



# LOW-INCOME FORUM ON ENERGY

STATEWIDE  
CONFERENCE

May 18 - 19, 2010

Albany, New York

Marriott Albany  
189 Wolf Road  
Albany, NY 12205

# CONFERENCE PROGRAM



Dear LIFE Conference Participants:

Welcome to the 2010 **New Faces of LIFE** Statewide Conference in Albany, New York. The LIFE Steering Committee and I are delighted that you have taken time from your busy schedule to help us continue the unique statewide dialogue begun in 1999 to address the needs of low-income energy customers in New York State. Your advocacy for, and dedication to, raising issues and finding solutions to address the needs of your clients, constituents and community, is what strengthens and motivates the LIFE Steering Committee to continue the dialogue by providing opportunities for you to share information, learn about new programs and resources, and meet or reconnect with advocates like yourself.

Over the next two days, you will have the opportunity to hear from state policymakers and local program administrators about a host of low-income and energy assistance programs and resources to help you better assist those you serve. As you know, many of these individuals and families have been struggling for a long time to meet the challenges of managing their financial and energy needs. Others are facing these challenges for the first time. The conference theme, *New Faces of LIFE*, reflects this harsh reality as well as our desire to enlist those of you who are new to LIFE to help us continue the critical dialogue needed to respond to the growing needs and challenges of low-income consumers.

While at the LIFE conference, please take advantage of the various skill-building workshops, information-sharing presentations, interactive sessions, and opportunities to network with your colleagues from across the State. I also encourage you to actively participate in the Poverty Simulation, being run by the Chautauqua Community Action Agency, to experience first hand what it's like to live the life of someone on a low or fixed income. During the LIFE Achievement Awards Luncheon, we will take time to recognize some of the unsung heroes working tirelessly to meet the needs of their low-income clients.

By the end of the two days, I hope you will be fortified and energized with new knowledge, new solutions, and new colleagues to help you continue to do the important work you do daily.

Enjoy the conference!

Sincerely,

Pamela D. Carter  
LIFE Chairperson

## ***Badges & Ribbons***

Badges are required for admittance to all sessions, meals and receptions. If you lose your badge, please go to the Conference Registration Desk for assistance. Conference staff, members of the LIFE Steering Committee and other volunteers will be identified with a ribbon on their name badge. 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 sessions, we have scheduled a break, from 9:45–10:15 am on Wednesday. Please ask the bell captain to store your luggage so that you may attend all of the sessions on Wednesday, as well as the closing and gift basket drawing.

## ***Conference Exhibits***

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 exhibits during refreshment breaks to learn more and to 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 the conference of their products or services.

## ***Evaluation Forms and Raffle***

The evaluation form is a critical tool in developing the type of conference that is most beneficial to you, the attendees. Please take a moment to complete the applicable section of the evaluation form after each session. We will collect your completed evaluation form at the closing on Wednesday. At that time your name will be entered into the raffle drawing for a chance to win one of our fabulous gift baskets and prizes.

## ***We're Going Green***

As part of our on-going commitment to both environmental and fiscal responsibility, we will not be printing and distributing presentation handouts. Please support us in these efforts by going to [www.lifenynews.org](http://www.lifenynews.org) to download copies of available presentations. You will be notified via email when the presentations are available for download.

## Final Agenda

### Tuesday, May 18, 2010

	8:00 - 9:00am	REGISTRATION/CONTINENTAL BREAKFAST			
	9:00 - 10:00am	INTRODUCTION AND WELCOME			
	10:00 - 10:45am	PLENARY SESSION: CLIMATE CHANGE IN NEW YORK STATE			
	10:45 - 11:00am	NETWORKING BREAK			
		TRACK A	TRACK B	TRACK C	TRACK D
Session 1	11:00 - 12:15pm	<i>Leveraging Resources</i>	<i>From Food Stamps to Lifeline – Supplemental Programs Available to the Neediest New Yorkers</i>	<i>An Update on WAP</i>	<i>Utility Outreach Initiatives</i>
	12:30 - 1:45pm	Conference Luncheon and Presentation of LIFE 2010 Achievement Awards			
Session 2	2:00 - 3:15pm	<i>Workforce Development: Entry Level Training Initiatives</i>	<i>Education Strategies: Making Choices to Reduce Those Towering Electric Bills</i>	<i>What is Green Jobs - Green New York?</i>	<i>The MLK Energy Challenge</i>
	3:15 - 3:45pm	Networking Break			
Session 3	3:45 - 5:00pm	<i>Communicating with Diverse Populations: The Art of Giving and Receiving</i>	<i>Consumer Education: ESCO Marketing and Deliverable Fuels</i>	<i>Energy Literacy + Green Living = Sustainable Living</i>	<i>Energy Efficiency Equipment &amp; Technology Demonstration</i>
	5:00 - 7:00pm	Evening Reception			

### Wednesday, May 19, 2010

	8:00 - 8:30am	Continental Breakfast			
		TRACK A	TRACK B	TRACK C	
	8:30 - 11:00am	Poverty Simulation I			
Session 4	8:30 - 9:45am	<i>Contractor Awareness: Know Your Contractor</i>	<i>Protections for Utility Customers: The Help You Need - a Call Away</i>	<i>Efficiency for New York's Various Housing Stock</i>	
	9:45 - 10:15am	NETWORKING BREAK AND HOTEL CHECKOUT			
Session 5	10:15 - 11:30am	<i>Grant Writing 101- The Nuts and Bolts of a Successful Proposal</i>	<i>Exploring the Changing World of Credit</i>	<i>New York's Energy Assistance Programs: An Overview</i>	
	11:30 - 11:45pm	Boxed Lunch			
	11:45 - 12:30pm	Plenary Session: Affordability Initiatives in Ontario			
	12:30 - 12:45pm	Summary/Closing Remarks/Raffle Drawing			
		Post Conference Educational Opportunities			
Session 6	1:00 - 2:15pm	<i>Grant Writing 101- The Nuts and Bolts of a Successful Proposal</i>	<i>Energy Efficiency Equipment &amp; Technology Demonstration</i>		
	1:00 - 4:00pm	Poverty Simulation II			

## ***Session and Event Locations***

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Session and event locations follow the title of each function.

### **Tuesday, May 18, 2010**

**8:00 am – 9:00 am – Registration/Continental Breakfast** — *Foyer*

**9:00 am – 10:00 am – Introduction and Welcome** — *Salon DE*

Pamela Carter, LIFE Chairperson

Michael Corso, Managing Director, NYS Department of Public Service

#### **Remarks**

Garry A. Brown, Chairman, New York State Public Service Commission

Frank Murray, President & CEO, NYSERDA

#### **Keynote Speakers**

David A. Paterson, Governor, New York State

Paul Tonko, U.S. Congress, 21st District

### **Plenary Session:**

**Climate Change in New York State: Impacts and Actions**

**10:00 am – 10:45 am – Plenary Session** — *Salon DE*

How is climate change impacting New York State and its residents? What actions are being taken within the state to mitigate these impacts?

This presentation will provide you with information on some of the initiatives currently underway within New York State to address the impacts of climate change.

#### **Presenters:**

Mary Kadlecsek, NYS Department of Environmental Conservation

Sue Montgomery Corey, Community Power Network of New York State

Alice Miller, NYS Department of Public Service

Christopher Coll, NYSERDA

**10:45 am – 11:00 am – Networking Break** — *Foyer*

## Session 1: 11:00 am – 12:15 pm

### A. Leveraging Resources — *Salon H*

This workshop will discuss the creative leveraging options used by the Community Action Angels and WRAP coordinators. The Angels increase Community Action's ability to help people of all income levels, especially low income New Yorkers who have many challenges in meeting their energy burden. Real cases managed by the Office for the Aging, Weatherization Referral and Packaging (WRAP) network will be featured in Energy Stories. Drama is involved and a good time will be had by all.

**Moderator:** Eileen Griffin, NYS Office for the Aging  
**Presenters:** Pat Standish, Community Action for Wyoming County/  
 Community Action Angels  
 Kelvin Keraga, NYSERDA

### B. From Food Stamps to Lifeline -

#### Supplemental Programs Available to the Neediest New Yorkers — *Salon FG*

In addition to programs to assist low income households in affording their electric and gas service, there are many other options to assist these families in making ends meet. OTDA's "myBenefits" is a single resource for a multitude of public assistance programs, including Food Stamps, WIC, health insurance, and tax credit options. Also, all those who are eligible for any of these programs can receive discounts on their telephone service. Representatives from OTDA, Assurance Wireless, and Verizon will discuss these supplemental programs.

**Moderators:** Gregg Collar, NYS Consumer Protection Board  
 Lou Manuta, Public Utility Law Project  
**Presenters:** Frances Shannon-Akstull, NYS Office of Temporary and  
 Disability Assistance  
 Joseph Guarinello, Heartshare Human Services  
 Eileen Huggard, Verizon

### C. An Update on WAP — *Salon BC*

Under the American Recovery and Reinvestment Act (ARRA) of 2009, the U.S. Department of Energy (DOE) allocated \$5 billion to the Weatherization Assistance Program (WAP), with New York State receiving the greatest share of ARRA funds, at \$394 million. This presentation will provide information on how the Program is being administered and will discuss the progress being made in New York and across the country.

**Moderator:** Martin Inogna, NYS Department of Public Service  
**Presenters:** Ingo Bensch, Energy Center of Wisconsin  
 Daniel Buyer, Asst. Commissioner, NYS Division of Housing  
 and Community Renewal

#### **D. Utility Outreach Initiatives** — *Empire Room*

Do you know what utility billing and payment assistance services are available? Would you like to know how utilities handle special needs customers in critical situations? This workshop can help! It will provide you with general information on utility billing and payment assistance options and show you how utilities work with special needs customers in particular situations.

**Moderator:** Virginia Walsh, LIPA/REAP  
**Presenters:** Mary Haskell, NYSEG/RG&E  
Tracey Lombardo, Orange and Rockland Utilities  
Phil Miller, Consolidated Edison of NY  
Anne O’Connell, National Grid  
Kyro Ojulo, Central Hudson Gas & Electric Corp.  
Ann Russell, National Fuel Gas

#### **12:30 am – 1:45 pm – Conference Luncheon and Presentation of 2010 LIFE Achievement Awards** — *Salon DE*

##### **The LIFE Achievement Awards**

While LIFE serves as a forum to discuss issues and exchange information relevant to low-income energy consumers, the individuals at the state, county, and local levels perform an instrumental role in this effort by bringing this information to the communities and individuals in need. As part of the 2010 LIFE Statewide Conference, we will honor those who have gone above and beyond the call of duty in addressing the issue of energy affordability for low-income New Yorkers. These “unsung heroes” play an essential role through education and outreach efforts aimed at helping low-income consumers address their energy challenges.

**Host:** Douglas Elfner, Director, Office of Consumer Policy,  
NYS Public Service Commission  
**Presenter:** Patricia L. Acampora, Commissioner,  
NYS Public Service Commission  
**Awardees:** Miguel Santos, National Grid  
Sharon Sutherland, Chenango County Department  
of Social Service  
Carol Sweeney, Honeywell International

## Session 2: 2:00 pm – 3:15 pm

### A. Workforce Development: Entry Level Training Initiatives — *Salon FG*

How do you learn the basics of weatherization to prepare for a potential career in the green economy? What training is available in New York State? This workshop will provide information on entry level training initiatives that are happening across New York State.

**Moderator:** Andy Stone, NYS Weatherization Directors Association  
**Presenters:** Annette Williams, Sustainable South Bronx  
Lee Butler, NYSERDA

### B. Education Strategies:

#### Making Choices to Reduce Those Towering Electric Bills — *Empire Room*

This presentation will explore the cost of using the electric appliances in your home. Receive tools to assist you and your customers to better understand electric use and discover ways to reduce your electric consumption.

**Moderator:** Roxanne Edwards, NYS Weatherization Directors Association  
**Presenters:** Carol Sweeney, Honeywell International  
Chuck Dolinskas, Honeywell International  
Alyssa Iaia, Honeywell International

### C. What is Green Jobs - Green New York? — *Salon BC*

On October 13, 2009, Governor David A. Paterson signed the Green Jobs - Green New York bill into law. Green Jobs - Green New York is a statewide program to promote energy efficiency and the installation of clean technologies to reduce energy costs and reduce greenhouse gas emissions. The program supports sustainable community development, creates opportunities for green jobs, and is administered by the New York State Energy Research and Development Authority (NYSERDA). This presentation will provide information on the various components of the Program and will discuss the role that community-based organizations may play in the delivery of the Program.

**Moderator:** Peggie Neville, NYSERDA  
**Presenter:** Karen Villeneuve, Director,  
Residential Energy Affordability Program, NYSERDA

#### **D. The MLK Energy Challenge — Salon H**

The Martin Luther King Park Energy Challenge is a collaboration between state government, elected officials and community-based organizations with a goal of delivering energy efficiency services and home repairs to a distressed neighborhood in East Side Buffalo. This workshop will discuss the benefits and challenges of coordinating services between multiple entities and demonstrate the lessons learned from this project. Outreach strategies, funding integration and other tools for successful collaboration will be discussed.

**Moderator:** Gladys Brangman, NYSERDA  
**Presenters:** Kelvin Keraga, NYSERDA  
Marlena Pirri, Honeywell International, Inc.

**3:15 pm – 3:45 pm – Networking Break — Foyer**

#### **Session 3: 3:45 pm – 5:00 pm**

##### **A. Communicating with Diverse Populations:**

###### **The Art of Giving and Receiving — Empire Room**

Effective communication with diverse populations can seem like navigating an obstacle course. This workshop is designed to help you sharpen your skills for effective communication and to approach these challenges with a greater sense of personal comfort and control.

**Moderator:** Denise Harlow, NYS Community Action Association  
**Presenters:** Debra Hagenbuch, Central New York Labor Agency  
Garry Colarusso, Central New York Labor Agency

##### **B. Consumer Education: ESCO Marketing and Deliverable Fuels — Salon H**

As New York State's electric industry has opened up to competition, consumers across New York State have been given new choices on who they are able to purchase electricity from. While the options have increased, so have the marketing campaigns, choices, and possible confusion that consumers may face. This presentation will provide you with information on Energy Service Companies and what to look for when considering an ESCO for your energy needs.

As New Yorkers prepare for the next heating season, home heating oil, kerosene, or propane dealers may offer the opportunity to enter into a Price Protection Plan (PPP), which can help budget fuel costs for the heating season and provide protection from rising fuel prices. This presentation will provide you with information on how Price Protection Plans work and how to evaluate a plan that is offered to you or your client.

**Moderator:** Rich Gifford, NYS Department of Public Service  
**Presenters:** Jay Hamel, Consultant  
LuAnn Scherer, NYS Department of Public Service  
John Walters, NYS Consumer Protection Board

**C. Energy Literacy + Green Living = Sustainable Living — Salon FG**

Energy literacy and green living is more than knowing this information; it is reacting to it and ultimately changing behavior. NYSERDA's Energy Action at Home curriculum contains basic energy literacy information and a set of activities, appropriate for children and parents. Attendees will learn the importance of sustainability at home and work and methods to implement the activities in the community. Join this lively, interactive workshop and receive free materials to take back to your office.

**Moderator:** Debora Moran, NYSERDA  
**Presenter:** Therese Tuers, NYSERDA

**D. Energy Efficiency Equipment & Technology Demonstration — Salon BC**

Have you heard of a smart strip or blower door test and wondered what they are? Do you want to refer a client for weatherization but you're not sure how to explain what to expect? This workshop will provide you with a hands-on look at some of the energy-efficiency tools and new technology currently being used to reduce energy consumption.

**Moderator:** Erin O'Dell-Keller, NYS Department of Public Service  
**Presenters:** Mark Michalski, NYSERDA  
Matt Redmond, New York State Weatherization  
Directors Association

**5:00 pm – 7:00 pm – Evening Reception — Salon DE**

Please join the LIFE Steering Committee and your colleagues for some music, light snacks, and networking.

**Wednesday, May 19, 2010**

**8:00 pm – 8:30 am – Continental Breakfast — Foyer**

**8:30 am – 11:00 am**

**Poverty Simulation I — Empire Room**

The Poverty Simulation is designed to help participants understand what it might be like to be part of a low-income family trying to survive from month to month. The experience can help to sensitize participants to the realities of life for low-income people. The simulation will be facilitated by Chautauqua Opportunities. *Please arrive for the workshop 15 minutes prior to the start time.*

## Session 4: 8:30 am – 9:45 am

### A. Contractor Awareness: Know Your Contractor — *Salon BC*

When contracting for home improvements or energy services, do you know what you or your client's rights are? Do you know how to select a reputable contractor? This workshop will provide you with information on how to evaluate a contractor prior to contracting for services and will also discuss the options available when a dispute arises.

**Moderator:** Joseph DeRosa, NYSEDA  
**Presenter:** Maurice Padula, Consumer Frauds Bureau,  
NYS Office of the Attorney General

### B. Protections for Utility Customers: The Help You Need - A Call Away — *Salon FGH*

Every day, staff from the NYS Department of Public Service's assists New York consumers with consumer protection issues covered by the Home Energy Fair Practices Act. This may include estimated bills, back billing for energy service or assisting payment troubled customers in negotiating deferred payment agreements.

Consumer Services staff will present some real-life examples in a role play format. The role play will demonstrate what occurs when a utility consumer contacts the PSC's Call Center for assistance. Staff will also be available to answer questions concerning the Home Energy Fair Practices Act and the services staff offers.

**Moderator:** Sandra Sloane, NYS Department of Public Service  
**Presenters:** Donna DeVito, NYS Department of Public Service  
Laura Getz, NYS Department of Public Service  
John Hoch, NYS Department of Public Service  
David LaBombard, NYS Department of Public Service  
Deborah Sippel, NYS Department of Public Service  
Kelley Tuohy, NYS Department of Public Service

### C. Efficiency for New York's Various Housing Stock — *Salon A*

New York State is a geographically expansive and diverse state and as a result, has varied housing stock with unique opportunities and restrictions for energy efficiency and retrofit installations. This session will provide you with a detailed overview of these types of housing stock as well as targeted best practices for maximized energy efficiency and energy savings from retrofit work. These best practices are designed to consider building science strategies for reduced heat loss, specific geographic climate issues affecting housing statewide as well as the material and construction type of varied housing stock.

**Moderator:** Katharine Perry, Association for Energy Affordability  
**Presenter:** Alex Lowenstein, Association for Energy Affordability

9:45 am – 10:15 am – **Networking Break and Hotel Checkout** — *Foyer*

## Session 5: 10:15 am – 11:30 am

### A. Grant Writing 101- The Nuts and Bolts of a Successful Proposal — *Salon A*

As we continue to seek resources to serve clients and further develop our organizations, grants can provide an excellent source of much needed funds. This workshop will cover the basic components of common grant proposals: the need to be addressed, the goals and objectives of the project, the plan of operation, evaluation and the budget. Other topics to be covered include: the general questions that have to be addressed when developing ideas for grant funding and the identification of potential funding sources.

**Moderator:** Roxanne Edwards, NYS Weatherization  
Directors Association  
**Presenter:** Daniel J. McCormack, PhD, Binghamton University

### B. Exploring the Changing World of Credit — *Salon BC*

Consumer credit has undergone some major changes in 2010. In this session we will discuss those changes and how they impact consumers. We will also explore wise strategies for successfully managing consumer credit and the traps to avoid.

**Moderator:** Virginia Walsh, LIPA/REAP  
**Presenter:** Ann Gifford, Cornell Cooperative Extension  
of Tompkins County

### C. New York's Energy Assistance Programs: An Overview — *Salon FGH*

This workshop will provide you with an overview of the various income-eligible energy efficiency, weatherization, and assistance programs that are administered by New York State agencies. Attendees will be provided with information such as eligibility criteria, application procedures, and benefits. Whether you're new to the energy field or just looking to brush-up, this workshop is for you!

**Moderator:** Tim Kovarik, NYS Office for the Aging  
**Presenters:** Paula Cook, NYS Office of Temporary  
and Disability Assistance  
Pat Costello, NYS Division of Housing  
and Community Renewal  
David Friello, NYSERDA

### 11:30 am – 11:45 am – Boxed Lunch — *Salon DE*

*Pick up your boxed lunch on the way to the Plenary Session. Don't forget to fill out your Conference Evaluation forms while enjoying your lunch!*

## Plenary Session:

### Affordability Initiatives in Ontario

11:45 – 12:30 pm – Plenary Session — *Salon DE*

#### The Low-Income Energy Network (LIEN)

The goal of the Low-Income Energy Network (LIEN) is to ensure universal access to adequate, affordable energy as a basic necessity, while minimizing the impacts on health and on the local and global environment while meeting the essential energy and conservation needs of all Ontarians. LIEN promotes programs and policies which tackle the problems of energy poverty and homelessness, reduce Ontario's contribution to smog and climate change, and promote a healthy economy through the more efficient use of energy, a transition to renewable sources of energy, education, and consumer protection.

**Presenter:** Theresa McClenaghan, Executive Director,  
Canadian Environmental Law Association

#### 12:30 pm – 12:45 pm – Summary/Closing Remarks/Raffle Drawing — *Salon DE*

Join us as we recap the Low Income Forum on Energy's seventh Statewide Conference and look to the future. Please remember to hand in your Conference Evaluation!

**Presenters:** Pamela Carter, LIFE Chairperson,  
NYS Department of Public Service  
Christopher Coll, NYSERDA

## POST CONFERENCE EDUCATIONAL OPPORTUNITIES

### Session 6: 1:00 pm – 2:15 pm

#### A. Grant Writing 101- The Nuts and Bolts of a Successful Proposal — *Salon A*

As we continue to seek resources to serve clients and further develop our organizations, grants can provide an excellent source of much needed funds. This workshop will cover the basic components of common grant proposals: the need to be addressed, the goals and objectives of the project, the plan of operation, evaluation and the budget. Other topics to be covered include: the general questions that have to be addressed when developing ideas for grant funding and the identification of potential funding sources.

**Moderator:** Holly Thompson, Orange & Rockland Utilities  
**Presenter:** Daniel J. McCormack, PhD, Binghamton University

**B. Energy Efficiency Equipment & Technology Demonstration** — *Salon FGH*

Have you heard of a smart strip or blower door test and wondered what they are? Do you want to refer a client for weatherization but you're not sure how to explain what to expect? This workshop will provide you with a hands-on look at some of the energy efficiency tools and new technology currently being used to reduce energy consumption.

**Moderator:** Pat Costello, NYS Division of Housing  
and Community Renewal

**Presenter:** Mark Michalski, NYSERDA  
Matt Redmond, New York State Weatherization  
Directors Association

**1:00 pm – 4:00 pm**

**Poverty Simulation II** — *Empire Room*

The Poverty Simulation is designed to help participants understand what it might be like to be part of a low-income family trying to survive from month to month. The experience can help to sensitize participants to the realities of life for low-income people. The simulation will be facilitated by Chautauqua Opportunities. *Please arrive for the workshop 15 minutes prior to the start time.*

## 2010 Bios

### Patricia Acampora

Patricia L. Acampora was appointed Commissioner of the New York State Public Service Commission on June 16, 2005. Her term runs through February 1, 2015.

Immediately prior to her appointment, Commissioner Acampora served for 12 years in the New York State Legislature representing the 1st Assembly District on Long Island. As an Assemblywoman, she was a Ranking Member of the Labor Committee; a member of the Consumer Affairs and Protection Committee; the Corporations, Authorities, and Commissions Committee; Banking Committee; and, the Governmental Employees Committee. She also served as a member of the National Legislative Task Force on Criminal Justice and the Assembly Health Care Task Force.

Ms. Acampora is a long-standing Committee Member of the National Association of Regulatory Commissioners' (NARUC) Committee on Consumer Affairs. Also, Ms. Acampora sits on the board of the Mid-Atlantic Conference of Regulatory Utilities Commissioners (MACRUC), is the organization's Secretary-Treasurer and serves as Chair of the Committee on Water. During 2007, Commissioner Acampora served as the interim Chairwoman of the New York State Public Service Commission.

Ms. Acampora is a recognized leader on the national level in advocating for low-income customers and has represented NARUC at Congressional committee hearings. She has been proactive in trying to assist other states in adopting automatic enrollment for eligible customers for the LIFELINE program. The Commissioner also has advocated for increased funding and improved effectiveness of programs that promote affordability of essential utility services for low-income customers, as well as, insisting upon a high level of customer service by electric, gas, and telecom utilities for all customers.

Commissioner Acampora was the first woman to serve as President of the New York Conference of Italian-American State Legislators since the bi-partisan conference began nearly three decades ago. She was also a member of the Women's Legislative Caucus. Prior to being elected, Commissioner Acampora worked as an assistant to Suffolk County Executive Robert Gaffney and served as a liaison to the Suffolk County Legislature. Prior to her career in public service, Commissioner Acampora worked in the private sector in retail management.

A dedicated community leader, Commissioner Acampora was a former member of the Nassau-Suffolk Juvenile Diabetes Board, and is currently an active member of the Capital Network Women's Group and many other local community organizations. Commissioner Acampora continues to be a vocal community advocate for children's rights and the need to preserve the environment. She also serves as a board member of the statewide Women in Communications and Energy (WICE) organization.

Commissioner Acampora was raised and educated on Long Island. She and her husband, Alan Croce, reside in Mattituck. She is the proud mother of two grown daughters, two stepdaughters, and five grandchildren.

### **Garry Brown**

Garry A. Brown was confirmed as a Commissioner of the New York State Public Service Commission on December 13, 2007 and was named Chairman on January 2, 2008. His term runs through February 1, 2015.

Mr. Brown has more than 30 years of experience in the public, private and not-for-profit energy and electricity sectors, including previously holding a position as Senior Policy Analyst for the former New York State Energy Office, which had been charged with developing a sustainable and sound energy policy and promoting energy efficiency, while protecting the environment and fostering economic development.

As PSC chairman, Mr. Brown sits on the State Energy Planning Board. He is also chairman of the New York State Board on Electric Generation Siting and the Environment. He sits on the board of the New York State Energy Research and Development Authority, the New York State Environmental Board, and the board of the Regional Greenhouse Gas Initiative Inc., and the Consumer Protection Board. Mr. Brown is a member of the New York State Broadband Development and Deployment Council, the Governor's Economic Security Cabinet, and the Governor's Climate Action Council.

Mr. Brown sits on the board of the National Association of Regulatory Commissioners (NARUC) which oversees NARUC's general and financial functions and approves policy resolutions. He is chair of NARUC's Committee on Electricity, which develops and advances policies that promote reliable, adequate, and affordable supply of electricity. Through strong collaboration with the Federal Energy Regulatory Commission and related Federal agencies, the Electricity Committee also seeks ways to improve the quality and effectiveness of regulation through education, cooperation, and exchange of information.

Mr. Brown serves on the NARUC-Federal Energy Regulatory Commission's Smart Grid Collaborative, which serves as an important forum for discussing technological and other issues to facilitate the transition to a smart electric grid. He is a member of the Advisory Council to the Board of Directors of the Electric Power Research Institute (EPRI). The Edison Foundation Board of Directors created the Institute for Energy Efficiency (IEE), an advisory committee, in which Mr. Brown is also a member.

Mr. Brown received his B.A. from State University College at Plattsburgh and his Masters of Public Administration from the Rockefeller School of Public Affairs at the State University of New York at Albany. Mr. Brown was born and raised in Williamsville, outside of Buffalo. He and his wife, Linda, reside in Averill Park, and are the proud parents of a son and daughter.

### **Francis J. Murray, Jr.**

Francis J. Murray, Jr. was appointed President and Chief Executive Officer of the New York State Energy Research and Development Authority (NYSERDA) on January 26, 2009.

Prior to his appointment, Mr. Murray served as Senior Advisor at the international environmental consulting firm Ecology and Environment, Inc., where he provided strategic policy and market development guidance on environmental and energy issues to a number of private sector and not-for-profit clients. Mr.

Murray also represented the Pace Energy and Climate Center and the Natural Resources Defense Council in the New York Public Service Commission proceeding to establish an energy efficiency portfolio standard program.

From 1996 to 1997, Mr. Murray was policy advisor to the United States Secretary of Energy, assisting in the development of the Clinton Administration's national energy policy.

Mr. Murray served from 1992 to 1994 as the New York State Commissioner of Energy and Chairman of the NYSERDA Board of Directors, then a statutory function of the State Energy Commissioner. At that time, he also served as Chairman of the State Energy Planning Board, a multi-agency statutory board charged with the responsibility of developing a comprehensive, integrated energy plan for the State that integrated State energy, environmental and economic development policies.

In 1985, Mr. Murray was appointed Deputy Secretary to the Governor for Energy and the Environment, a position he held until 1992. He served from 1983 to 1985 as Assistant Secretary for Energy and the Environment in the administration of New York State Governor Mario M. Cuomo. He represented New York in numerous national and regional energy and environmental activities, including the Coalition of Northeastern Governors, the National Governors' Association, and the Council of Great Lakes Governors. Mr. Murray began his work on New York State energy issues as legislative counsel and then as an energy and environmental policy advisor to Governor Hugh Carey from 1977 to 1982. He began his career in public service as a legislative assistant to Congressman James V. Stanton (D-Ohio).

Mr. Murray received his Bachelor of Science in Foreign Service cum laude from the Edmund A. Walsh School of Foreign Service at Georgetown University, and his Juris Doctor from Georgetown University Law Center.

### **Ingo Bensch**

Ingo Bensch is a senior researcher with the Energy Center of Wisconsin and a member of the team evaluating the national Weatherization Assistance Program. For the WAP evaluation, he is in charge of the data collection from state and local agencies. Ingo's prior experience in low-income energy research includes several years as a consultant to Wisconsin's LIHEAP program and market research to help utilities and energy efficiency programs better understand their low-income customers. His recent passion has been energy behavioral research. Ingo holds degrees in public affairs from Indiana University and in economics and science-technology studies from Stanford University.

### **Gladys Brangman**

Gladys Brangman is a Project Coordinator at NYSERDA who supports the Residential Efficiency and Affordability Programs. Her work focuses on the Low Income Forum on Energy (LIFE) and NYSERDA's EmPower New York<sup>SM</sup> program. Gladys came to NYSERDA by way of the Tompkins County Office for the Aging, after seven years of front line work as a WRAP Coordinator. In 2006, Gladys Brangman was honored with the LIFE Achievement Award.

### **Lee Butler**

Lee Butler has worked as a project manager at NYSERDA since 2002. Lee's current responsibilities focus on workforce development for energy efficiency and renewable technologies. Lee has also worked on NYSERDA's multifamily and Home Performance teams. Prior experience includes performance contracting; sale of temperature control and HVAC service agreements, energy management systems, and comprehensive energy conservation projects for a major controls manufacturer; small business energy audits for the NYS Energy Office; and design and sales of home heating/air conditioning systems. Lee holds a Bachelor of Arts degree in Education and English and various technical and sales certificates and awards.

### **Daniel Buyer**

For the past three years, Daniel Buyer has served as Director for the Syracuse Regional Office at the New York State Division of Housing and Community Renewal. In fall, 2009, he took on additional responsibilities as the Assistant Commissioner for ARRA Initiatives in the Weatherization Assistance Program.

### **Anita Carfora**

Anita Carfora is the Consumer Outreach Representative for Central Hudson Gas & Electric Corporation. Through this position, Anita administers the medical and special needs programs while working with community advocates to assist Central Hudson customers in need and serves as the DSS liaison for Central Hudson.

### **Pamela Carter**

Pamela Carter serves as Chairperson of the statewide Low-Income Forum on Energy (LIFE). As the Chair for the past 4 years, she has worked closely with NYSERDA to manage the LIFE Program; including, leading LIFE Steering Committee meetings, planning regional meetings and statewide conferences, and overseeing the LIFE News newsletter and LIFE Web site. Ms Carter is an Outreach and Education Manager with the Public Service Commission's Office of Consumer Policy. In this role she oversees the PSC's public participation and outreach and education program for the Energy Efficiency Portfolio Standard case and works on a variety of utility consumer projects impacting low-income energy consumers.

Ms. Carter has been with the Department of Public Service for over 25 years, working with public affairs, consumer outreach and education, consumer advocacy, consumer assistance, and the Executive Office.

She also serves on the Board of Directors for ToLife! a breast cancer education and support program in Delmar, NY., and was the Co-chair of the ToLife! Annual May Gala.

### **Gary Colarusso**

Garry Colarusso came to work as the Workforce Development Specialist to the Central New York Labor Agency three years ago. The Agency is involved with information, referral and educational training for public and private sector businesses. Our footprint includes Oneida and Herkimer Counties.

His background is in distribution, sales, regarding the soft drink industry. He maintained an active role in organized labor prior to his employment with the Agency.

### **Christopher Coll**

Christopher Coll is an Assistant Project Manager in NYSEERDA's Residential Efficiency and Affordability Program (REAP), working as a member in the Regulatory Affairs team. In addition to providing regulatory and program support to NYSEERDA's residential programs, Chris manages the Low-Income Forum on Energy (LIFE). Chris holds a Bachelor of Science degree in Political Science from SUNY New Paltz and is currently pursuing his Master's Degree in Public Policy with a concentration in Welfare Policy from the Rockefeller College at SUNY Albany.

### **Michael Corso**

Michael Corso is a Managing Director at the NYS Department of Public Service, where he oversees the Offices of Administration, Consumer Services, Consumer Policy, Industry and Government Relations, Telecommunications, and Utility Security. Mr. Corso is responsible for ensuring the coordination of Department activities with various local, state and federal agencies, including the NYS Governor's Office, Civil Service, Division of Budget, Office for Technology, the Federal Communications Commission (FCC) and the Federal Energy Regulatory Commission. Recently Mr. Corso had responsibility for overseeing Staff's review of smart grid projects proposed by all the major New York State electric utilities which may qualify for stimulus funding from the U.S. Department of Energy.

Mr. Corso was appointed to his current position of Managing Director by Chairman Garry Brown in 2009. He has held various managerial positions during his tenure with the Department of Public Service including, Director of the Office of Industry and Government Relations in 2008, and Director of Policy and Interim Director of the Office of Energy Efficiency and Environment in 2007. Mr. Corso also served as Chief of Policy and Program Management in the Office of Telecommunications, where he directed all telecommunications policy initiatives, including, a major proceeding to examine the impact of emerging technologies and how these new forms of competition aligned with existing rules and regulations; and was responsible for E911 issues including interfacing with the FCC and the National Association of Regulatory Utility Commissioners (NARUC).

In 1998, Mr. Corso served as Chief of Residential Advocacy, and was the principal advocate for the creation of a residential advocacy organization within the Department, representing the concerns of residential customers on a broad range of utility issues. Under his direction, the Residential Advocacy Staff created innovative and cost-effective energy affordability programs that ensure universal access to essential utility services. Mr. Corso was also responsible for implementing service quality incentive mechanisms to ensure high levels of customer service during the transition to competitive telecommunications markets. Mr. Corso was the creative force behind the creation of New York's Low Income Forum on Energy (LIFE).

Mr. Corso joined the Department in 1986 as a Policy Analyst. He earned Bachelor's ('83) and Master's ('84) degrees, with concentrations in telecommunications, policy and management, from the University at Albany, graduating both Phi Beta Kappa and Summa Cum Laude.

Mr. Corso is a past President of the University at Albany Alumni Association, and a past Chairman of the Board of the Northeast Sustainable Energy Association; and he has served on several boards including the University at Albany Foundation, the Council of Community Services and the Guide Dog Foundation. He currently serves on the Board of Parsons Child and Family Center, a family service organization that provides services to enable children and families to reach their potential.

### **Gregg Collar**

Gregg Collar has been a Utility Program Analyst with the NYS Consumer Protection Board since March 2005. He is a regular witness in electric and gas rate proceedings before the NYS Public Service Commission preparing testimony focusing on utility low-income and service quality performance programs. His focus, advocacy and analysis of these programs has helped enhance existing program measurements and parameters and in the development of new programs. He also participates in both the EEPS Evaluation Advisory Group and EEPS Outreach & Education/Marketing Advisory Group. He also represents the CPB before the NYS PSC on various telecommunications issues and proceedings. Gregg serves as the Co-Vice Chairperson on the Board of Directors of the Targeted Accessibility Fund (TAF) established by the NYS Public Service Commission as a mechanism to ensure the proper funding by the telecommunications carriers of various targeted programs such as Lifeline, E911, and the Telecommunications Relay System.

He received his Bachelors Degree in Mathematics from Hartwick College in 1995.

### **Paula Cook**

Paula Cook currently serves as the HEAP Bureau Chief at the Office for Temporary and Disability Assistance (OTDA). OTDA's HEAP Bureau is responsible for the development, implementation and monitoring of New York State's Home Energy Assistance Program (HEAP). Ms. Cook has worked in the HEAP program for over 27 years, first as the HEAP Coordinator in Delaware County and then with the HEAP program at OTDA.

### **Patrick Costello**

Patrick Costello has been involved in the energy conservation field for over 34 years. He began as a private contractor performing blower door and insulation work prior to his tenure at the Division of Housing and Community Renewal. Since being the Supervisor of the Training and Technical Assistance Unit, he and his staff are responsible for research, training and technical issues affecting the New York State Weatherization Assistance Programs.

### **Donna DeVito**

Donna DeVito is an analyst in the Office of Consumer Services. She has worked for NYS for 33 years the Department of Public Service (DPS) for 30 years and for 3 years at the NYS Consumer Protection Board. Donna received an BA in Accounting from Siena College. She has held variety of diverse positions over the years including utility accountant, operations and management auditor, utility/business dispute resolution program analyst, manager of the DPS consumer outreach and education internal and external programs, team lead for the design and implementation of utility low income programs and customer service performance program in utility rate proceedings and program evaluation, as well as the coordinator of utility emergency response, preparedness and evaluation for consumer education and notification during outages and emergencies, which includes the special needs LSE customers. Current responsibilities include informal review of consumer complaints for shared meter and submetering complaints, oversight utility LSE notification and performance during outages, NARUC coordinator, and utility research and analysis of special consumer issue projects.

### **Roxanne Edwards**

Ms. Edwards came to New York State Weatherization Directors Association in 2007 with over 15 years experience with Office Management and Customer Service. Roxanne joined our team as an Administrative Assistant, and has moved forward to Administrative and Membership Coordinator. Roxanne is responsible for supporting NYSWDA members & staff, through outstanding customer service and administrative expertise.

Prior to joining the NYSWDA team Roxanne was a NYS Licensed Insurance Broker and Office Manager and has extensive experience in the fields of administration, secretarial and customer service.

### **Douglas Elfner, PhD.**

Since October 2008, Doug Elfner has been working for the New York State Department of Public Service. He currently serves as Director of the Office of Consumer Policy, which has responsibility for outreach and education, metering, submetering, and consumer advocacy. Previously, Doug had been with the Consumer Protection Board for almost 20 years, including eight years as the Director of Utility Intervention.

Doug has worked in academia, industry, and as a consultant to state regulatory commissions. He has a PhD in Economics.

### **David Friello**

David Friello is an Associate Project Manager for NYSERDA's Residential Efficiency and Affordability Program. Since joining NYSERDA in 2005, he has helped implement several low-income initiatives, including EmPower New York<sup>TM</sup> and Assisted Home Performance with ENERGY STAR<sup>®</sup>. David received his Masters of Science in Energy Management and certification in Environmental Management from the New York Institute of Technology in 2005 and his Bachelors of Science in Environmental Science from the University at Albany, SUNY in 2003.

### **Laura Getz**

Ms. Getz started working for the NYS Department of Public Service in 1990 in its Office of the Secretary. She joined the Department's Office of Consumer Service in 1997 as a Call Center Representative. Currently, she is responsible for supervising the activities and scheduling of the OCS Call Center staff in Delmar with regard to the processing of gas, electric, telecommunications, cable, water and ESCO consumer complaints and issues. She also supervises the Emergency Hotline for Gas and Electric residential customers.

### **Ann Gifford**

Ann Gifford is currently the Program Team Coordinator for the Consumer & Financial Management Education Programs for Cornell Cooperative Extension (CCE) of Tompkins County. She provides leadership for the implementation of a multifaceted adult education programming effort in Tompkins County. Locally those efforts include Money Management Workshops, One-on-One Financial Management Education Program, CEPREE, Energy Education, a volunteer staffed Consumer HelpLine, Monthly Consumer Issues Program in conjunction with the NYS Attorney General's Office, Lead Poisoning Prevention Education, Radon

Education, and Food Safety. Programming in this area has expanded through the acquisition and administration of numerous grants and new funding sources under Ann's leadership. Program delivery strategies include media, presentations, online resources, as well as workshops and individualized instruction.

Additionally Ann provides statewide leadership for the development and implementation of the Energy Use Management and the Financial Management Education Workshops for the EmPower New York Program through Cornell Cooperative Extension Associations throughout NYS. This effort, funded by NYSEKDA, has reached more than 40,000 NYS residents through more than 3,800 workshops since launching statewide in 2005.

In 1999 she served on the statewide Development Team working closely with NYSEG on the development and implementation of the financial management education component of the Power Partner Program throughout the NYSEG service area in NYS. Ann and her staff developed and piloted the One-on-One Financial Management Education Program, which was later replicated in 11 other NYS counties with funding from NYSEG. National Extension Association of Family and Consumer Sciences (NEAFCS) at the state, regional, and national levels have recognized these efforts. In 2009 NEAFCS awarded Ann the Distinguished Service Award for her many accomplishments as a Cooperative Extension Educator.

Ann serves as co-chair of the CCE Statewide Cooperative Extension Family Economics and Resource Management (FERM) Program Work Team.

### **Rich Gifford**

Rich Gifford is Chief of the Consumer Outreach and Education Section in the Department of Public Service's Office of Consumer Policy. Rich leads a staff of outreach and education specialists located in Albany, Buffalo, New York City and Syracuse. His group is responsible for implementing a Statewide consumer education program on a range of issues affecting New York State utility customers, including energy efficiency, the Lifeline telephone discount, and consumer rights and protections under the Home Energy Fair Practices Act. The Outreach and Education Section is also responsible for a statewide public involvement program and for overseeing utility customer education programs. Rich joined the Department of Public Service in 1982.

### **Eileen Griffin**

Eileen Griffin has worked at the NY State Office for the Aging since 2005. She is an Aging Services program Analyst and has oversight of programs such as HEAP, and WRAP (Weatherization Referral and Packaging program). Prior to 2005, she worked for OMRDD as a Service Coordinator, and spent 18 years as a social worker in the long term care and rehabilitation centers.

Eileen lives in Niskayuna and is a married and a mother of two boys ages 10 and 8.

### **Joseph Guarinello**

Joseph Guarinello developed an e-mail and office personal computers network throughout the Agency networking over 500 PCs in the HeartShare domain. He also developed and supervised the implementation of 3 Fuel Funds for National Grid, Con Edison and Entergy which present Empower NY workshops throughout the 5 boroughs for Honeywell and NYSERDA and serve over 4500 families each year.

Mr. Guarinello manages and directs the Agency's Quality improvement department which assures that all government regulations are complied with and that services are rendered with quality.

### **Debra Hagenbuch**

Debra Hagenbuch has served as the Executive Director of the Central New York Labor Agency for thirty years. As a small, private not-for-profit organization, it requires her continued involvement in direct services with clients and workforce training and development programs.

The Central New York Labor Agency, incorporated in 1979, provides as its core service Information, Assessment and Referral targeting the workforce of Herkimer and Oneida Counties.

Debra Hagenbuch is the Employee Assistance Program Coordinator for Oneida – Herkimer – Madison BOCES serving ten of its central school districts.

### **Denise Harlow**

Denise Harlow, NYSCAA CEO, has 20 years of experience in the nonprofit and governmental sectors. She brings practical expertise in the areas of board governance, nonprofit management, advocacy, member services management, strategic planning, and executive succession to New York State's network. She has a BSW from Valparaiso University and an MSW from the University at Albany where she was also a Fellow on Women and Public Policy at the Center for Women in Government and Civil Society.

### **Mary Haskell**

Mary began working for NYSEG 23 years ago. Since 2005 she has served both NYSEG and RG&E as their Manager of Revenue Recovery, where she directs and coordinates all aspects of the credit and collection department to insure that credit activity and collection procedures are within company and regulatory policies. She is responsible for develop-ing policies and procedures to maximize the level of collections and reducing the dollars going to write-off. Mary manages NYSEG's vendor contracts, uncollectibles and arrears and is responsible for the department goals and budget. She is also charged with HEFPA compliance and administering the life sustaining and medical program for at-risk customers.

Mary serves as a member of the Complaint Management Users Group (CMUG), New York State Utility Credit & Collection (NYSUCC), North East Utility Credit & Collection (NEUCC) and the LIFE Steering Committee.

### **John Hoch**

John Hoch is a Utility Consumer Assistance Specialist with the New York State Office of Consumer Services, Department of Public Service. In his current position John works with consumers to resolve complaints and assists in a variety of actions related to New York State Electric, Stream, Gas, Telephone, and Water Companies. He addresses complaints that include inadequate service, interruptions in service, termination of service, metering problems, Billing issues, rates, deposit arrangements, payment agreements, and utility operating policies. John has also resolved complex shared metering issues.

### **Eileen Huggard**

Eileen Huggard is Director, State Public Policy, at Verizon, focusing on state regulatory and consumer services issues in New York and Connecticut, with responsibility for Verizon's Lifeline program in New York.

Before joining Verizon, Eileen spent several years in the Washington D.C. area, serving as the Executive Director of the National Association of Telecommunications Officers and Advisors (NATOA), a local government organization.

Eileen previously served as Assistant Commissioner for Cable Television Franchises and Policy for the City of New York. She was responsible for cable franchise administration and policy development, and managed the agency's consumer service and engineering departments. Before assuming that position, Eileen, as counsel in the City of New York's telecommunications policy offices, represented the City's telecommunications interests before the New York State Public Service Commission and the Federal Communications Commission.

Eileen received her B.A. from Hofstra University and her J.D. from Georgetown University Law Center.

### **Alyssa Iaia**

Alyssa Iaia is one of two Outreach Coordinators for the EmPower New YorkSM program. Her primary responsibilities include introducing and promoting the EmPower New YorkSM program to agencies and organizations. Prior to joining Honeywell Utility Solutions she spent 15 years working in the Utility Industry. Alyssa is a graduate of Wheaton College, Norton, MA and The American University, Washington, DC.

### **Kelvin Keraga**

Kelvin Keraga is a Senior Project Manager at NYSERDA, and is Project Manager for the EmPower New York program. Previously he served as a Regional Coordinator for low income energy services for National Grid. He also has worked in the Weatherization Assistance Program, coordinating multi-family energy efficiency services in New York City, and small-homes weatherization in Massachusetts.

### **Tim Kovarik**

Tim Kovarik has worked at the New York State Office for the Aging (NYSOFA) since 1987. He has held numerous positions including Coordinator of the Recreation Program for the Elderly, EISEP Case manager, Program Coordinator for the Naturally Occurring Retirement Communities (NORCs) as well as the State Foster Grandparent and RSVP programs and was an Aging Services Representative for three years. Mr. Kovarik also conducted Pre-Retirement Training across the state for New York State employees. For the past 5 years, he has been the program manager for the Title V Senior Community Employment Program (SCSEP) which provides job training for low income people over 55 years of age who are unable to find employment. He is also the program manager of the Weatherization Referral and Packaging

### **David LaBombard**

Dave LaBombard is a Utility Consumer Program Specialist 3 with the New York State Department of Public Service (NYSDPS), Office of Consumer Services (OCS). Dave has almost 25 years of state service, the last thirteen at NYSDPS. During his tenure in OCS, Dave has served many roles and currently works in the Analysis Unit in Albany which resolves complex complaints against utility companies involving complex electric and gas issues, shared metering and tariff interpretation. Dave also conducts Informal Hearings in cases where the initial determination was disputed by either the consumer or the utility company. In his time as an analyst with OCS, handled over 4,500 cases and he has enabled New York State utility consumers to receive credits and refunds totaling almost \$819,000.

### **Tracy Lombardo**

Tracy Lombardo began her 10-year career with Orange and Rockland Utilities as a Customer Service Representative learning all aspects of the utility business. She was soon promoted to the Customer Service Training Supervisor where she trained the Customer Service call center and field personnel in billing, credit and collection processes, as well as their low income consumer outreach strategies. Over her tenure she has trained Commission employees on many of O&R's practices and in recent years was promoted to the Executive Communications Department working closely with NY, NJ and PA state commissions. In her current role, Tracy manages the Life Support and Medical Hardship programs and continues to be an advocate for all O&R customers. She is committed and passionate about providing individual attention to low income customers, particularly in educating them on company, state and federal programs, which she believes provides the customer with the tools and empowerment to help improve their situation.

### **Alex Lowenstein**

Alex is a Building Analyst for the Association for Energy Affordability. He works on every aspect of a restricted-income building's Weatherization process, from initial walkthrough and audit, to modeling and workscope development. He has a degree in Sustainable Design from Washington University in St. Louis. His experience includes designing 'Sustainable Streets' and developing a non-profit 'Green' produce market in addition to his current work.

### **Louis Manuta**

Louis Manuta is the Senior Attorney at the Public Utility Law Project and has an extensive background in telecommunications and regulatory law and policy. Immediately prior to joining PULP, Lou was an attorney in the telecommunications practice group at the Herzog Law Firm in Albany, NY and represented clients before the Public Service Commission, the Federal Communications Commission, and other State Agencies, as well as Federal and State Courts.

Prior to joining the Herzog Law Firm, Lou was Vice-President-Regulatory Counsel for the NYS Telecommunications Association where he was responsible for advising, coordinating, and representing telecommunications industry positions before State and Federal regulatory agencies and other external organizations and provided counsel to member companies regarding matters affecting their business operations. He joined NYSTA in August 1998 as the Director - Regulatory Policy and was named Vice President in 2003.

Lou has been a practicing attorney and legal editor since 1989 when he graduated from the National Law Center at George Washington University in Washington, D.C. He relocated to New York's capital region in 1995 after several years in Washington, DC covering local loop, wireless, and satellite communications issues before the Federal Communications Commission.

Lou has been a member of the New York State Bar and the Federal Communications Bar Association since 1990. Lou was born and raised on Long Island and received his Bachelors Degree *Magna Cum Laude in Communications/Political Studies from Adelphi University.*

### **Daniel J. McCormack, PhD**

Dan McCormack, an administrator, faculty member and grant writer at Binghamton University for over 30 years retired in December 2003. Since then he has remained at the university in various part-time capacities where he works with faculty, staff, and graduate to develop and submit grants to various Federal and State funding sources. In addition, he contracts with other colleges, community and state agencies to write specific individual grants. He also conducts numerous two-day grant writing workshops for the SUNY Professional Development Center. Dr McCormack hold a PhD in Electrical Engineering.

### **Mark Michalski**

Mark Michalski is an Associate Project Manager for the New York State Energy Research & Development Authority (NYSERDA). He has been with NYSERDA for five years managing the New York Energy Smart Products Program and is currently working on specific initiatives such as residential lighting design, power & plug load management, and consumer product marketing. He has a Masters of Business Administration from the University of Albany and a Bachelor of Science in Marketing from Oswego State University.

### **Phillip Miller**

Phil has been working in customer service and consumer education at Con Edison for nearly 36 years. He has held various positions including call center manager, customer accounting and complaint resolution manager and customer program administration. One of his primary responsibilities is planning and

developing communications programs to educate Con Edison customers. In this capacity, he has been responsible for developing the Con Edison kids' web site, custom educational comics in partnership with DC Comics, and the Scholastic Publishing In-School lesson plan program. Philip holds a bachelor of science from the State University of New York and a master of science in organizational development from Mercy College.

### **Deborah Moran**

Deborah Moran is a project manager for NYSEERDA's Energy Smart Students Program. Ms. Moran has more than 25 years of experience in the design, delivery, and evaluation of educational materials for learners of all ages. Prior to coming to NYSEERDA, she was a senior extension educator with Cornell University Cooperative Extension, a teacher with the Newburgh Enlarged City School District, and an education specialist at Ulster County BOCES. Additionally, she has served as a corporate staff trainer for both AT&T and IBM. Ms. Moran earned a Master of Science in Technical Communication from Rensselaer Polytechnic Institute; a Bachelor of Science in Education and a Bachelor of Arts in English from the College of Saint Rose; and a Bachelor of Technology in Plant Science from the State University of New York at Cobleskill.

### **Peggie Neville**

Peggie Neville is a Senior Project Manager in the Residential Energy Affordability Program (REAP) at NYSEERDA. Since joining NYSEERDA in 1999, Peggie has been involved with the design and management of a number of REAP's initiatives. Peggie's current work is focused on low-income and energy education initiatives. Peggie works in conjunction with the NYS Office of Temporary and Disability Assistance to implement the Oil Buying Component of the Home Energy Assistance Program (HEAP) which is increasing the buying power of the State's nearly \$60 million in oil purchases on behalf of HEAP households, as well as providing heating system clean and tunes for HEAP households. Peggie is also responsible for NYSEERDA's Energy Smart Students Program, which encourages energy education in New York's K-12 classrooms. Peggie holds a BS in Business Administration from the Massachusetts College of Liberal Arts and an MBA with a concentration in Environmental Management and Policy from the Rensselaer Polytechnic Institute.

### **Erin O'Dell-Keller**

Erin O'Dell-Keller is a Utility Consumer Program Specialist with the Public Service Commission's Office of Consumer Policy. Her responsibilities include managing the development and implementation of public outreach and information efforts for utility-related issues and Commission orders, policies and programs. The outreach and education campaigns include grassroots interaction with consumer leaders, speaking engagements and public events, and development and distribution of educational materials using a variety of formats such as publications, media (print/

radio/television), graphic presentations and web based designs. Erin also serves as content coordinator for the Commission's consumer Web site, AskPSC.com, which includes designing, reviewing and managing the Web site and associated Web pages. Prior to joining the Public Service Commission, Erin worked for the New York State Department of Environmental Conservation where she developed and implemented public participation efforts on a wide variety of environmental programs.

### **Kyro Ojulo**

Kyro Ojulo is the Supervisor of Low Income Programs for Central Hudson Gas & Electric Corporation, assisting customers who have difficulty paying their energy bills due to their financial circumstances. Kyro is the administrator of Central Hudson's Powerful Opportunity Program and the liaison for EmPower NY referrals for the utility's customer-contact representatives. Kyro holds a Bachelors of Science in Organizational Leadership and Communications from Marist College.

### **Maurice Padula**

Maurice is a Senior Consumer Frauds Representative of The New York State Attorney General Andrew Cuomo. Since August 2001, he has helped pioneer the broadened efforts of the Attorney General's Consumer Frauds and Protection Bureau's Outreach Program. He has personally given hundreds of speeches to New Yorkers in a variety of consumer issues, including Identity Theft on which he is a recognized expert. He often speaks to victims of fraud and deception to help them through those difficult times. Maurice also assists in the supervision and training for the mediation work performed statewide by the Office of the Attorney General. He is a graduate of the University at Albany.

### **Katharine Perry**

Katharine Perry is a Program Associate at the Association for Energy Affordability Inc. She works as a Program Associate on the American Reinvestment and Recovery Act funded Weatherization Temporary Subgrantee Program. This program works in partnership with the Supportive Housing Network of New York to service supportive housing clients in the downstate New York Region such as shelters & transitional housing. Katharine has a B.S. in Natural Resources from the University of Massachusetts at Amherst.

### **Marlena Pirri**

Marlena Pirri has worked in energy conservation for approximately four years specializing in assisting low income New Yorkers. She has worked at New Buffalo Impact, a not for profit Energy Contractor whose comprehensive approach to energy reduction services, gave Marlena all the skills she needed to be successful in her current position. As a Regional Coordinator for Honeywell International, NYSERDA's EmPower New York<sup>SM</sup> program implementer, Marlena educates clients about the many ways to reduce their energy usage and when appropriate offers information about services such as HEAP, Office for the Aging and other community based programs in Western New York. Marlena is also responsible for training contactors, but it is her compassion for the low income, that makes her stand out in the energy field. Marlena is BPI certified in Building Analyst and Envelope.

### **Matt Redmond**

Matt Redmond, Director of Training for New York State Weatherization Directors' Association brings 30 years of experience as a construction manager and offers a fresh hands-on approach to technical training .

Matt, a BPI trainer/proctor, along with NYSWDA's group of talented weatherization trainers, has recently developed a 6,000 sq. ft. Weatherization Boot Camp facility and 4,000 sq. ft. Energy Auditor/Heat Tech training facility.

### **Ann Russell**

Ann has been employed at National Fuel since October 1966 and basically her full career has been dealing with customers. For the past 25 years she have headed up the Quality Assurance department. In this capacity she has worked with payment troubled, low income customers and has been the company liaison with the New York State Public Service Commission in dealings with customers who file a complaint with their agency.

### **Frances Shannon-Akstull**

Frances graduated from the University of New York at Albany. Frances played a major role in Welfare Reform in New York State developing the public assistance Drug and Alcohol screening and assessment provisions and the Transitional Opportunities Program (TOP). Prior to her current position as Bureau Chief in the Food Stamp Bureau, she was Manager of the Work Supports unit developing the WorkPays NY initiative. Frances also served as an Assistant Director in the Bureau of Transitional Programs responsible for the Temporary Assistance Drug and Alcohol and Domestic Violence Family Violence Option policy areas and the TOP, EITC/VITA and Financial Literacy initiatives.

### **Deborah Sippel**

Deborah Sippel is an analyst in the Office of Consumer Services, for NYS Department of Public Service. Deborah has over 26 years experience with the utility industry. Currently she is responsible for addressing consumer complaints regarding shared metering, complex electric and gas issues, and submetering complaints. Deborah received a BPS from the SUNY College of Technology in Utica.

### **Sandra Sloane**

Sandra Sloane serves as Director of the Office of Consumer Services for the New York State Department of Public Service. She is responsible for the Department's consumer complaint handling operations, assisting consumers in resolving complaints with their regulated utility service and ensuring utilities are in compliance with consumer protection rules and regulations. She has over 18 years of public service with New York State government. Ms. Sloane serves as Chair of the National Association of Regulatory Utility Commissioners Subcommittee on Consumer Affairs. She also serves on the FCC/NARUC/NASUCA Lifeline Outreach Task Force and is a member of the Board of Directors of the National Low Income Energy Consortium.

Ms. Sloane holds a Master of Public Administration from Rockefeller College of Public Affairs and Policy and was awarded membership in the National Honor Society for Public Affairs and Administration. She also has a Certificate of Graduate Study in Non-Profit Management and Leadership and completed the Summer Institute on Multicultural Theory and Practice in US Society at the University of Albany, SUNY. She received a BA from Drew University where she majored in Economics and Political Science.

### **Pat Standish**

Pat Standish is a Division Director at Community Action for Wyoming County and the founder and coordinator of the New York State Community Action Angels Membership Program. This membership consists of twenty-two Community Action agencies, covering twenty-five counties, that operate this volunteer, resource development program focused on helping New York State's children along with individuals and families who fall through the cracks in the current system of services. Pat is a Cornell University certified Family Development Credential and Family Development Leadership instructor. She is on the Board of Directors for the Family Development Association of New York State (FDANYS) and the New York State Community Action Association (NYSCAA). Pat has been the recipient of numerous awards including the NYSCAA Leadership Award and the New York State Senate Woman of Distinction Award.

### **Carol Sweeney**

Carol Sweeney has worked in the field of energy conservation and energy efficiency for the last thirty years. She has worked as a Weatherization Director and as a Program Coordinator for National Grid's Afford/Ability Program. Currently she is working for Honeywell Utility Solutions as the Program Manager for the New York State Energy Research and Development Authority's EmPower NYsm Program. Carol is a graduate of the state University at Cortland.

### **Therese Tuers**

Ms. Tuers is a project manager at NYSERDA, where she manages the Energy Smart Students Program. Prior to working in K-12 education at NYSERDA, she was in the marketing group for residential energy programs. Ms. Tuers serves on the Advisory Board for The New York State Technology Education Association (NYSTE), is chairing the Energy and Technology strand for the North American Association of Environmental Educators (NAAEE) conference in 2010, and judges student STEM competitions around the state. She is an active member of the Science Teachers Association of New York State (STANYS), the International Technology Education Association (ITEA), and in 2005, was a member of the team that received a national award from the National Energy Education Development (NEED) Project for the "Best State Energy Education Program." Ms. Tuers received her Geology degree from Allegheny College (Meadville, PA), where she minored in Biology and Environmental Science, and has Masters credits from RPI. Her passion is energy and climate change education and will be working with Clarkson University this year, on a NASA grant, to develop new curriculum in this area for Grade 7 to 12 teachers. Ms. Tuers is the co-chair for the Education Committee of SustaiNYSERDA, NYSERDA's employee sustainability organization, where she develops educational programs and materials.

### **Kelley Tuohy**

Kelley Tuohy is a Utility Consumer Assistance Specialist 1 with the Office of Consumer Services, Department of Public Service. She received a Bachelor of Science in Business Administration from the University of Phoenix in July of 2008. She joined the staff of OCS in April of 2009. In her position with the OCS, she assists consumers with investigation and resolution of consumer complaints

against the electric, steam, gas, telecommunications, cable and water service providers operating in New York State. These complaints can include inadequate or substandard service, interruptions in service, disconnection of service, meter problems, billing problems, rate problems, deposit arrangements, deferred payment agreements, transferred balances, company policy or other disputes requiring investigations and formal reply by the Department.

### **Karen Villeneuve**

Karen is the Director of the Residential Efficiency and Affordability Programs at the New York State Energy Research and Development Authority (NYSERDA). The Programs use a market transformation strategy to deliver energy efficiency services, products, and education to the residential sector, including low-income households, with the goal of permanently changing construction, renovation, purchasing and energy-consuming behaviors in New York State. The Programs leverage the ENERGY STAR® label as a marketing tool, and use the basic economic principle of supply and demand to drive investments in energy efficiency by homeowners, renters, building managers, retailers, energy service providers, contractors and developers. Karen also oversees a strong workforce development program for energy efficiency services and renewable technologies; low-interest financing programs; and extensive award-winning multi-media consumer education and outreach initiatives. She is a member of the Board of Directors of the Consortium for Energy Efficiency. Karen has been with NYSERDA for seventeen years, and with the US Air Force for twelve years prior. Karen holds a Bachelor of Science in Aerospace Engineering and Master of Science in Systems Engineering.

### **Virginia Walsh**

Since 2003, Virginia Walsh has served the Long Island Power Authority as Senior Marketing Coordinator for the Residential Energy Affordability Partnership (REAP). Contracted by Honeywell to LIPA REAP, Ms. Walsh promotes this free home energy audit program for lower income customers while also providing community resource information to REAP customers in need. Before working with LIPA REAP, Ms. Walsh case managed HIV positive patients of Suffolk County Department of Health Services.

### **John Walters**

Mr. John M. Walters has been employed as a Senior Attorney with the New York State Consumer Protection Board's Utility Intervention Unit since 2000. Mr. Walters received a BA from Siena College, an MAT from Boston College and a JD from Suffolk University.

### **Annette Williams**

Annette Williams is the coordinator for the Bronx Environmental Stewardship Training (B.E.S.T.) program, formerly known as River Heroes. She recruits and trains South Bronx and NYC residents in restoring and maintaining the Bronx River, NYC Parks and Gardens, she provides job readiness training, and she advocates for environmental justice. She came to Sustainable South Bronx after 7 years with the New York Restoration Project in Manhattan where she served as Vice President of Community Outreach and Programming.

## Thank You to the Members of the LIFE Steering Committee

Since LIFE began in 1998, the LIFE Steering Committee has been an integral part of its growth and development. The Steering Committee includes volunteers from state agencies, utility companies, statewide advocacy groups and community-based organizations.

On behalf of the New York State Public Service Commission and the New York State Energy Research and Development Authority, we thank and commend the LIFE Steering Committee.

Pamela Carter, LIFE Chairperson, NYS Department of Public Service

Chris Coll, NYSERDA

John Ahearn, NYSERDA

Gladys Brangman, NYSERDA

Connie Clouston, NYSEG/ RG&E

Greg Collar, NYS Consumer Protection Board

Paula Cook, NYS OTDA

Patrick Costello, NYS Division of Housing and Community Renewal

Roxanne Edwards, NYS Weatherization Directors Association

Delores Franco, New York State Department of State

Eileen Griffin, NYS Office for Aging

Denise Harlow, NYS Community Action Association

Mary Haskell, NYSEG/ RG&E

David Hepinstall, Association for Energy Affordability

Carolyn King, National Grid

Tim Kovarik, NYS Office for Aging

Louis Manuta, Public Utility Law Project

Sue Montgomery Corey, Community Power Network of NYS

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Lisa Tallet, National Grid

Holly Thompson, Orange & Rockland Utilities

Virginia Walsh, LIPA REAP

Fred Williams, Consolidated Edison of NY

Tina Zerbian, Cattaraugus Community Action