gas & Coke Utility*

Advocates often believe that public interest and policy grounds should be sufficient to justify the implementation of utility low-income programs. But utility executives, regulators and legislators often require cost-justifications. The presenters in this session will provide both social and economic justifications for utilities to offer low-income programs.

**IE** ————— **§ Capitol I****Water Affordability: Keeping Families Afloat as Water Bills Rise**

Moderator/

Speaker: Jim Jacob, *New Jersey SHARES*

Speakers: Chad Quinn, *Dollar Energy Fund*  
Kathy Walgren, *The Heat & Warmth (THAW) Fund*  
William Kelvington, *American Water*

Water and sewer rates have been rising faster than the rate of inflation in many parts of the country. This has created opportunities and the critical need to develop affordability programs. Come hear about what can be done.

## 2A

## Salon DE

### **There's a Story Being Told: Consumer Education Programs**

Moderator: Don Dasher, *BGE – A Constellation Energy Company*

Speakers: Barry K. Hedden, *BGE – A Constellation Energy Company*  
Kathleen Z. Proctor, *BGE – A Constellation Energy Company*

Learn how a successful market venture was realized through coordination with customer research and strategic marketing creating a venue that sold the benefits of energy conservation to low-income households in the Baltimore, Maryland, market.

## 2B

## Salon ABC

### **Weatherization Best Practices**

Moderator: Adrian Andrews, *Columbia Gas of Ohio, A NiSource Company*

Speakers: Jack Laverty, *Columbia Gas of Ohio, A NiSource Company*  
Greg Dalhoff, *Dalhoff Associates, LLC*

Iowa's Weatherization Assistance Program and Columbia Gas of Ohio's Warm Choice program have achieved sustained high levels of energy savings for their low-income customers. An implementer and an evaluator from both programs will discuss the important keys to their programs' success.

## 2C

## Salon FGH

### **Meet the Feds**

Moderator: Jo-Ann Choate, *Maine State Housing Authority*

Speakers: Josephine Robinson, *Director, Office of Community Services,  
U.S. Department of Health and Human Services*  
Nick St. Angelo, *U.S. Department of HHS, Division of Energy Assistance*

The U.S. Department of Health and Human Services, Division of Energy Assistance, distributes and oversees over \$2 billion a year in LIHEAP funding to states and tribes. Meet representatives of this office and have your questions answered regarding LIHEAP.

2D

Capitol II

## Does It Really Take a Village? Principles for Keeping Energy Affordable in the Age of Globalization

Moderator/

Speaker: Meg Power, *National Community Action Foundation*

Speakers: John Colgan, *Illinois Community Action Association*  
John Howat, *National Consumer Law Center*

If we all agree that energy is a necessity of life, then what will it take to make sure that all citizens can keep the lights and heat on in an era when the price of electricity and gas is increasingly subject to national and even global pressures? Participants of this session will discuss principles that groups across the country are using to bring together consumers, policymakers, utilities and other market factors to ensure energy affordability well into the future.

2E

Capitol I

### Tools for the Toolbox:

#### Web-Based Tools for Calculating Family Resource Needs

Moderator: Mary Grassi, *New York State Energy Research and Development Authority*

Speakers: Kinsey Alden Dinan, *National Center for Children in Poverty*  
Kate C. Farrar, *Family Economic Self-Sufficiency Project,*  
*Wider Opportunities for Women*

See a demonstration of two powerful web-based tools. The National Center for Children in Poverty's Family Resource Simulator simulates the impact of federal and state "work support" benefits (e.g. earned income tax credits, Medicaid, child care assistance) on budgets of low-to moderate-income families and can be used to calculate how much families need to become self-sufficient. Wider Opportunities for Women leads and manages the Family Economic Self-Sufficiency Project. The Self-Sufficiency Standard, developed for 36 states, calculates how much income a working family needs to meet their basic expenses of housing, child care, food, health care, transportation and taxes, depending on where they live and the composition of the family. You will learn about this measurement, on-line self-sufficiency calculators and case manager curricula that are effective and successful tools for working with customers. You'll also hear about WOW's Elder Economic Security Initiative, which includes the development of an "Elder Standard", a geographically specific and realistic measure of the costs of aging in place.

## 3A

## Capitol II

### Energy Smart Education Program

Moderator/

Speaker: Mary Grassi, *New York State Energy Research and Development Authority*

Speaker: Peggie Neville, *New York State Energy Research and Development Authority*

NYSERDA developed a program to educate K-12 students, which are future consumers, on how to conserve and use energy wisely. Learn how you can adapt this program and other unique education programs for use in your service area.

## 3B

## Salon DE

### Evaluating Effective Programs

Moderator: Jack Laverty, *Columbia Gas of Ohio, A NiSource Company*

Speaker: Michael Blasnik, *Michael Blasnik and Associates*

Program impact evaluations are used to report results of implementing energy conservation programs. Review evaluation results for a variety of low-income weatherization programs and learn about key elements of program methodology to help you evaluate reported results.

## 3C

## Salon FGH

### Electronic Solutions to Administrative Nightmares

Moderator: John Harvanko, *Minnesota Department of Commerce, Energy Assistance Programs*

Speakers: Shawn Robinson, *Ohio Department of Development*

Jeff Mitchell, *Minnesota Department of Commerce, Energy Assistance Programs*

So, you've been using the same data system since the 1970s based on Apollo technology? It's time to upgrade. This workshop will provide insights on how two states developed new systems, what lessons they learned and what you should avoid.

**3D****§ Salon ABC****“Baby, It’s Cold Outside!”****A Survey of Extreme Weather Period Protections**Moderator: Ron Grosse, *Secretary, National Low Income Energy Consortium*Speakers: Olivia Wein, *National Consumer Law Center*  
Ron Elwood, *Mid-Minnesota Legal Assistance*

Most states have laws to protect utility consumers against shutoffs during extreme temperatures. However, the range of consumers protected, the duration of the protections and the conditions accompanying the protections vary greatly. This workshop will provide an overview of how different states address the vital issue of ensuring the continuity of utility service when the loss of heat or cooling can be health or life threatening.

**3E****Capitol I****How to Build Statewide Fuel Funds**Moderator: Jim Jacob, *New Jersey SHARES*Speakers: Pat Wrice, *Operation Fuel*  
Wilma Sims-Moore, *American Red Cross, Project SHARE*

Learn how two states were able to develop a statewide fuel fund. Experts will talk about how their programs were developed and implemented and some of the challenges they faced. This session will set aside a substantial amount of time for audience questions and group discussion.

## 4A ————— § Salon ABC

### **Legal Aid to the Rescue! Assistance for Low-Income Households**

Moderator: Don Dasher, *BGE – A Constellation Energy Company*  
Speaker: Andi Galli, *Maryland Consumer Rights Coalition*

This workshop will highlight the benefits an active and engaged consumer rights organization can provide for low-income households. Focus will be on what role organizations can play in establishing and promoting consumer rights, curbing identity theft, educating on the costs associated with pay-day loan or check cashing services and other predatory activities that adversely impact low-income households.

## 4B ————— Salon DE

### **Coordinated Energy Efficiency Programs for Long-Term Solutions**

Moderator: Skip Arnold, *Energy Outreach Colorado*  
Speakers: Shelly Wallace, *Energy Outreach Colorado*  
Stefka Fanchi, *Habitat for Humanity*

Long-term energy conservation solutions. Where to begin? How do you start, and which partners do you access? Hear how one agency in Colorado is successfully doing this and hear from one of the key partners to their success. Together, they will explain the who, what, where, why and how of their energy conservation program.

## 4C ————— Salon FGH

### **Health Consequences of Inadequate Heating and Cooling**

Moderator: Mark Wolfe, *National Energy Assistance Directors' Association*  
Speakers: Lynn Page Snyder, Ph.D., MPH, *Energy Programs Consortium*  
George Luber, Ph.D., *Health Studies Branch, National Center for Environmental Health, Centers for Disease Control & Prevention*

Since the inception of LIHEAP, our knowledge of the health effects of inadequate heating and cooling has expanded considerably, while the health profile of the low-income population served by LIHEAP has also changed. This session will explore the public health implications of energy assistance, considering how new biomedical knowledge and demographic changes present new challenges to LIHEAP programs. It will also highlight recent studies on the health impacts of inadequate heating and cooling and extreme weather.

4D

Capitol II

**Working to Expand Resources:  
The Earned Income Tax Credit and the Telephone Lifeline  
Programs for LIHEAP-Eligible Households**

Moderator: Olivia Wein, *National Consumer Law Center*  
Speakers: John Wancheck, *Center on Budget and Policy Priorities*  
Pamela Gallant, *Universal Service Administrative Company*

Learn how the Earned Income Tax Credit, Child Tax Credits and the Telephone Lifeline Program can help expand low-income households' budgets. Experts on developing EITC outreach projects and administering the federal low-income telephone assistance programs, called Lifeline and Link-Up, will discuss how these programs work and how they can help your clients.

4E

§ Capitol I

**The Value of Abolishing Poverty:  
\$20,000 per American Household**

Moderator: Linda H. Barnes, *Entergy Corporation*  
Speakers: Jerrold Oppenheim, *Democracy and Regulation*  
Theo MacGregor, *MacGregor Energy Consultancy*

Research commissioned by Entergy shows that investments in the eradication of poverty can pay for themselves – especially if the investments are made in energy efficiency for low-income homes (the presenters estimate a benefit/cost ratio to society of 7:1). Investing in the eradication of poverty in America would increase the resources of each American household by an average of more than \$20,000 a year, equivalent to a wage increase of more than 35 percent. The panel explains the economic benefits to all Americans of investing in eradicating poverty.

## 5A ————— § Salon ABC

### Rural Poverty Issues

Moderator: Don Dasher, *BGE – A Constellation Energy Company*

Speaker: Jim Wayne, *Capital Area Legal Services*

Unique issues, challenges and solutions for dealing with poverty in rural communities.

## 5B ————— § Salon FGH

### Energy Act of 2005: An Update

Moderator: Deb Cochenour, *Columbia Gas of Pennsylvania, A NiSource Company*

Speakers: Lowell Ungar, *Alliance to Save Energy*

Steve Baden, *Residential Energy Services Network*

This session was so well received last year, we invited our speakers back! This time, they will be offering a quick refresher on the Energy Act of 2005. They will also tell us what has changed over the past year and what programs are being implemented.

## 5C ————— Capitol II

### Service Delivery Through Faith-Based Organizations

Moderator: Sherry Vogel, *NCAT/LIHEAP Clearinghouse*

Speakers: Lynn Westergaard, *Resource Service Ministries, Inc.*

Patrick Graham, *Crisis Assistance Ministry*

Non-traditional services providers play a vital role in helping low-income families with energy and other critical needs. This workshop will provide information on what role faith-based organizations in two Southern states have played in strengthening the overall safety net for families in need, especially in the energy area.

5D

§ Salon DE

**Got a Quarter for the Meter?  
The Impact of Pre-Pay, Time of Use and Other Technologies  
on Low-Income Consumers**

Moderator: John Howat, *National Consumer Law Center*  
Speakers: Martin Insogna, *New York State Department of Public Service*  
Barbara Alexander, *Consumer Affairs Consultant*

Ever more sophisticated technology is being developed to provide customers with real time information about their usage. However, some of this technology is controversial in its application to low-income customers. Come listen to experts discuss the pros and cons of prepay and time-of-use metering and other new technologies.

5E / 6E

Capitol I

**Let Your Fingers Do the Talking: Writing Effective News Releases**

Moderator/  
Speaker: Ivan Brandon, *National Fuel Funds Network*  
Speaker: David Fox, *National Low Income Energy Consortium*

Too often, agencies generate news releases that provide basic information about energy assistance programs but fail to “sell” the programs both to those who need help and those whose support for the program could be valuable. In this interactive, three-hour workshop, participants will learn from two former Associated Press writers and editors about news writing and what goes into an effective release. Then, in a classroom environment, participants will actually write leads and full news releases and will critique each other’s efforts.

## 6A --- Salon DE

### 2-1-1 Texas Information and Referral Network

Moderator: Kim Campbell, *TXU Energy*

Speaker: Vicki Mize, *United Way of Tarrant County*

This session will highlight the successful statewide development of the 2-1-1 Texas Information and Referral Network. See how the 25 area information centers were developed, how they operate and how this coordinated approach of linking consumers with health and human services such as utility assistance, food, health care and more, benefits the state of Texas and the local communities.

## 6B --- Salon FGH

### Basics of Building Science

Moderator: Jack Laverty, *Columbia Gas of Ohio, A NiSource Company*

Speaker: David Keefe, *Vermont Energy Investment Corp. (VEIC)*

Americans typically understand how their cars work better than they understand the workings of their houses. Weatherization professionals today have to understand basic building science in order to effectively serve low-income customers. Learn how weatherization interacts with, and needs to take into account, health, safety, durability and comfort issues.

## 6C --- Salon ABC

### REACH for the Stars

Moderator/

Speaker: Jo-Ann Choate, *Maine State Housing Authority*

Speakers: John Joseph, Ph.D., *Joseph Associates, Inc.*

Charlotte Abney, *U.S. Department of Health and Human Services, Division of Energy Assistance*

REACH is a competitive grant program, funded through LIHEAP, under which grantees can develop and test new and innovative approaches to helping low-income families achieve self-sufficiency. Since 1996, more than half of the states have been awarded REACH grants for three-year pilots. Hear from a REACH grantee, the federal REACH director and an experienced REACH evaluator on what has and hasn't worked.

6D

Capitol II

**Tennessee Linkages:****Making Interagency Connections in the Volunteer State**Moderator: Joe Jackson, *Tennessee Electric Cooperative Association*Speakers: Julie Bunch, *Tennessee Association of Community Action*Teresa L. Corlew, *Nashville Electric Service*Gary H. Harris, *Tennessee Valley Authority*Patty Hurley, *Volunteer Energy Cooperative*Chris Jones, *The Middle Tennessee Electric Membership Corporation*Regina Surber, *Tennessee Department of Human Services*

This session will provide Tennessee groups, organizations, associations and agencies with an interest in low-income energy affordability an opportunity to network. An impressive panel includes representatives from Tennessee's community action agencies, electric cooperatives, municipal agencies, the TVA and the LIHEAP office. Panelists will describe their organizations the programs, services and issues on which they work. As much time as possible will be reserved for Q&A and networking.

6E (continued from 5E)

Capitol I

**Let Your Fingers Do the Talking: Writing Effective News Releases**

Moderator/

Speaker: Ivan Brandon, *National Fuel Funds Network*Speaker: David Fox, *National Low Income Energy Consortium*

Too often, agencies generate news releases that provide basic information about energy assistance programs but fail to "sell" the programs both to those who need help and those whose support for the program could be valuable. In this interactive, three-hour workshop, participants will learn from two former Associated Press writers and editors about news writing and what goes into an effective release. Then, participants will actually write leads and full news releases in a classroom environment and critique each other's efforts.

## 7A

## Salon FGH

### **Project Self-Sufficiency: Back in the Saddle Again**

Moderator: Alice Perez, *Sacramento Municipal Utility District*

Speaker: Erin O'Donnell, *Dollar Energy Fund*

This workshop will highlight successful activities that have moved low-income households off the assistance rolls and into positive workforce experiences. Come and learn how the business community is stepping forward to assist the social welfare community in meeting this important need for low-income families.

## 7B

## Salon D

### **Landlord/Tenant Issues Including Weatherization Challenges**

Moderator: Jack Laverty, *Columbia Gas of Ohio, A NiSource Company*

Speaker: David Hepinstall, *Association for Energy Affordability, Inc.*

New York has one of the nation's largest concentrations of rental housing for low-income citizens. The Association for Energy Affordability has worked closely with landlord, tenant and program operator stakeholders to develop effective procedures for maximizing the impact of weatherization in the rental sector. Learn about one of the most comprehensive models in the country.

## 7C

## Salon E

### **Hey, Dude! That's Cool! A New Look at Cooling Assistance Issues**

Moderator: Kay Joslin, *NCAT/LIHEAP Clearinghouse*

Speakers: Mike Kelly, *State of Nebraska, Department of Health and Human Services*  
Lynn Sims, *State of Georgia, Department of Human Resources*

Cooling programs operated under LIHEAP are not as well funded or as widespread as heating assistance programs. Yet, they've grown in size and scope in recent years as there's been more public recognition of the cooling-related energy needs of low-income households. Hear from one state that's had a longtime cooling program and one that only recently began offering cooling assistance.

**7D** ————— **§ Salon ABC****And the Hits Just Keep on Coming! Update on the Status of Deregulated States**Moderator: Anita E. Adams, *American Electric Power*Speaker: Barbara Alexander, *Consumer Affairs Consultant*

This session will provide an update on the status of states that have restructured their electric markets with a focus on those states that have or are facing the lifting of rate caps. The session will also look at the effect of the lifting of rate caps on consumers, utilities, regulators and policymakers.

**7E/8E** ————— **Capitol I & II****Step Inside Poverty: Feel It, See It, Live It, Understand It**Moderator: Jim Jacob, *New Jersey SHARES*Speakers: Jessica Long, *Missouri Association for Community Action, Inc.*Brenda Stegeman, *Missouri Association for Community Action, Inc.*

Understanding the day-to-day reality of poverty is important for everyone involved in fighting poverty – from policymakers to service providers. Missouri's Community Action Poverty Simulation (CAPS) is a unique tool that helps people to understand what life is like with a shortage of money and an abundance of stress. During a simulation, participants role-play the lives of low-income families, including single parents, people with disabilities and senior citizens. The task of each family is to provide food, shelter and other basic necessities during four 15-minute units that simulate weeks. Families interact with community resources and other families.

Although it uses “play” money, fictional scenarios and time limits, CAPS is not a game. It's a simulation that enables participants to view poverty from different angles and then discuss the potential for change within local communities. The CAPS is a copyright learning tool made available by the Missouri Association for Community Action (MACA). For additional information, visit the MACA website at [www.communityaction.org](http://www.communityaction.org).

8A

Salon D

## **A Shopping Cart Full of Aid – One-Stop Assistance Service**

Moderator: Don Dasher, *BGE – A Constellation Energy Company*

Speakers: Chad Quinn, *Dollar Energy Fund*  
Sean Smiles, *Dollar Energy Fund*

Learn how a successful community-based organization has provided a computer-based assistance tool known as “One-Stop Shopping Services” to help connect low-income families with services. This workshop will show how the program has helped to improve utility bill payments and helped clients gain access to social and financial assistance programs.

8B

Salon ABC

## **Cleaning and Tune-Up Programs for Oil Heat Consumers**

Moderator: Deb Cochenour, *Columbia Gas of Pennsylvania, A NiSource Company*

Speakers: Jackie Berger, *APPRISE*  
Peggie Neville, *New York State Energy Research and Development Authority*

This workshop may be of value to anyone who helps households that heat with fuel oil. Hear about two programs that offer furnace cleaning and tune-ups for oil-heat consumers. Find out the advantages of cleaning and tune-up programs for oil consumers and learn about innovative ways to leverage these services in order to achieve other benefits.

8C

Salon FGH

## **Propane Partnerships: The Challenges of Delivered Fuels**

Moderator/

Speaker: John Burnquist, *State of Iowa, Department of Human Rights*  
Speaker: Karen Henry, *Northeast Iowa Community Action Corporation*

Most Americans get their heating through connected and regulated utilities. However, many, including the low-income consumers, use fuels such as propane or heating oil that are delivered to their homes, creating challenges for LIHEAP. Hear what those challenges are and what one state is doing to ensure that these households get a high level of service.

8D

Salon E

### **Creating an Inclusive Climate: Bringing Green Energy to Low-Income Communities**

Moderator: Ron Elwood, *Mid-Minnesota Legal Assistance*

Speaker: Bruce Ledgerwood, *Low Income Energy Affordability Network*

Green power is often more costly and thus available only to those with greater means. This session will provide examples of the measures some states are taking to ensure that low-income customers can access and benefit from environmentally friendly sources of energy.

8E (continued from 7E)

Capitol I &amp; II

### **Step Inside Poverty: Feel It, See It, Live It ... Understand It**

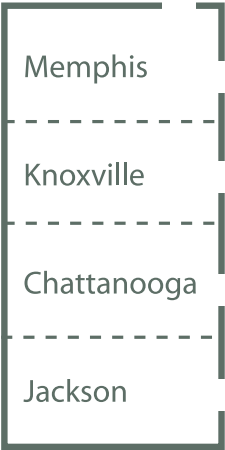
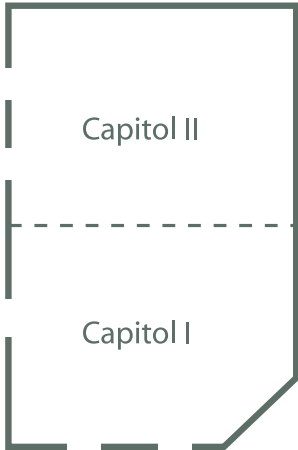
Moderator: Jim Jacob, *New Jersey SHARES*

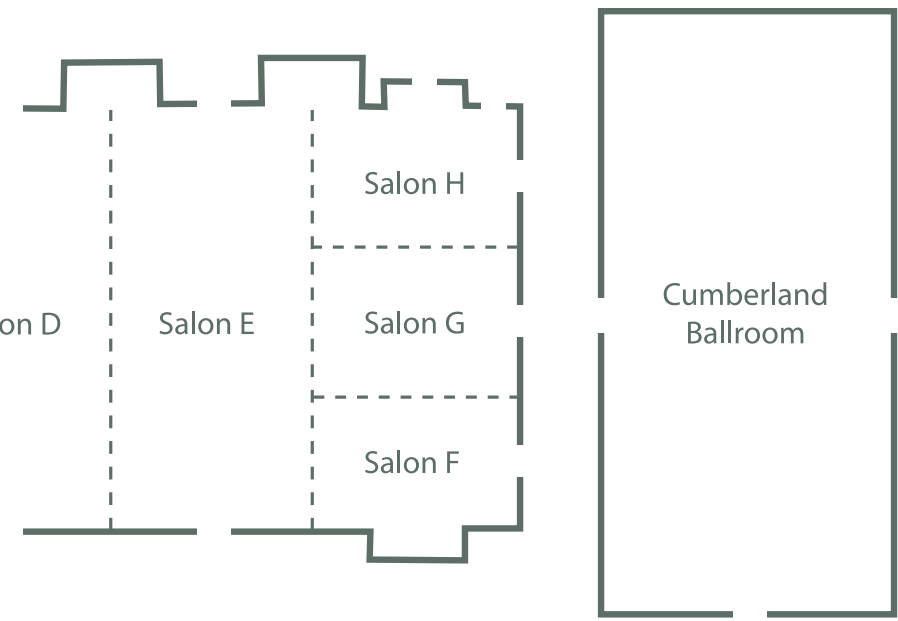
Speakers: Jessica Long, *Missouri Association for Community Action, Inc.*

Brenda Stegeman, *Missouri Association for Community Action, Inc.*

Understanding the day-to-day reality of poverty is important for everyone involved in fighting poverty – from policymakers to service providers. Missouri's Community Action Poverty Simulation (CAPS) is a unique tool that helps people to understand what life is like with a shortage of money and an abundance of stress. During a simulation, participants role-play the lives of low-income families, including single parents, people with disabilities and senior citizens. The task of each family is to provide food, shelter and other basic necessities during four 15-minute units that simulate weeks. Families interact with community resources and other families.

Although it uses “play” money, fictional scenarios and time limits, CAPS is not a game. It's a simulation that enables participants to view poverty from different angles and then discuss the potential for change within local communities. The CAPS is a copyright learning tool made available by the Missouri Association for Community Action (MACA). For additional information, visit the MACA website at [www.communityaction.org](http://www.communityaction.org).





# Conference Supporters and Contributors

## Financial Contributors

---

NLIEC extends its sincere thanks to the following organizations for their leadership and financial support. This generosity and commitment to fostering solutions to low-income energy issues has made our conference activities possible.

AARP  
Alabama Power Company  
Allegheny Power  
Ameren UE  
American Electric Power  
American Gas Association  
American Water  
APPRISE  
Atmos Energy  
BGE – A Constellation Energy Company  
Citizens Energy Corporation  
Columbia Gas of Ohio  
Columbia Gas of Pennsylvania  
DTE Energy Foundation  
Duke Energy  
Edison Electric Institute

Entergy Corporation  
Florida Power & Light Company  
KeySpan Corporation  
Nashville Electric Service  
National Oilheat Research Alliance  
National Propane Gas Association  
North American Insulation Manufacturers Association  
Oak Ridge National Laboratory  
PEPCO  
PSE&G  
Sacramento Municipal Utility District  
Salt River Project  
Southern California Edison  
Tennessee Electric Cooperative Association  
Wisconsin Public Service

## In-Kind Supporters

---

We want to extend a special thank you to our Local Conference Chair, Regina Surber, Director of Community Services for the Tennessee Department of Human Services. Our thanks also go to Edward Gingold of the Federal Energy Regulatory Commission for his tireless work in applying for CLE credits and to Julie Bunch, Executive Director of the Tennessee Association of Community Action, for recruiting and coordinating conference volunteers.

We also thank the following organizations for donations of staff time and/or materials. Their dedication and support has been essential in the production of our conference and other NLIEC activities and is greatly appreciated.

AARP Public Policy Institute  
Allegheny Power  
American Electric Power  
APPRISE  
Columbia Gas of Pennsylvania, Inc.  
Florida Power & Light Company  
Nashville Electric Service  
NCAT LIHEAP Clearinghouse

NiSource  
Pacific Gas & Electric  
PEPCO  
Tennessee American Water  
Tennessee Department of Human Services  
TXU Energy  
Universal Service Administrative Company

## Conference Leaders

---

Extra special thanks go out to our conference leaders for their time and expertise in the development of this conference. Their leadership and commitment in the staging of this event, and the support from the organizations they represent on the NLIIEC board, is deeply appreciated.

Conference Co-Chair:	Ron Grosse, Individual Member
Conference Co-Chair:	Ken Thiry, Wisconsin Public Service
A-Track Leaders:	Kim Campbell, TXU Energy Don Dasher, BGE – A Constellation Energy Company
B-Track Leaders:	Deb Cochenour, Columbia Gas of Pennsylvania, A NiSource Company Jack Laverty, Columbia Gas of Ohio, A NiSource Company
C-Track Leaders:	Kay Joslin, National Center for Appropriate Technology John Harvanko, Minnesota Department of Commerce
D-Track Leaders:	Ron Elwood, Mid-Minnesota Legal Assistance Olivia Wein, National Consumer Law Center
E-Track Leaders:	Linda Barnes, Entergy Services Olivia Wein, National Consumer Law Center

## Raffle Contributions

---

The raffles are NLIIEC's vehicle for achieving good evaluation response rates so that we can continually strive to improve the NLIIEC Annual Conference. The raffles also bring some added fun to the conference. We thank all of the contributors of raffle items.

AARP Public Policy Institute	Pacific Gas & Electric
Allegheny Power	PEPCO
American Electric Power	Sacramento Municipal Utility District
American Water, Southeast Region	Tacoma Power
Entergy Corporation	Tennessee Local Planning Committee
Equitable Gas Company	Tennessee State LIHEAP Office
Florida Power & Light Company	Tennessee State Weatherization Office
Gove Group, Inc.	U.S. Department of Health and Human Services, Office of Community Services and Division of Energy Assistance
National Consumer Law Center	Utah Division of Housing & Community Development
NCAT LIHEAP Clearinghouse	
New Jersey SHARES	
Omaha Public Power District	

## Scholarships

---

In keeping with our slogan, "Building Bridges," NLIIEC has established scholarships to enable greater participation in the knowledge-sharing and network-building activities occurring at our annual conferences.

The NLIIEC has reached out each year since 1998 through the Michael LeM. Kennedy Scholarship Fund, which was established in honor of the late chairman of Citizens Energy Corporation, a long-time member of the NLIIEC Board of Directors, to an organization, profession, or field of interest heretofore not closely associated with the low-income energy community. In 2003, we established The Vicky Mroczek Memorial Scholarship Fund in honor of NLIIEC's late board chair, a tireless advocate for the nation's low-income energy consumers. The fund, an expansion of NLIIEC's former Networking Scholarship Fund, which had been in effect since 1995, provides support to those in the low-income energy community who could not otherwise afford to attend our conferences.

## 2008 Support

---

We are pleased to announce that NLIIEC will hold next year's conference in Denver, Colorado, in partnership with the National Fuel Funds Network. If you would like to see your organization's name among the list of NLIIEC supporters in our 2008 Conference Program, please use the form on Page 35 or go to [www.nliiec.org](http://www.nliiec.org).

## **Directors**

Jo-Ann Choate, Maine, Chair  
John Harvanko, Minnesota, Vice Chair  
Leslie Lee, Delaware, Secretary  
Mike Kelly, Nebraska, Treasurer

## **At-Large Representatives**

Susan Brown, Wisconsin  
Jerry McKim, Iowa

## **Regional Representatives**

Phyllis Morris, New York, Northeast  
Cathy Rowe, Arkansas, South  
John Overman, Oregon, West  
Nick Sunday, Ohio, Midwest

## **Executive Director**

Mark Wolfe

## **Directors**

Cindy Datig, Chair, Dollar Energy Fund  
Ken Thiry, Vice Chair, Wisconsin Public Service  
Ron Grosse, Secretary, Individual Member  
Jim Jacob, Treasurer, New Jersey SHARES  
Anita Adams, American Electric Power  
Chris Baker, AARP  
Linda Barnes, Entergy Services, Inc.  
Mary Ann Bernald, Edison Electric Institute  
Brian Castelli, Alliance to Save Energy  
Alita Corbett, PEPCO  
Don Dasher, BGE – A Constellation Energy Company  
Ron Elwood, Mid-Minnesota Legal Assistance  
John Harvanko, National Energy Assistance Directors' Association  
Bob Hill, American Association of Blacks in Energy  
John Huber, National Oilheat Research Alliance  
Elliott Jacobson, Low Income Energy Affordability Network  
Kay Joslin, National Center for Appropriate Technology  
Vivian Lausevic, American Gas Association  
Della McCurdy, Florida Power & Light Company  
Mitch Miller, National Association of Regulatory Utility Commissioners  
John Nall, Southern California Edison  
Alice Perez, Sacramento Municipal Utility District  
Greg Sawyers, National Fuel Funds Network  
Claudia Stewart, Citizens Energy Corporation  
Patty Terpin, NiSource  
Timothy Warfield, National Association for State Community Services Programs  
Olivia Wein, National Consumer Law Center  
Cynthia Zwick, Arizona Community Action Association

## **Ex Officio**

Joel Eisenberg, Oak Ridge National Laboratory, U.S. Department of Energy  
Jacqueline Holmes, Federal Energy Regulatory Commission  
Sharon Williams, U.S. Department of Health & Human Services

## **Executive Director**

David Fox

## **Associate Members**

Alabama Power Company  
Allegheny Power  
Ameren UE  
American Water  
Community Action Partnership  
DTE Energy Foundation  
Energy Outreach Colorado  
KeySpan Corporation  
National Propane Gas Association  
North American Insulation Manufacturers Association  
PSE&G

The National Low Income Energy Consortium brings together individuals, public- and private-sector organizations and government entities that share common concerns about energy poverty in our nation. NLIEC represents all segments of the low-income energy community: utilities, consumer organizations, trade associations, social service agencies, private fuel funds, energy services companies, aggregators, utility commissions, energy assistance and weatherization programs, advocacy groups, bulk fuel suppliers and other interested parties.

NLIEC, itself, is the ultimate public-private partnership, governed by a Board of Directors representing the full spectrum of perspectives in the low-income energy community. Our Board of Directors reflects diverse interests with a singular purpose, embodied in our slogan, "Building Bridges." We build bridges of cooperation and understanding between the thousands of organizations and individuals that strive for coordinated solutions to low-income energy problems.

Founded in 1986, the NLIEC operates the largest annual low-income energy conference in North America. At the National Low Income Energy Conference, it brings together organizations and individuals from the public, private, and nonprofit sectors for the common purpose of increasing awareness of and eliminating residential energy hardships and crises faced by low-income consumers.

NLIEC's conference provides timely and accurate information you can take home and apply in your everyday work. It provides you with invaluable networking opportunities and facilitates connections with resources that you will call upon for years to come. If your work involves low-income consumers, energy legislation, program or service delivery, community organizing, social welfare or housing, you cannot afford to miss this important and informative gathering.

In addition to conducting its annual conference, NLIEC also maintains a website ([www.nliec.org](http://www.nliec.org)) that includes information about the organization, the conference and an online resource center containing news stories and releases, editorials and published commentaries on energy issues. In addition, NLIEC publishes a monthly electronic newsletter available free to all stakeholders; provides speakers for local and regional energy summits; and produces the quarterly Journal of Energy Assistance ([www.energyassistancejournal.org](http://www.energyassistancejournal.org)). The Journal is an online publication containing research, evidence-based articles, case studies and examples of best practices that is intended to be a relevant, valuable, appropriate and accurate resource for stakeholders in the energy-assistance community.

Thank you for attending the National Low Income Energy Conference. We rely upon the generous support of corporations, organizations, agencies and individuals to further the mission of NLIEC and to provide a superior, yet affordable conference each year.

Please join our supporters in the low-income energy community by making a tax-deductible financial contribution to NLIEC. We are a 501(c)(3) tax exempt, non-profit corporation. Our employer ID number is 52-1592497. You may return this form to the Conference Registration Desk or mail it to:

NLIEC, Finance Office  
Jim Jacob, Treasurer  
1901 North Olden Avenue Extension, Suite 1A  
Ewing, NJ 08618-2111

**A contribution in the amount of \$** \_\_\_\_\_

is being provided to NLIEC by \_\_\_\_\_

A check is enclosed \*

Send an invoice to  me  my company/agency/organization

Name \_\_\_\_\_

Title \_\_\_\_\_

Company/agency/organization \_\_\_\_\_

Address \_\_\_\_\_

City State ZIP \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

E-mail \_\_\_\_\_

Charge this contribution to my  Visa  MasterCard \*

Name on card \_\_\_\_\_

Card number Expiration date \_\_\_\_\_

Signature of cardholder \_\_\_\_\_

\* If submitting this form at the Conference with an instrument of payment, please retain the receipt provided by the Conference Registration Desk until you receive formal acknowledgement of your contribution.

**Thank you for your support!**



American Gas Association



*A Constellation Energy Company*



Columbia Gas<sup>®</sup>  
of Ohio

*A NiSource Company*

Columbia Gas<sup>®</sup>  
of Pennsylvania

*A NiSource Company*



A PHI Company



**SMUD**

SACRAMENTO MUNICIPAL UTILITY DISTRICT

*The Power To Do More*

**See you next year in Denver, Colorado**

June 15 - 18, 2008

