



## 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.

Len Silverstein, LIFE Chairman, NYS Department of Public Service  
Christopher Coll, NYSERDA  
Beverly Bendix, NYSERDA  
Thomas Carey, NYS Homes and Community Renewal  
Gregg Collar, NYS Department of State  
Paula Cook, NYS OTDA  
Karla Digirolamo, NYS Community Action Association  
Megan Douglas, Association for Energy Affordability  
Pat Fayo, United Way of Orange County  
Tina Fritts, NYSEG  
Kate Granger, National Grid  
Eileen Griffin, NYS Office for Aging  
Sherry Higgins, National Grid  
Dan Irizarry, NYS Homes and Community Renewal  
Elizabeth Katz, NYS Department of Public Service  
Carolyn King, National Grid  
Tom Kovarik, NYS Office for Aging  
Cathy Martorana, National Fuel Gas  
Sue Montgomery Corey, Community Power Network of NYS  
Anne O'Connell, National Grid  
Kyro Ojulo, Central Hudson Gas & Electric Corporation  
Taina Palombo-Price, Association for Energy Affordability  
Jackie Petcosky, NYSEG  
Paula Symanski, NYS Weatherization Directors Association  
Holly Thompson, Orange & Rockland Utilities  
Virginia Walsh, Honeywell  
Fred Williams, Consolidated Edison of NY  
Tina Zerbian, Cattaraugus Community Action



# LOW-INCOME FORUM ON ENERGY 2012 STATEWIDE CONFERENCE

# PROGRAM

**May 22 - 23, 2012**

**Albany, New York**

**Marriott Albany  
189 Wolf Road  
Albany, NY 12205**

LIFE Conference 2012  
May 22 – 23, 2012

Dear LIFE Conference Participants:

Welcome to the 8th Biennial LIFE Statewide Conference in Albany, New York. The LIFE Steering Committee and I are delighted that you have taken time from your busy schedules 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. 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 Chautauqua Community Action, 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 complete the important work you accomplish on a daily basis.

Enjoy the conference!

Sincerely,

Len Silverstein  
LIFE Chairman

#### **Charles Wesley**

Charles Wesley is a Program Manager in the Energy Analysis Program at NYSERDA. He is responsible for energy planning, market intelligence, energy assurance, and policy analysis activities related to all petroleum fuels, natural gas, and alternative fuels. This includes tracking and analyzing energy prices, supply and demand trends, and policy issues related to the energy sector in New York State. He is responsible for energy emergency planning and response activities for petroleum fuels and coal. He is the NYSERDA "Point of Contact" for emergency notifications from the New York State Office of Emergency Management. He serves as the Energy Analysis Team Leader for both the Fuels Team and Energy Emergency Preparedness Team. He represents NYSERDA on the New York State Natural Gas Reliability Advisory Group. Prior to joining NYSERDA, Charlie held positions as a Petroleum Planner at the New York State Energy Office, an Energy Efficiency Analyst at the New York State Department of Public Service, and a Tax Analyst at the New York State Department of Taxation and Finance. He holds a B.S. in Economics and Political Science from the University of New York College at Brockport and an M.A. in Economics, with a concentration in Public Sector Analysis, from SUNY Albany.

#### **James Woodworth**

Jim Woodworth is the Voluntary Agency Liaison Group Supervisor for the Irene and Lee Hurricanes that impacted New York last Fall. He is a Disaster Assistance Employee with the Federal Emergency Management Agency. He has worked as a VAL for the last 4 years. His permanent address is Des Moines, Iowa where he has lived with his family for 30 years. He has also spent 30 years working in the Human Services Field with special needs populations and their families.

#### **Nathan Yehle**

Nathan Yehle is a Senior Program Coordinator for Honeywell Utility Solutions in East Syracuse, NY. His professional background is in residential and commercial auditing and advanced air sealing diagnostics. His primary responsibilities include implementation of NYSERDA's Empower NY program and management of its statewide QA/QC. Nathan currently holds four BPI certifications.

### **Carol Sweeney**

Carol Sweeney is the Program Manager of the EmPower NY Program. She has more than 31 years experience in serving low-income customers. As a result of her dedication and commitment to quality she was a recipient of a 2010 Life Achievement Award. She is presently responsible for managing a customer service center, for supporting the participating contractors and for directing the Honeywell staff. Carol's past experience includes acting as a Program Coordinator for National Grid's Affordability program and being the Weatherization Director for both Oswego and Jefferson counties.

### **Kelley Tuohy**

Kelley Tuohy is a Utility Consumer Assistance Specialist 1 with the Office of Consumer Services (OCS), 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 issues can include inadequate or substandard service, interruptions in service, disconnection of service, meter problems, billing problems, deposit arrangements, deferred payment agreements, transferred balances, or other disputes requiring investigations and formal reply by the Department. Kelley also analyzes complex shared meter complaints for the Department's Shared Meter Designee.

### **Andrew Van Gorder**

Andrew has been at NYSERDA since 2004 and is an Assistant Project Manager with the Residential Efficiency Services (RES)/Quality, Standards and Compliance Group. He has been working on the NYSERDA EmPower New York Program since 2010, focusing on project installation quality and contractor compliance matters. Prior to this he worked on implementation and compliance for the RES Home Performance Programs.

### **William Vogt**

Mr. William Vogt has been with Chautauqua Opportunities, Inc. (COI) since 2004. He holds a Master's Degree from the California University of Pennsylvania. As the Director of Housing and Community Development, Mr. Vogt is directly involved with the strategic planning, budgeting, staff recruitment and training for this Division. Mr. Vogt is responsible for the Housing and Community Development's operating budget of \$3.4 Million and \$1.5 Million in property assets. He oversees community development activities including a small business incubator, entrepreneurial classes and small business lending. He also oversees classes in foreclosure prevention, debt and credit counseling, Financial Literacy, and Homeownership.

### **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 11:15–11:45 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.

## Agenda

### TUESDAY, MAY 22, 2012

TUESDAY, MAY 22, 2012						
8:00AM - 9:00AM REGISTRATION/CONTINENTAL BREAKFAST						
9:00AM - 9:45AM INTRODUCTION AND WELCOME						
9:45AM - 10:45AM PLENARY SESSION: <i>A RECAP OF THE 2011-2012 HEATING SEASON</i>						
10:45AM - 11:00AM NETWORKING						
	TRACK A	TRACK B	TRACK C	TRACK D	TRACK E	
Session 1	11:00AM - 12:00PM	Fixing Fuel Poverty: Lessons from the UK	Save Energy, Save \$	The Impact of Peak Oil on Low-Income Communities	Best Practices: The United Way of Dutchess-Orange Region's Energy Initiative	Emerging Low-Cost/High-Impact Improvements †
	12:00PM - 1:30PM	CONFERENCE LUNCHEON / LIFE ACHIEVEMENT AWARD PRESENTATION				
Session 2	1:45PM - 2:45PM	Energy Efficiency and Energy Assistance Programs for Low-Income Clients - New York State and Beyond	LIHEAP Action Day	Learning to Light Differently: Making the Most of Changes in Lighting Technology	On-Bill Recovery & Green Jobs - Green New York: Expanding Energy Efficiency for Middle-Income New Yorkers	Overview of Blower Door Assisted Air Sealing with Infrared Imager (Part 1 of 2) †
	2:45PM - 3:00PM	NETWORKING AND EXHIBIT BREAK				
Session 3	3:00PM - 4:00PM	Funding Low-Income Energy Efficiency through the Energy Efficiency Portfolio Standard (EEPS): EmPower NY	Consumer Protections: Price Protection Plans and ESCO Marketing	Marketing to Low-Income Consumers: What the Data Tells Us	Supplemental Programs: Lifetime, EPIC, EITC	Overview of Blower Door Assisted Air Sealing with Infrared Imager (Part 2 of 2) †
	4:00PM - 4:15PM	NETWORKING AND EXHIBIT BREAK				
Session 4	4:15PM - 5:15PM	Asset-Focused Service Delivery	The Great Recession: Where Do We Go From Here?	Disaster Relief Coordination: Long Term Recovery	The Impact of Weatherization Recovery Act Funds in New York State	Weatherization Crew Trailer and Equipment Demonstration
	5:30PM - 6:30PM	EVENING RECEPTION				
WEDNESDAY, MAY 23, 2012						
7:00AM - 8:30AM CONTINENTAL BREAKFAST						
8:30AM - 11:30AM POVERTY SIMULATION						
REMINDER: THE HOTEL CHECK-OUT TIME IS 12:00PM, PLEASE PLAN ACCORDINGLY.						
	TRACK A	TRACK B	TRACK C	TRACK D	TRACK E	
Session 5	9:00AM - 10:00AM	Wood Heat & LIHEAP	Protections for Utility Customers: The Help You Need - A Call Away	Faces of Change: Case Studies Spotlighting Individuals, Training Providers and Employers Forging the Way for a Clean Energy Career Pathway	Dealing with Difficult...101: Customer Service	
	10:00AM - 10:15AM	NETWORKING AND EXHIBIT BREAK				
Session 6	10:15AM - 11:15AM	NYS Low-Income Utility Programs: Design and Overview	Credit & Debt Management	Energy Audit Fundamentals †	Dealing with Difficult...201: Conflict Management	Quality Assurance: A Comprehensive Approach †
	11:15AM - 11:45PM	NETWORKING BREAK AND HOTEL CHECKOUT				
11:45AM - 12:30PM PLENARY: HEALTH AND ENERGY, MAKING THE CONNECTIONS						
12:30PM - 1:15PM LUNCH						
Session 7	1:30PM - 2:30PM	Energy Affordability in NYS	Baseload Basics: The Best Hour That You Can Spend with Your Low-Income Client †	Incorporating Renewables into Weatherization Projects: Reality or Dream? †	Going Green for Community Survival: Innovative Solutions	Using Weatherization to Make Homes Healthy and Safe †
	2:30PM - 2:45PM	NETWORKING AND EXHIBIT BREAK				
Session 8	2:45PM - 3:45PM	HEAP Round Table	Energy Education, Energy Reduction, and Our Low-Income Families	Heating 101 †	Identifying Health and Safety Concerns in Multifamily Buildings †	
	3:45PM	Closing Remarks / Wrap Up / Raffle				

† Recognized by the Building Performance Institute (BPI) for CEU Credits

Cancún that December to challenge the exclusive corporate agenda being pushed at the United Nations Conference on Climate Change. As a Green Cohort member of the Applied Research Center, she is strategizing within national and local networks to ensure racial and gender equity in the emerging green economy. Her most recent endeavor is Concrete Green, a worker-owned cooperative to promote urban green infrastructure. An avid biker, gourmet vegetarian chef and lover of sunsets and moon rises, Taleigh seeks sustainability in personal, community and global practice.

### Rebecca Sterling

Rebecca Sterling is responsible for the administration of NYSERDA's Career Pathways and workforce development training programs as well as research initiatives assessing State workforce training needs under Green Jobs Green New York. Rebecca administers contracts for more than 20 training partners throughout New York State, delivering worker readiness and technical training in building systems energy efficiency. Previous to joining NYSERDA in 2010, Rebecca was a Project Manager with the Center for International Programs at Empire State College. She began her career as Technical Assistant to the Dean of Business, Engineering and Industrial Technologies at Hudson Valley Community College where she assisted in the development of energy efficiency and renewable energy curriculum.

### Andy Stone

Andy Stone is the Executive Director of the New York State Weatherization Directors Association. NYSWDA provides housing science training, as well as other supportive services to weatherization programs and home performance contractors across New York State. Andy has over 25 years of experience in residential energy efficiency and has held a variety of positions within the Weatherization Assistance Program. He began his career in WAP as an Energy Auditor in 1985. He became director of a local program in 1989 and director of housing in 1999. His duties included oversight of not only weatherization but also housing rehabilitation grants, rental programs, and preservation company activities. Prior to being named NYSWDA's Executive Director, Andy was an active member of the NYSWDA board of directors for over 15 years and held the positions of Vice President and Board Development Chair.

### Kathryn Sweater

Kathryn Sweater is a Senior Research Specialist at the Lighting Research Center at Rensselaer Polytechnic Institute in Troy NY. She holds a Master's degree from the Lighting Research Center, and has worked in the lighting industry as both an architectural lighting designer, and as a lighting fixture engineer. Her current responsibilities at the Lighting Research Center include research and testing of LED and solid-state lighting systems and technologies, as well as supporting the application of lighting technologies.

(Targeted Residential Energy Analysis Tools), IAQ-TOOLS, and Indoor Humidity Tools. He holds an undergraduate degree from McGill University, and an M.S. from Columbia University, both in mechanical engineering. Ian is a licensed engineer in the states of New York, Pennsylvania, and Connecticut. And even though he ends up coughing and spitting dust every time he climbs down from an attic, he is very grateful and has learned something from every attic he has climbed into.

#### Leonard Silverstein

Leonard Silverstein is a Utility Consumer Program Specialist with the New York State Department of Public Service, Office of Consumer Policy (OCP). At OCP, he advocates on behalf of residential customers in utility rate proceedings, provides oversight of utility customer service operations, and evaluates and assists in the design of utility low-income programs. He has worked for the Department of Public Service since 2001 and has a Master of Public Administration degree from the Rockefeller College of Public Affairs and Policy and a BA from the University of Albany.

#### 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 20 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.

#### Taleigh Smith

Taleigh Smith coordinates Weatherization & Green Jobs Outreach at the Northwest Bronx Community and Clergy Coalition where she launched the Bronx Green Jobs Roundtable, and the first Bronx Youth Green Jobs Academy teaching environmental literacy and urban planning at Bronx Community College. In October, 2011 she participated in a research trip to Cuba to study public health and climate change, connecting work retrofitting low-income housing for energy and water efficiency and air quality to policies addressing climate and health around the world. In 2010, she led a delegation of 47 environmental justice activists to Cochabamba, Bolivia to participate in the World People's Conference on Climate Change and the Rights of Mother Earth. She joined thousands in the streets of

#### Session and Event Locations

Session and event locations follow the title of each function.

\*Recognized by the Building Performance Institute (BPI) for CEU Credits.

### Tuesday, May 22, 2012

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

**9:00 am – 9:45 am – Welcome & Introductions — Salon DE**

**Remarks:** Len Silverstein, LIFE Chairman, NYS Dept. of Public Service  
Frank Murray, President/CEO, NYSERDA  
Garry A. Brown, Chairman, NYS Public Service Commission

#### Plenary Session:

**9:45 am – 10:45 am - A Recap of the 2011-2012 Heating Season — Salon DE**

With the 2011-2012 heating season winding down, this session will provide an opportunity for a look back at the previous year and also a look ahead to the next year. Attendees will be provided with an overview of New York's energy landscape over the last year, including the impact that energy prices have on low-income consumers. Additionally, you will get updates from New York's key energy assistance, weatherization, and energy efficiency programs on how they fared during the 2011-2012 program year and their expectations for the upcoming year.

**Moderator:** Chris Coll, NYSERDA  
**Presenters:** Daniel Buyer, NYS Homes and Community Renewal  
Paula Cook, NYS Office of Temporary and Disability Assistance  
Karen Hamilton, NYSERDA  
Charlie Wesley, NYSERDA

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

#### Session 1: 11:00 am – 12:00 pm

**A. Fixing Fuel Poverty: Lessons from the UK — Salon AB**

The social problem of fuel poverty has been recognized in the UK for nearly 40 years. The Government has a legal obligation to eradicate it, but the numbers suffering continue to rise. Why? The history, symptoms, causes and solutions will be examined in this talk by Dr. Brenda Boardman of the University of Oxford in the UK. *This presentation will be delivered via Skype.*

**Moderator:** Chris Coll, NYSERDA  
**Presenter:** Brenda Boardman, Environmental Change Institute, University of Oxford

### B. Save Energy, Save Dollars — *Empire Room*

The “Save Energy, Save Dollars” workshop provides low-cost and no-cost ways to save energy and reduce energy bills. Workshop participants will explore ideas on reducing home energy use by identifying the biggest energy users in our homes and actions we can take. This workshop also links consumers with programs that provide energy-efficiency improvements with subsidies, low-interest loans, or free services to qualifying households.

**Moderator:** Anne O’Connell, National Grid  
**Presenter:** Maria Delucia-Evans, Cornell Cooperative Extension of Albany County

### C. The Impact of Peak Oil on Low-Income Communities — *Salon C*

Oil is a finite resource that we all depend on to help satisfy our daily needs. Whether it is in growing our food, shipping that food and other goods to an accessible location, heating our houses in winter, transporting ourselves to work and the rest of life, or in manufacturing everything from house wares to pharmaceuticals, oil is something we all depend on being available at an affordable price. As demand for oil rises around the world and supply inevitably decreases, how will this impact the low income population?

**Moderator:** Beverly Bendix, NYSERDA  
**Presenter:** Peter Kilde, West CAP

### D. Best Practices: The United Way of the Dutchess-Orange Region’s Energy Initiative — *Salon FG*

The United Way of the Dutchess-Orange Region, which serves Orange County residents, has an Energy Initiative that addresses the energy needs of Orange County’s mid to low-income residents through a variety of approaches. Energy Initiatives combines the delivery of energy education for adults as well as youth, resource leveraging, a traditional fuel fund, and the innovative Energy Savers program to help consumers to learn how to manage their energy consumption and decrease their need for energy assistance. Come learn more about this multi-faceted approach and how you might incorporate similar approaches into your program.

**Moderator:** Kyro Ojulo, Central Hudson  
**Presenter:** Pat Fayó, United Way of Orange County

### E. Emerging Low-Cost/High-Impact Improvements<sup>+</sup> — *Salon H*

Need to make your fewer weatherization dollars go farther? Need new measures for your mix? Come learn about the best thing you can do with an empty air conditioner sleeve, about a high-impact air-sealing treatment for windows, about how to find and stop leaking bath spouts, and more. We’ll show hard results of many tests in actual buildings, real hardware, and how to make these Emerging Low-Cost/High-Impact improvements make you stand out and deliver solid savings to building owners and tenants in your community. *Eligible for 1 CEU from the BPI*

**Moderator:** Eileen Griffin, NYS Office for Aging  
**Presenter:** Ian Shapiro, Taitem Engineering

### Patrick O’Shei

Patrick O’Shei, Program Manager for Quality, Standards & Compliance in the Residential Energy Services Group at NYSERDA, is responsible for oversight of Home Performance with ENERGY STAR (HPwES), New York ENERGY STAR Homes (NYESH), EmPower NY, the Green Residential Building Program (GRBP), and the Photovoltaic Solar and Solar Thermal Programs for both residential and commercial installations. His team oversees the enforcement of program rules and installed in the field deliverables and helps to ensure that Partners and Programs stay true to NYSERDA’s mission.

### Helen Ranck

Helen Ranck has been a Financial Management Educator at Cornell Cooperative Extension of Tompkins County since 2008. Her responsibilities include teaching classes and workshops on credit and debt management, wise management of student loans, household budgeting, saving and investing, and other personal finance topics. She also oversees the One-on-One program, which provides free individualized instruction on personal finance topics to residents of Tompkins County through a corps of Cooperative Extension trained volunteers.

### 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.

### LuAnn Scherer

LuAnn Scherer has a Bachelors Degree in Accounting and has had various positions at the Department of Public Service for the past 27 years. She is currently the Chief of Consumer Advocacy in the Office of Consumer Policy. LuAnn oversees a staff responsible for consumer policy issues in the energy, communications and water industries including low-income, LIFELINE, service quality, retail access, economic development, metering and submetering. LuAnn is active in her community and amongst other volunteer positions is currently a leader of six Senior Girl Scouts. LuAnn, her husband John, and her teenage children Anna and Brian live in North Greenbush, New York.

### Ian Shapiro

Ian Shapiro, PE, is president of Taitem Engineering which he founded in 1989. Prior to that, he worked for seven years at Carrier Corporation in Syracuse, where he designed heat pumps and air conditioners. He was also Senior Engineer on several research projects evaluating advanced equipment such as integrated boilers and holds eight patents from this work. Since starting Taitem Engineering, he has worked on over 150 design projects, led many energy audits and energy research projects, published several articles and given workshops in the area of energy and ventilation. He has also led the development of several computer programs which are used in the HVAC, energy, and indoor air quality fields, including TREAT

**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.

**Patrice O'Connor**

Patrice O'Connor has been with the New York State Department of Public Service for 27 years and has worked on various aspects of utility regulation. Patrice worked in the Office of Utility Efficiency and Productivity on utility management audits, in the Office of Internal Audit, and is currently in the Office of Consumer Policy. Patrice works in the Consumer Advocacy Section and specializes in telecommunications issues, and electric submetering. Prior to her career at the DPS, Patrice worked as program auditor in the NYS Legislature. She holds a B.A. in Sociology/Social Work from Plattsburgh State University and a Masters in Public Administration from the Pennsylvania State University. In her spare time, Patrice volunteers with several animal welfare organizations including Peppertree Rescue, HOPE Rescue, and the Saratoga County Animal Shelter.

**Conference Luncheon 12:00 pm – 1:30 pm**

**12:45 pm – 1:30 pm – Remarks and Presentation of the LIFE Achievement Awards — Salon DE**

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 2012 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.

- Presenter:** Michael Corso, Managing Director, NYS Department of Public Service
- Awardees:** Kate Granger, National Grid  
Dianna Schooley, Tompkins County Office for the Aging  
Andrew Stone, NYS Weatherization Directors Association

**Session 2: 1:45 pm – 2:45 pm**

**A. Energy Efficiency and Energy Assistance Programs for Low-Income Clients - New York State and Beyond — Empire Room**

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:** Elizabeth Katz, NYS Department of Public Service
- Presenter:** David Carroll, APPRISE

**B. LIHEAP Action Day — Salon AB**

LIHEAP Action Day is an annual advocacy event sponsored by the National Fuel Funds Network. It brings together nonprofit, utility and public policy advocates in Washington, D.C. to build awareness for the energy challenges facing low-income people. Local events are also held around the country in support of the Low-Income Home Energy Assistance Program on Action Day. This session will help you understand what Action Day is and how you can be involved either in Washington or locally as an individual or through your organization.

- Moderator:** Kate Granger, National Grid
- Presenter:** Sue Montgomery Corey, Community Power Network of NYS



### C. Learning to Light Differently: Making the Most of Changes in Lighting Technology — Salon C

Since the evolution of the electric incandescent lamp, household lighting has changed little, if at all. The average consumer chooses from a limited variety of lamp sizes and shapes. The main decision consumers have had to make is which wattage of incandescent light bulb to buy. Recently, lighting technology has advanced rapidly, adding CFLs and LEDs to the mix, and complicating the once simple task of choosing a light bulb. But, with the loss of simplicity comes numerous benefits including more consumer choice, greatly increased energy efficiency, and lower overall cost to the consumer. What is the impact to the low income customer? And how will we all adapt to the availability of different lighting technology? This session provides valuable information concerning the impact of the new federal lighting standard, and how to adapt without sacrificing the amenities we all love from the incandescent bulb.

**Moderator:** Beverly Bendix, NYSERDA  
**Presenter:** Kate Sweater Hickcox, Lighting Research Center, Rensselaer Polytechnic Institute

### D. On-Bill Recovery and Green Jobs Green New York: Expanding Energy Efficiency for Middle-Income New Yorkers — Salon FG

This session will provide you with information on how Green Jobs – Green New York (GJGNY) and On-Bill Recovery have extended opportunities to increase energy efficiency in middle-income households through free and reduced cost audits, innovative financing options, and grassroots outreach efforts. In addition, you will hear how GJGNY outreach is helping to expand the clean energy workforce through outreach on workforce training opportunities.

**Moderator:** Laura Bunzey, NYSERDA  
**Presenters:** Joseph DeRosa, NYSERDA  
Susan Andrews, NYSERDA

### E. Overview of Blower Door Assisted Air Sealing with Infrared Imager (Part 1)<sup>+</sup> — Salon H

During this session, attendees will be introduced to a fast, efficient use of new technologies during air sealing operations. By integrating blower door with infrared imaging during air sealing, your operation will increase profitability, decrease call backs, lower labor costs, and enable a properly trained crew to consistently meet their building air flow standard. With the advent of reasonably priced IR imagers, the time is now to integrate this new technology into your company's production schedule. The old adage "time is money" is correct. Let Al McMahon of NYSWDA show you in this double session how you can get the most out of your crews' labor while increasing the quality of the finished product and improving your customers' satisfaction. *Eligible for 1 CEU from the BPI (must attend Part 1 and Part 2 to receive credit)*

**Presenter:** Al McMahon, NYS Weatherization Directors' Association

**2:45 pm – 3:00 pm – Networking and Exhibit Break — Foyer**

### Nella Mahoney

Nella Mahoney has 32 years of experience in the home heating industry. She has been the General Manager of Abbott & Mills Energy Home Heating Fuel Supplier in the lower Hudson Valley for the past 6 years. She has also been a member of the Board of Directors for the Hudson Valley Oil Heat Council for 20 years.

### Al McMahon

Al McMahon, a Trainer and Liaison with New York State Weatherization Directors Association (NYSWDA) brings a wide range of skills to the field with his background in Off-Grid education and building science and his BA in Environmental Studies. In leading NYSWDA's Weatherization Boot Camps and state wide trainings of; Introduction to Building Science, Lead Safe Weatherization, Basic Air Sealing and Lead Safe Weatherization Al has taught and certified hundreds of students throughout the state.

Al has worked with the commercial Home Performance Contractor Zerodraft of CNY as energy auditor for NYSERDA's Assisted Home Performance and Empower. His certifications include BPI's Building Analyst Professional, Envelope, Heating, and Manufactured Housing Professional as well as being an approved by BPI to proctor for both written and field tests for those certifications. In addition he is an authorized EPA RRP Lead Renovator Instructor, EPA certified Lead Abatement Supervisor and a Level 1 Infraspection IR Thermographer.

### Sue Montgomery Corey

Sue Montgomery Corey has been an advocate for low-income citizens at the local, state and national levels for many years. She serves as President of the Community Power Network of New York State, Inc. and is a member of the LIFE Steering Committee. She is also the Supervisor of the Town of Minerva and a member of the Essex County Board of Supervisors where she serves as Chair of the Green Committee. Sue is the Vice Chair of the NYS HEAP Block Grant Advisory Council. A graduate of St. Lawrence University (B.A. in Environmental Studies and Government) and Rensselaer Polytechnic Institute (M.S. Technical Communication), she previously served on the staffs of the New York State Rural Housing Coalition, New York State Community Action Association, New York State Weatherization Directors Association, the Tug Hill Commission, and the Capital District Community Development Loan Fund.

### Stacey Murphy

Stacey Murphy has enjoyed learning about residential energy efficiency as TCAction's Director of Energy Services since 2008. This adds to an 18 year track record of nonprofit planning, grants management and implementing strong housing and community development programs. In Energy Services, she has leveraged and packaged and leverage energy and housing rehab programs in ways that ultimately mean long-term home affordability and comfort for Tompkins County residents, and greater professional development opportunities for the weatherization staff. Stacey holds a BS in Human Development and Family Studies from Penn State University and a Certificate in Nonprofit Administration from Binghamton University.

**Susan Kochan**

Sue Kochan is the founder and CEO of Brand Cool Marketing Inc., a Rochester New York agency. In addition to being an incurable entrepreneur, she's a 20-year veteran of communications, skilled in helping organizations recognize, define and manage brands to support sustained business growth. Sue leads the award-winning Brand Cool team in the development of brand-based marketing programs and facilitates brand positioning, customer touchpoint, and strategy workshops. Her deep interests in energy efficiency, sustainability, healthcare and wellness have shaped her career and the agency's client roster, which includes Fortune 500 companies, medium and small businesses, non-profits and start-ups.

**David LaBombard**

Dave LaBombard is a Utility Consumer Program Specialist 3 with the New York State Department of Public Service (NYS DPS), Office of Consumer Services (OCS). Dave has over 25 years of state service, the last fifteen 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. Since becoming an analyst in 2005, he has closed over 6,000 cases and he has enabled New York State utility consumers to receive credits and refunds totaling over \$1,000,000.

**Mark Levine**

Mark Levine is the Renewable Energy Director and Housing Rehab Manager at Cattaraugus Community Action in Salamanca, NY and has served as a program manager in the green energy field for the past three years. As the first agency to begin production on the SERC grant in 2011, Mr. Levine established program procedures for implementation of PV and Solar Thermal technologies what were accepted and implemented by NREL and DOE nationwide during the grant period.

**Sarah Ludwig**

Sarah Ludwig is the founder and co-director of the Neighborhood Economic Development Advocacy Project (NEDAP), based in New York City. NEDAP works with community groups and low-income New Yorkers to promote economic justice and eliminate discriminatory economic practices that harm communities and perpetuate inequality and poverty. Sarah also co-founded New Yorkers for Responsible Lending, a statewide coalition with more than 160 organizational members, which has secured major policy reforms in the financial justice, fair lending, and foreclosure prevention arenas. Sarah is a frequent speaker at community forums and has testified at numerous public hearings -- including on financial reform, corporate and regulatory accountability, community reinvestment, fair housing, foreclosure prevention and the impact of discriminatory lending practices and foreclosures on communities.

**Session 3: 3:00 pm – 4:00 pm**

**A. Funding Low-Income Energy Efficiency through the Energy Efficiency Portfolio Standard (EEPS): EmPower NY — Salon C**

In October 2011, the New York State Public Service Commission decided to extend funding for EmPower New York through 2015 at an annual level of funding of approximately \$50 million, citing that “energy costs pose a proportionally higher burden on low income customers than other customers” and that “the need and demand for low-income programs is greatest in the area of weatherization.” The EmPower New York program provides energy efficiency improvements such as insulation, lighting, appliances, and safety/health-related repairs at no cost to households with income below 60% of state median income. In addition, the program provides households with on-site energy use education and strategies for managing their energy costs. This workshop will provide you with an overview of the EmPower New York program, how it is funded, and how to leverage the program to provide service to your clients.

**Moderator:** Peggie Neville, NYSERDA  
**Presenters:** Len Silverstein, NYS Department of Public Service  
 Kelvin Keraga, NYSERDA

**B. Consumer Protections: Price Protection Plans and ESCO Marketing — Salon AB**

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. Attendees will learn about 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 reduce the impact of the seasonal price volatility associated with deliverable fuels. 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:** Elizabeth Katz, NYS Department of Public Service  
**Presenters:** Nella Mahoney, Hudson Valley Oil Heat Council  
 LuAnn Scherer, NYS Department of Public Service

**C. Marketing to Low-Income Consumers: What the Data Tells Us — Empire Room**

Inform your outreach based on the findings from an in-depth market study conducted with New York home performance contractors and low-income homeowners. Learn what messages are most motivating and gain insights into the most effective business and marketing strategies.

**Moderator:** Pam Carter, NYS Department of Public Service  
**Presenter:** Sue Kochan, Brand Cool Marketing

#### D. Supplemental Programs: Lifeline, EPIC, EITC — Salon FG

While energy assistance programs such as HEAP and WAP can help a household with their energy costs, taking a holistic approach to cutting expenses can be very useful. There are additional programs that can help reduce overall household expenses and put money back into the pockets of those in need. Hear about programs such as Lifeline, EPIC and the Earned Income Tax Credit (EITC).

**Moderator:** Laurie Cornelius, NYS Department of Public Service  
**Presenters:** Patrice O'Connor, NYS Department of Public Service  
 Joyce Finkelmeier, NYS EPIC Program  
 Christine Insull, NYS Office of Temporary and Disability Assistance

#### E. Overview of Blower Door Assisted Air Sealing with Infrared Imager (Part 2)<sup>+</sup> — Salon H

During this session, attendees will be introduced to a fast, efficient use of new technologies during air sealing operations. By integrating blower door with infrared imaging during air sealing, your operation will increase profitability, decrease call backs, lower labor costs, and enable a properly trained crew to consistently meet their building air flow standard. With the advent of reasonably priced IR imagers, the time is now to integrate this new technology into your company's production schedule. The old adage "time is money" is correct. Let Al McMahon of NYSWDA show you in this double session how you can get the most out of your crews' labor while increasing the quality of the finished product and improving your customers' satisfaction. *Eligible for 1 CEU from the BPI (must attend Part 1 and Part 2 to receive credit)*

**Presenter:** Al McMahon, NYS Weatherization Directors' Association

**4:00 pm – 4:15 pm – Networking and Exhibit Break — Foyer**

#### Session 4: 4:15 pm – 5:15 pm

##### A. Asset-Focused Service Delivery — Salon AB

A Community Action Agency shares how they have designed a wide array of services to assist low-income individuals and households to establish a ladder out of poverty and move people toward economic security. This workshop will also look at existing policies and service structures that block efforts to move people to economic security: such as built in default in accessing HEAP.

**Moderator:** Karla Digirolamo, NYS Community Action Association  
**Presenter:** Bill Vogt, Chautauqua Opportunities

currently co-leads the Department's Smart Grid Staff Team. "Smart Grid" is a term that has been used to refer to utility plans for modernization and technological enhancement of the electric grid. He has worked for the Department of Public Service since 1990. He is a graduate of Colgate University, with a B.A. in philosophy and economics.

##### Christine Insull

Christine Insull is a seasoned trainer with subject matter expertise on economic supports available to low-moderate income families and individuals in New York State. She has over 10 years of training experience and curricula development. As an OTDA staff member, she has spent the last 10 years providing policy technical assistance and oversight for the 58 local departments of social services on a variety of economic support programs and initiatives. Her current responsibilities include myBenefits.ny.gov and economics support program outreach coordination for OTDA's Center for Employment and Economic Supports (CEES).

##### Kelvin Keraga

Kelvin Keraga is a Senior Project Manager for the New York State Energy Research and Development Authority (NYSERDA). He manages EmPower New York, a statewide program providing energy efficiency services and education to low income households. His previous experience includes coordination of energy services for National Grid, and supervision of energy services in the Weatherization Assistance Program for agencies in New York City and Massachusetts.

##### Peter Kilde

Peter Kilde is executive director of the West Central Wisconsin Community Action Agency, Inc (West CAP) where he works on numerous low-income issues. He also serves on the national Community Action Partnership Board of Directors, where he chairs the "New Reality Initiative" focused on how Peak Oil, the depletion of other natural resources, environmental degradation, and economic turmoil impact low income communities.

##### Uriah King

Uriah coordinates CRL's overall state work, including strategic planning, administration, developing state policy objectives and most importantly managing CRL's support of state-based groups and policy-makers seeking to address abusive financial practices. Uriah has worked at CRL for seven years, during which time, he has coordinated CRL's resources in support of several successful state legislative and ballot efforts as well as multiple reports on predatory lending practices. Prior to coming to CRL, Uriah worked at the Miami Valley Fair Housing Center in Dayton, OH helping provide direct services to victims of predatory mortgage lending and coordinating investigations into complaints of predatory lending. The investigations resulted in dozens of class-action and individual lawsuits against now well-known predatory lenders.

electric, telecommunications, cable, water and ESCO consumer complaints and issues. She also supervised the Emergency Hotline for Gas and Electric residential customers. Currently, Ms. Getz is responsible for analyzing all of the shared meter rehearing requests for the State of New York. She also serves as a representative on HEAP's Inter agency Task Force.

**Karen E. Hamilton**

Karen is the Director of the Residential Energy Services program at NYSERDA. The Program uses a whole house approach to energy efficiency in new and existing homes, seeks to expand the use of renewable energy systems and advanced technologies, and includes specific programs for lower-income households. The program relies on mid-stream and upstream partnerships, and supports those relationships with a strong workforce development initiative. The program also drives consumer demand through education and offers low-interest financing. She serves on the Board of Directors of the Consortium for Energy Efficiency (CEE) and the National Home Performance Council (NHPC.) She has been with NYSERDA for 19 years and holds a Master of Science degree in Systems Engineering.

**John Hoch**

John Hoch is a Utility Consumer Assistance Specialist with the New York State Department of Public Service's Office of Consumer Services. In his current position John works with consumers to resolve complaints against New York State utilities and assists in a variety of actions related to electric, steam, gas, telephone, and water companies. He addresses complaints that include inadequate service, interruptions in service, termination of service, metering problems, billing issues, deposit arrangements, payment agreements, and utility operating policies. John has also resolved complex shared metering issues.

**Tom Holmes**

Tom Holmes is a Senior Energy Analyst with The Association for Energy Affordability, Inc., with a specialization in building enclosure and ventilation in multifamily buildings. Prior to joining AEA, Tom was a Senior Project Developer with ZeroDraft CNY, a leading building performance contractor serving the Northeast, providing commercial building envelope diagnostics, project design and implementation. Tom is a member of the Green Jobs Green New York Advisory Council and the BPI Multi-Family Standards Technical Committee.

**Martin Insogna**

Marty Insogna is a Utility Consumer Program Specialist with the New York State Department of Public Service. He is assigned to the Office of Consumer Policy, where he monitors utility compliance with Public Service Law and Commission regulations regarding consumer protections and access to service, analyzes utility customer service quality performance and responsiveness to customer needs, promotes access to affordable utility services for low-income and other special needs customers, and addresses residential customer interests in utility rate cases and other Public Service Commission proceedings. Marty is a past LIFE Chair, and

**B. The Great Recession: Where Do We Go From Here? — Empire Room**

This session will provide an overview of the continued fallout of the Great Recession and foreclosure crisis, from both New York State and national perspectives. Presenters will discuss the implications of the crisis for hundreds of thousands of low-income New Yorkers and communities throughout the state. They will provide vital foreclosure prevention and other resource information that participants may share with their organizations and constituents. Participants will learn how foreclosure, predatory lending, and staggering debt burdens affect people's access to legitimate credit, as well as to housing, jobs, and insurance.

**Moderator:** Carolyn King, National Grid  
**Presenter:** Uriah King, Center for Responsible Lending

**C. Disaster Relief Coordination: Long Term Recovery — Salon C**

This presentation will address disaster recovery for individuals by delving into Long Term Recovery as a "Grass Roots Movement" of the whole community. The Presentation will discuss such questions as: Who are the most vulnerable in a disaster?; "What Time is it?"; How can Coordination, Communication, Cooperation, and Collaboration lead to a stronger recovery? Who should come to the table?

**Moderator:** Jackie Petcosky, NYSEG  
**Presenter:** Jim Woodworth, FEMA

**D. The Impact of Weatherization Recovery Act Funds in New York State — Salon FC**

Under the American Recovery and Reinvestment Act (ARRA) of 2009, the U.S. Department of Energy (DOE) allocated \$394 million to make New York State's housing stock more energy efficient. What the WAP network has accomplished with these funds to date is remarkable by any measure: more than 64,000 units assisted; 3,000 workers trained; and the energy efficiency of the state's affordable multi-family housing portfolio improved, thereby extending its useful life. This session will showcase some of the highlights of the program and its most outstanding accomplishments.

**Moderator:** Tina Fritts, NYSEG  
**Presenter:** Tom Carey, NYS Homes and Community Renewal

**E. Weatherization Crew Trailer and Equipment Demonstration — Salon H/ Parking Lot**

During this session, attendees will have a chance to tour a fully equipped, modern weatherization crew trailer and be exposed to the tools, equipment and materials that weatherization crews commonly use in the course of residential energy efficiency retrofits.

Matt Redmond, NYSWDA'S Director of Training, will host the tour and answer any questions or concerns regarding standard weatherization techniques, tools, and equipment. As part of the tour, Matt will demonstrate the installation of dense pack cellulose sidewall insulation and the use of two part foam to air seal common

residential air leakage bypasses. This will be an informative, interesting, and fun session held outdoors in the Conference Center's parking lot.

**Moderator:** Matt Redmond, NYS Weatherization Directors' Association

**5:30 pm – 6:30 pm – Evening Reception — Salon DE**

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

**Wednesday, May 23, 2012**

**7:00 am – 8:30 am – Continental Breakfast — Foyer**

**8:30 am – 11:30 am – Poverty Simulation — 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 5: 9:00 am – 10:00 am**

**A. Wood Heat & LIHEAP — Salon B**

Wood provides an energy safety net for millions of families nationwide who obtain it for free or at a very low cost. In rural areas, the renewable fuel - wood and pellets - is also the cheapest to purchase. Wood and pellets offer an opportunity for heating assistance providers to save money and to keep that money in the local community. However, many families who use wood as their primary heat source will take their benefit in fossil fuels. This workshop will address the opportunities and barriers to using this local and renewable fuel better in energy assistance programs.

**Moderator:** Cathy Martorana, National Fuel Gas  
**Presenter:** John Ackerly, Alliance for Green Heat

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

Every day, staff from the NYS Department of Public Service assists New York consumers with consumer protection issues covered by the Home Energy Fair Practices Act. This includes assisting payment troubled customers by providing information regarding payment options and deferred payment agreements with utilities, providing customers with storm and outage assistance such as estimated restoral times, dry ice and warming station locations, as well as various billing and usage issues.

**Maria DeLucia-Evans**

Maria DeLucia-Evans is a Community Educator for Cornell University Cooperative Extension Albany County. Maria specializes in financial literacy education for both adults and high school students. She also teaches home energy conservation workshops, which focus on reducing energy use and cost for consumers. Maria holds a bachelor's degree in Speech Communications and Political Science from Syracuse University and a master's degree in English from The College of St. Rose.

**Joseph DeRosa**

Joseph DeRosa works in the Residential Energy Services (RES) department at the New York State Energy Research and Development Authority (NYSERDA). Joseph is responsible for NYSERDA's residential financing programs, including the Green Jobs-Green NY On-Bill Recovery (OBR) and Unsecured Loans, the Residential Loan Fund, and Assisted Home Performance with ENERGY STAR. Joseph also co-manages the ARRA-funded BetterBuildings grant, including sub-agreements with the City of New York, the Community Development Corporation of Long Island, and the Town of Bedford/Northern Westchester Energy Action Consortium. Joseph has a Bachelor of Science in Public Affairs with a degree in Management from Indiana University's School of Public and Environmental Affairs.

**Pat Fayo**

Pat Fayo is the Director of the Energy Initiatives at the United Way Dutchess Orange Region. She is responsible for the Fuel Fund program which assists households that do not qualify for HEAP attain heating assistance. She manages and recruits consumers who qualify for both HEAP and Fuel Fund assistance to join the ESP based incentive program. During the warmer months after the heating season closes, she works to teach and educate children on the importance of energy and water conservation.

**Joyce Finkelmeier**

EPIC Outreach Manager Joyce Finkelmeier, has 26 years of pharmacy, Medicaid, & healthcare experience in benefits administration environments. For the past fourteen years, she has worked in management positions supporting the NYS Elderly Pharmaceutical Insurance Coverage (EPIC) Program providing prescription insurance for 300,000 New York senior citizens & the new NY Prescription Saver Card (NYPS) covering over 19,000 uninsured New Yorkers. In this role, Ms. Finkelmeier has direct responsibility in conjunction with NYS Department of Health for the public relations/marketing for NYS EPIC and the NY Prescription Saver Card Program. Ms. Finkelmeier is one of the primary liaisons with federal agencies (CMS, Social Security Administration, Medicare Rights Center) and with local New York City and county agencies serving seniors and the uninsured.

**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. Until recently, she was responsible for supervising the activities and scheduling of the OCS Call Center staff with regard to the processing of gas,

colleagues at Boston Medical Center on research of the benefits of breastfeeding for infant health, and has extensive experience in evaluation of community-based public health programs. He also consults with Feeding America, the national food bank network, chairing its Technical Advisory Group.

**Paula Cook**

Ms. Cook currently serves as the New York State LIHEAP (Low-Income Home Energy Assistance Program) Director, as well as the HEAP Bureau Chief, at the Office of Temporary and Disability Assistance (OTDA). In this position, Ms. Cook directs the general policy and procedures for NY’s Home Energy Assistance Program (HEAP). Ms Cook has been involved with the HEAP program since its inception in the early eighties, first in a local social services district and then with New York State. Ms. Cook also serves on the board of the National Energy Assistance Directors’ Association (NEADA) and on the LIFE (Low-Income Forum on Energy) steering committee.

**Michael Corso**

Michael Corso is a Managing Director at the New York State Department of Public Service, where he oversees the Offices of Administration; Consumer Services; Consumer Policy; Industry and Government Relations; and Telecommunications. Mr. Corso is responsible for ensuring the coordination of Department activities with various local, state and federal agencies, including the New York State Governor’s Office, Civil Service, Division of Budget, Office for Technology, the Federal Communications Commission (FCC), and the Federal Energy Regulatory Commission.

Mr. Corso was appointed to his current position of Managing Director by Chairman Garry Brown in 2009. He has held many managerial positions during his tenure with the Department of Public Service including, Director of the Office of Industry and Government Relations in 2008, Director of Policy, and Interim Director of the Office of Energy Efficiency and Environment in 2007. Mr. Corso served as Chief of Policy and Program Management in the Office of Telecommunications, where he directed all telecommunications policy initiatives.

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 worked to create innovative and cost-effective energy affordability programs that ensure universal access to essential utility services. Mr. Corso was the creative force behind 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. He is 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.

Office of Consumer Services (OCS) staff will present some real-life examples in a role play format. The role play will demonstrate what occurs when utility consumers contact the OCS’s Call Center for assistance. A question and answer period will follow to discuss the Home Energy Fair Practices Act and the services staff offers.

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

**C. Faces of Change: Case Studies Spotlighting Individuals, Training Providers and Employers Forging the Way for a Clean Energy Career Pathway — Salon G**

State and Local Government has turned to the weatherization, energy efficiency, and renewable energy industries as a pathway of opportunity for the unemployed and underemployed to gain training and enter the workforce. Recent research, including the New York State Department of Labor’s Green Jobs Study and the Brookings Institute’s Sizing the Clean Economy, point to job growth and expanding employment opportunities in the clean energy sector. Learn how individuals, training providers and employers have worked with NYSERDA to create successful career pathways models through public-private partnerships in the clean energy sector. Learn strategies for advocating for basic skills training, career pathways training and job placement programs.

**Moderator:** Kyro Ojulo, Central Hudson Gas & Electric  
**Presenter:** Rebecca Sterling, NYSERDA

**D. Dealing with Difficult...101: Customer Service — Salon C**

As a program representative or caseworker, customer service is a major part of our daily routine. While handling customer inquiries over the phone or during a client intake at your desk, opportunities for stressful situations can and will arise. In this session, we’ll explore two very different approaches to providing customer service in the hopes of better understanding the tensions that we all experience and help us to continue to provide outstanding service to our customers.

**Moderator:** Virginia Walsh, Honeywell Utility Solutions  
**Presenters:** Glenn Allen, NYSERDA  
 Gladys Brangman, NYSERDA

**10:00 am – 10:15 am – Networking and Exhibit Break — Foyer**

## Session 6: 10:15 am – 11:15 am

### A. NYS Low-Income Utility Programs: Design and Overview — Salon B

The New York Public Service Commission has a distinguished history of ensuring protection for those who may face financial difficulties, and has approved low-income affordability programs for every major gas and electric utility in the State. Annual funding for these programs currently totals over \$100 million, and programs are designed to accommodate more than 1 million participants. This session will provide an overview of the utility low-income affordability programs in the state, and compare the programs on several key design elements, including general program structure, eligibility standards, and benefits-per-participant. We will invite a discussion of issues and objectives that can guide the evolution of utility low-income programs in the future.

**Moderator:** Holly Thompson, Orange & Rockland Utilities  
**Presenter:** Martin Insogna, NYS Department of Public Service

### B. Credit and Debt Management — Salon F

Good credit management is key to maintaining financial sustainability. This presentation will explore ways to establish good credit, how to understand your credit report, the ins and outs of credit scores, and some common credit pitfalls to avoid.

**Moderator:** Tina Fritts, NYSEG  
**Presenter:** Helen Ranck, Cornell Cooperative Extension of Tompkins County

### C. Energy Audit Fundamentals<sup>+</sup> — Salon G

A comprehensive energy audit is the first step in determining the energy savings potential of a home. The scope of work developed by the auditor is based on a variety of factors and data collected from the field. This presentation will provide a hands-on look at the process and procedures an auditor goes through while performing a typical residential inspection. Different housing types have their own specific needs and these, along with diagnostic tools regularly used in the field, will be explored. *Eligible for 1 CEU from the BPI*

**Moderator:** Paula Symanski, NYS Weatherization Directors' Association  
**Presenter:** Andy Stone, New York State Weatherization Directors' Association

### D. Dealing with Difficult...201: Conflict Management — Salon C

You've done your best to serve your client but they may be unsatisfied and possibly angry, leaving you with a dispute on your hands. Where do you go from there? This session will explore some successful tools to help manage and ultimately resolve conflicts.

**Moderator:** Virginia Walsh  
**Presenters:** Glenn Allen, NYSERDA  
Gladys Brangman, NYSERDA

### Christopher Coll

Christopher Coll works in the Residential Energy Services (RES) department at the New York State Energy Research and Development Authority (NYSERDA). Chris is responsible for department operations, as well as regulatory and program support for the residential energy efficiency programs administered by NYSERDA. In addition, Chris manages the Low-Income Forum on Energy (LIFE), which seeks to address the energy needs of low-income New Yorkers through dialogue amongst the various stakeholders within the energy community. Chris has a Bachelors degree in Political Science from SUNY New Paltz and holds a Masters degree in Public Policy from the Rockefeller College of Public Affairs and Policy at SUNY Albany.

### Roger Colton

Roger Colton is a partner in the firm Fisher, Sheehan & Colton, Public Finance and General Economics (FSC) of Belmont, Massachusetts. An attorney and an economist, Roger engages in legal and technical research, program design and program evaluation. His work on helping to design, implement and fund low-income affordability programs has been with state and local governments; with the federal government; with natural gas, electric and water utilities; and with a variety of community-based organizations in more than 35 states.

Roger authors the annual Home Energy Affordability Gap, which calculates the dollar difference between actual home energy bills and affordable home energy bills on a county-by-county basis for the entire country. In 2003, he created the Home Energy Insecurity Scale for the federal LIHEAP office, a tool for measuring the outcomes of energy assistance programs that is being incorporated into program evaluation nationwide.

Roger was the recipient of the 1998 National Low-Income Energy Consortium (NLIEC) individual achievement award for career accomplishment with respect to low-income energy issues. He received the 2001 Sister Pat Kelley Award from the National Fuel Funds Network (NFFN) for his career-long work in helping to create and support fuel funds nationwide.

Outside his professional work, Roger is the Chair of the municipal Energy Committee for Belmont (MA), the coordinator of the Belmont Affordable Shelter Fund (a local crisis intervention fund), and, as a professional juggler, is a member of the International Jugglers Association. He has reportedly been seen rooting for the Boston Red Sox.

### Dr. John Cook

Dr. John Cook is an Associate Professor of Pediatrics at Boston University School of Medicine. Dr. Cook researches food, energy and housing insecurity, and their impacts on the health and development of young children and the health of their mothers. Dr. Cook is a Senior Research Scientist and Principal Investigator with Children's HealthWatch, a multi-site, multi-state research center based at Boston Medical Center. With research sites in Boston, Baltimore, Philadelphia, Minneapolis and Little Rock, Children's HealthWatch conducts scientific research on relationships of family hardships and public policies to child and maternal health and well-being to inform public policy decisions. Dr. Cook also works with

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.

#### Daniel Buyer

Daniel Buyer serves as Assistant Commissioner for Regional Affairs in the Syracuse Office of New York State Homes and Community Renewal. He has been with HCR since May, 2007. In 2009, he accepted additional duties as Assistant Commissioner for the Weatherization Assistance Program, leading a variety of initiatives related to the American Recovery and Reinvestment Act. Prior to working at HCR, he was executive director of the South Wedge Planning Committee, a neighborhood preservation company in Rochester, NY.

#### Thomas O. Carey, AICP

Tom Carey is the Weatherization Assistance Program Director at New York Homes and Community Renewal. Tom has been with HCR since 1988; during his tenure he has managed several community development initiatives, including the New York State HOME Program, New York Main Street, and Access to Home. Most recently, he led the implementation of New York's \$396 million Recovery Act funding. He also instituted energy conservation requirements into the State's housing rehabilitation programs and was instrumental in the development of green building initiatives that the agency implemented during the past several years.

#### David Carroll

David Carroll is the Managing Director and co-founder of APPRISE, a nonprofit research institute dedicated to the development of high quality information for policymakers and program managers. He has been working with the federal LIHEAP program office for over 20 years to develop information on energy issues that affect low-income households. He has conducted evaluations of low-income energy efficiency and energy assistance programs in NY, VT, NJ, PA, OH, IL, CO, CA, and KY. He is currently managing the National Evaluation of the Weatherization Assistance Program.

#### E. Quality Assurance: A Comprehensive Approach<sup>†</sup> — Salon H

Quality Assurance is an essential component of successful and effective program delivery. This presentation will provide an overview of the systemic approach to Quality Assurance employed by NYSERDA across a variety of programs including Home Performance with ENERGY STAR and EmPower New York. The presentation will include: an explanation of the rationale for a system, a description of its key components, a discussion of how the results are used to both ensure both corrective action and improved program performance and the creation of contractor evaluations and peer group comparisons. *Eligible for 1 CEU from the BPI*

By attending this session, participants will:

1. Understand both the underlying principles and the importance of a comprehensive Quality Assurance system and how a well defined and objective approach provides guidance and ensures consistent high quality results
2. Understand the difference between systemic improvement and corrective action
3. Understand the basis for developing a comprehensive evaluation of contractor performance and peer group rankings as an improvement and recognition tool.

**Moderator:** Carolyn King, National Grid  
**Presenters:** Patrick O'Shei, NYSERDA  
 Andrew Van Gorder, NYSERDA

**11:15 am – 11:45 am – Networking and Exhibit Break and Hotel Checkout — Foyer**

#### Plenary Session:

**11:45 am – 12:30 pm – Health and Energy, Making the Connections — Salon DE**

When the Great Recession began in December 2007 New York State's unemployment rate was 4.7%; when it ended in June 2009 the rate was 8.5%. The BLS' preliminary estimate of the unemployment rate in New York State in February 2012 is 8.5%. Clearly many New York residents continue to struggle to afford basic needs. Like households in other states and regions, many households in New York State struggle with constellations of family hardships. These most frequently include food insecurity, housing insecurity and energy insecurity. Each of these hardships alone is associated with serious adverse health impacts, and in combinations each can exacerbate the effects of the others. This presentation will review research findings on relationships of energy insecurity to child and adult health problems, with special emphasis on young children and their mothers. The role of LIHEAP and other social infrastructures in attenuating these adverse impacts will also be discussed.

**Moderator:** Chris Coll, NYSERDA  
**Presenter:** John Cook, Children's HealthWatch, Boston University School of Medicine

**Conference Luncheon 12:30 pm – 1:15 pm — Salon DE**

**Session 7: 1:30 pm – 2:30 pm**

**A. Energy Affordability in NYS — Salon B**

This workshop will do three things: present the most recent information available on the Home Energy Affordability Gap for New York State; discuss many of the economic conditions (including such factors as housing, employment and wages) that affect home energy affordability; and teach attendees how to access such data on their own without a need to access “expert” assistance.

**Moderator:** Gregg Collar, NYS Department of State  
**Presenter:** Roger Colton, Fisher, Sheehan, & Colton

**B. Baseload Basics: The Best Hour that You Can Spend with Your Low-Income Client<sup>†</sup> — Salon F**

This session is aimed at using a customer’s energy bill and total usage as a tool to help better understand the impact that lifestyle choices make on the cost of heating/cooling their home. We will discuss what baseload is and how it differs from seasonal heating or cooling load. We will also discuss some low-cost/no-cost options that customers can take in their own homes to help better manage their energy burdens. The session is a basic skills course aimed at increasing the attendee’s knowledge and making them “better experts” to help address the contributing factors to a client’s energy bill. By attending this session, participants will:

1. Learn what baseload is and how to calculate it
2. Learn what affects baseload and what does not
3. Learn real solutions for addressing high baseload in customer homes.

*Eligible for 1 CEU from the BPI*

**Moderator:** Fred Williams, Consolidated Edison of NY  
**Presenter:** Nate Yehle, Honeywell Utility Solutions

**C. Incorporating Renewables into Weatherization Projects: Reality or Dream?<sup>†</sup> — Salon G**

In 2011, three Community Action Agencies in NY State were part of a DOE pilot, Sustainable Energy Resources for Consumers (SERC). Tompkins Community Action and Cattaraugus Community Action participated by incorporating solar domestic hot water and photovoltaic electric systems into weatherization projects. The session will cover the planning, design, and implementation of renewable energy systems into weatherization worksopes. Topics covered will include assessing client baseload usage, system sizing, and technology selection for the best impact on the household. Each technology will be described in depth and a brief summary of outcome results will be provided. We will also address discussions with funding

**Dr. Brenda Boardman, MBE, FEI**

Until September 2007, Brenda led the Lower Carbon Futures group at the Environmental Change Institute, University of Oxford. Brenda has, in theory, retired and is now an Emeritus Fellow of the University of Oxford. She published Fixing Fuel Poverty – challenges and solutions with Earthscan in early 2010. The subject of fuel poverty is growing in importance across Europe. Brenda focuses on the built environment from the perspective of the user and the building provider, rather than the utility. Her most recent publication, Achieving zero – delivering future-friendly buildings was published in January and considers the policies required to get all energy, in all UK buildings to zero carbon emissions by 2050, primarily through demand reduction.

**Gladys Brangman**

LIFE Steering Committee member Gladys Brangman is a low-income advocate who works in the Residential Energy Services Department at NYSERDA, supporting the EmPower New York program. Prior to her work at NYSERDA, she worked for the Tompkins County Office for the Aging as a WRAP Coordinator. She has a BA in Communications from SUNY Cortland and is completing a master’s degree in Conflict Resolution and Reconciliation at Abilene Christian University. This led her to the creation of Integrity Communication Group, a company that provides dispute resolution training and mediation services. Gladys Brangman is a 2006 recipient of the LIFE Achievement award.

**Garry A. 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



## 2012 PRESENTER BIOGRAPHIES

### John Ackerly

John Ackerly is the Founder and President of Alliance for Green Heat, a non-profit that promotes cleaner and more efficient residential wood and pellet heating, with a strong focus on low and middle-income families. He also serves on the Board of Directors of the Biomass Thermal Energy Council, the Board of Advisors of the Maryland Clean Energy Center and the Steering Committee of the Northeast Biomass Thermal Working Group. He is a graduate of Dartmouth College and the Washington College of Law. Previously, John ran a human rights organization and practiced civil rights law. He is an avid rock climber, skier, outdoorsman and wood stove aficionado. He lives in Takoma Park, Maryland with his wife Nina Smith and son Sammy.

### Glenn P. Allen

Glenn Allen is Acting Director of Human Resources at the New York State Energy Research and Development Authority (NYSERDA). His 25-year career in organization development and human resource management has included roles as the Senior HR Consultant for Organization Development at Cornell University and as the Manager of Organization Development for EPCOT at Walt Disney World. Glenn's work as an external OD consultant has included developing and facilitating the global People Manager training for Lucent Technologies and managing diversity and inclusion initiatives at the Eastman Kodak Company and Toyota Motors, USA. Glenn's other clients span organizations in a variety of industries including high technology, pharmaceuticals, energy, government, and education.

Glenn has served as an adjunct faculty member in the Maxwell School of Public Administration at Syracuse University; the Whitman School of Management and Summer Institute of Nonviolent Conflict Resolution, both also at Syracuse University; The School for International Training, in Brattleboro, Vermont; and the College of St. Rose.

Glenn holds a masters degree in organization development from The American University (AU/NTL program), with post-graduate work at Cornell University and Antioch University. Glenn is a member of the NTL Institute for Applied Behavioral Science and the Society for Human Resource Management.

### Susan Andrews

Susan is a Senior Project Manager at the NYS Energy Research and Development Authority (NYSERDA). Her current responsibilities include managing the Green Jobs – Green New York Outreach and Marketing Programs. Susan has worked at NYSEDA for the last 15 years. Prior to NYSEDA, Susan was employed by the New York State Department of Public Service for 13 years where she was responsible for developing, implementing and evaluating demand side management programs for all customer sectors. Susan has a BS in Environmental Studies from SUNY Environmental Science and Forestry at Syracuse, and a MS in Urban and Environmental Studies from RPI in Troy.

sources on 'pilot projects' to showcase the potential impact of renewables in your area. Come to learn how the projects worked, and whether the outcomes imply that renewable technology might be viable for low-income energy users in NY State...or not. *Eligible for 1 CEU from the BPI*

**Moderator:** Karla Digirolamo, NYS Community Action Association  
**Presenter:** Stacey Murphy, Tompkins Community Action  
 Mark Levine, Cattaraugus Community Action

### D. Going Green for Community Survival: Innovative Solutions — Salon C

The Green Economy is tasked with saving the planet and our economy. How can communities create jobs that address local and global environmental issues? How can our industries evolve to sustain life for future generations? Join Taleigh Smith as she shares insights gained from the Bronx Green Jobs Roundtable, an innovative collaboration between workforce development agencies, environmental justice activists, educators, labor, elected officials, youth development programs and green businesses. Healthy jobs with living wages can contribute to national and international goals to reduce emissions; conserve and generate energy; manage waste; produce and consume food; and restore air, water and land to healthy conditions. But how can our communities reach beyond social service dependency models and weak environmental standards to create the systemic change we need to survive? How can we prepare our youth to address the challenges of climate change while finding jobs? How does our experience compare with other struggling communities around the globe? Come share your ideas and listen to others.

**Moderator:** Dan Irizarry, NYS Homes and Community Renewal  
**Presenter:** Taleigh Smith, Northwest Bronx Community Clergy Coalition

### E. Using Weatherization to Make Homes Healthy and Safe+ — Salon H

Learn how Weatherization can make homes of low-income families safer and healthier, when done right. This session will describe common energy-related health and safety problems that exist in the homes of low-income families, what tests are commonly used to detect hazards, what energy efficiency practices should be followed to address hazards and what not to do, to avoid making those hazards worse. The session will also discuss other State rules and initiatives that Weatherization providers and policy makers should be aware of, when to defer work, and what sources of funding and technical support may be available. Finally, we'll share some of the exciting new developments in coordinating Weatherization with the Healthy Homes initiative, both here in New York and nationally. *Eligible for 1 CEU from the BPI*

**Moderator:** Paula Symanski, NYS Weatherization Directors' Association  
**Presenter:** Tom Carey, NYS Homes and Community Renewal



2:30 pm – 2:45 pm – Networking and Exhibit Break — Foyer

## Session 8: 2:45 pm – 3:45 pm

### A. HEAP Round Table — Salon AB

Join NYS State HEAP staff for a discussion on the most recent events in HEAP. A short wrap of the 2011-12 program as well as open discussion on the development of the 2012-13 program will be the focus of the workshop. Participants are encouraged to bring questions, ideas and opinions to share with NYS OTDA.

**Moderator:** Anne O'Connell, National Grid  
**Presenter:** Paula Cook, NYS Office of Temporary and Disability Assistance

### B. Energy Education, Energy Reduction, and Our Low-Income Families — Salon F

We will explore how we can all assist the low-income families that we work with every day to better understand how they are using energy in their homes, how they can help reduce the energy usage in their homes and how WE can make a difference in their lives.

**Moderator:** Virginia Walsh, Honeywell Utility Solutions  
**Presenter:** Carol Sweeney, Honeywell Utility Solutions

### C. Heating 101<sup>+</sup> — Salon G

Heating systems in residential housing are complex machines and their proper function could mean the difference between life and death for our low-income constituents. In this session, attendees will learn about typical types of heating plants and we will unravel the mystery of that big noisy box in the basement. This session will be valuable to HEAP certifiers and other non-technical personnel who are interested in learning the basics of how heating systems work, what is a cracked heat exchanger, what constitutes a proper install and how to work with subcontractors in negotiating the right work to be performed. *Eligible for 1 CEU from the BPI*

**Moderator:** Eileen Griffin, NYS Office for Aging  
**Presenter:** Andy Stone, New York State Weatherization Directors' Association

**D. Identifying Health and Safety Concerns in Multifamily Buildings<sup>+</sup> — Salon C**  
Creating and maintaining healthy, safe, energy-effective multifamily buildings is an on-going process. Case workers and auditors are uniquely able to help by learning to spot the “tells” of a poorly performing building. This session will help you to “make the connections” between common health and comfort concerns your clients may be experiencing and how weatherization services to their building can help solve them. We'll explore everything from environmental tobacco smoke and “critter” infestations to buildings that are too hot, too cold or too stuffy, as well as where to turn to help your clients and their landlords to solve the real problems. *Eligible for 1 CEU from the BPI*

**Moderator:** Megan Douglas, Association for Energy Affordability  
**Presenters:** Tom Holmes, Association for Energy Affordability

### 3:45 pm – Closing Remarks/Wrap Up/Raffle — Salon DE

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

**Presenters:** Len Silverstein, LIFE Chairman, NYS DPS  
Chris Coll, NYSERDA