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# Low-Income Forum on Energy

## **2016 Statewide Conference** PROGRAM

Thank you to our exhibiting organizations and Steering Committee organizations for supporting the Low-Income Forum on Energy.

Gold Level Exhibitors



Silver Level Exhibitors



Additional Exhibitors & Steering Committee Organizations





**2016 LIFE Statewide Conference**  
**May 25-26, 2016**  
**Albany, New York**

**Dear Colleagues,**

Welcome to the LIFE 2016 Statewide Conference, the premier event focused exclusively on low-income energy issues. 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 that began in 1998 to address the needs of low-income energy customers in New York State. As the cost of energy continues to pose challenges to New Yorkers with low or fixed incomes, it is important to make available to community leaders and service providers useful, timely information to assist low-income consumers. Your dedication to raising issues and finding solutions that address the needs of your clients, constituents, and community is what strengthens and motivates the LIFE Steering Committee to continue the LIFE dialogue.

Over the next two days, we will have the opportunity to hear from national and local experts on low-income energy policy issues, consumer protections, available programs and resources, and best practices. The program also includes new developments in the efforts toward Reforming the Energy Vision (REV), which is designed to provide customers with a clean, resilient, and affordable energy system. While at the conference, please take advantage of the various skill-building workshops, information-sharing presentations, and opportunities to network with colleagues from across the State. During the LIFE Achievement Awards Luncheon, we will take time to recognize some of the outstanding advocates working tirelessly to meet the needs of low-income New Yorkers.

By the end of the conference, I hope you will obtain important and new information, some solutions to the challenges that you face, and contacts to help you continue the meaningful work that you accomplish on a daily basis.

Enjoy the conference!

**Sincerely,**  
**Len Silverstein, LIFE Chairman**

# Conference Information

## Badges and Ribbons

Badges are required for admittance to all session, 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 can be identified by the 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 12:00 pm. To provide you with the opportunity to check-out without missing a session, we have scheduled a break from 11:15 am to 11:45 am on Thursday. Please ask the bell captain to store your luggage so that you may attend all of the sessions on Thursday as well as the conference closing remarks and raffle. Don't miss out on your chance to win!

## Conference Exhibits and Exhibitor Passport

Exhibiting organizations and agencies are providing information that will help many of us do a better job assisting our low-income energy clients and customers. Visit the exhibits during the conference breaks to learn more and to network with your colleagues.

Play to win the Exhibitor Passport Challenge! Visit with 12 of the exhibiting organizations and agencies and have the representative stamp you Exhibitor Passport (provided with the Conference materials). Print your name on the completed Exhibitor Passport and bring it to the closing remarks and raffle session on May 26 at 3:45 pm to be eligible to win a raffle prize.

*Note: Some of the organizations and agencies have paid an exhibitor fee or have provided support for the conference. Featuring their displays constitutes neither an explicit nor an implicit endorsement by the conference or by the LIFE program of their products or services.*

## Live Twitter Feed

Tweet! Tweet! Check out the live Twitter Wall on the first floor of the event space. Are you and your agency or organization following @LIFEnys on Twitter? Let the Twittersphere know you are at the conference by tweeting @LIFEnys and using #LIFEnys. Post a selfie in front of the LIFE banner located in the plenary ballroom. Need help tweeting? Just let a LIFE Conference staff member or Steering Committee member know, and they will point you in right direction.

## Evaluation Forms and Raffle

The evaluation form is a critical tool in developing the type of conference that is most beneficial to the LIFE network. Please take a moment to complete an evaluation for each session. We will collect your completed evaluation form at the closing on Thursday. At that time, your name will be entered into the raffle drawing for a chance to win.

## 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 [nysesda.ny.gov/LIFE](http://nysesda.ny.gov/LIFE) to download copies of available presentations. To conserve energy, The Desmond uses motion detectors in selected areas in the back of the house in addition to timed lights in the courtyard that turn on and off at specific times. Recycling occurs throughout the hotel and conference center.

## Parking and Hotel Shuttle

There is no fee for parking at The Desmond. A complimentary shuttle provides 24-hour service to and from the Albany International Airport and is based on availability within a three-mile radius of the hotel. Distances greater than three miles will be charged a fee. Inquire at the hotel front desk.

## Continuing the Dialogue

The LIFE Steering Committee would like to take this opportunity to thank you for your attendance and contribution to the LIFE 2016 Statewide Conference. The LIFE dialogue continues to be a success because of your efforts. At the close of the conference, please reflect on the information provided and help generate an even larger LIFE dialogue by sharing this information and your experience over these two days with others. Contact LIFE at any time with suggestions for improvement, ideas for low-income energy issues to include in future LIFE events, or webinar and newsletter topics.

# Conference Information

## Nearby Restaurants and Attractions

The hotel offers two in-house restaurant options:

- **The Tavern** (open until 1:00 am) – craft beer, burgers, sandwiches appetizers  
[www.desmondhotelsalbany.com/restaurants/the-tavern](http://www.desmondhotelsalbany.com/restaurants/the-tavern)
- **Simpson's** (open until 10:00 pm) – American fare  
[www.desmondhotelsalbany.com/restaurants/simpsons-grille](http://www.desmondhotelsalbany.com/restaurants/simpsons-grille)

Below is a list of restaurants within a short distance of The Desmond:

- **Blue Stone Bistro** – (American Fare) <http://blustonebistro.com>  
661 Albany Shaker Rd, Latham, NY 12110 518-869-9976
- **Koto Japanese Restaurant** – (Japanese) [www.kotoalbany.com](http://www.kotoalbany.com)  
260 Wolf Rd, Latham, NY 12110 518-869-8888
- **Spicy Mint** – (Indian) [www.spicymintalbany.com](http://www.spicymintalbany.com)  
145 Wolf Rd, Albany, NY 12205
- **Sara Bella** – (Pizza and Wings) [www.sarabellapizza.com](http://www.sarabellapizza.com)  
391 Sand Creek Rd, Colonie, NY 12205 518-482-2253
- **Professor Java's** – (Café and Coffee Shop) <http://professorjavas.com>  
217 Wolf Rd, Albany, NY 12205 518-435-0843

Visit [www.albany.com](http://www.albany.com) or [www.albany.org](http://www.albany.org) for tourism and activity guides to the Capital Region.

## Interested in learning about local history or to visiting some of the best attractions nearby?

- **New York State Capitol Building Tour** ([www.ogs.ny.gov/ESP/CT/Tours/Capitol.asp](http://www.ogs.ny.gov/ESP/CT/Tours/Capitol.asp))  
Sitting majestically atop Albany's State Street hill, the New York State Capitol has served as the seat of government for New York since the 1880s. The building is a marvel of late 19th-century architectural grandeur, built by hand of solid masonry over a period of 25 years. Today the building is undergoing extensive restoration to maintain and protect it for future generations of New Yorkers.
- **Corning Tower Observation Deck** ([www.ogs.ny.gov/ESP/CT/Tours/Obdeck.asp](http://www.ogs.ny.gov/ESP/CT/Tours/Obdeck.asp))  
The Corning Tower Observation Deck is located on the 42nd floor. Breathtaking views of Albany, Empire State Plaza, and surrounding areas can be enjoyed. Also visible are the Hudson River Valley, the Port of Albany, large portions of the city and its government; the foothills of the Adirondacks, the Catskills, and the Berkshires of western Massachusetts.
- **Empire State Plaza Art Collection** ([www.ogs.ny.gov/ESP/CT/Art.asp](http://www.ogs.ny.gov/ESP/CT/Art.asp))  
Art historians have called the Empire State Plaza Art Collection "the greatest collection of modern American art in any single public site that is not a museum." The Collection was formed under the direction of Governor Nelson A. Rockefeller during construction of the Empire State Plaza (1966–1978). Ninety-two works of Abstract Expressionist art are on permanent display throughout the Plaza.
- **Historic Albany Walking Tour** ([www.albany.org/visitors-center/walking-tour](http://www.albany.org/visitors-center/walking-tour))  
Explore the fascinating history and magnificent architecture of Albany by embarking on a self-guided walking tour of the city's historic downtown district. The tours begin at the Albany Heritage Area Visitors Center, located at the corner of Broadway and Clinton Avenue. Parking is available behind the Visitors Center via Spencer Street off Broadway. Be sure to visit the Center's exhibit gallery that highlights Albany's history, and to shop for Albany gift items and locally made products in the gift shop.

## Looking to supplement your conference experience with some retail shopping?

Crossgates Mall is the Capital Region's premier shopping, dining, and entertainment destination. At Crossgates Mall you will find an impressive selection of retail stores, services and restaurants to make your shopping experience a truly exceptional one. Anchor stores include: Best Buy, Burlington Coat Factory, Dick's Sporting Goods, H&M, JCPeney, Lord & Taylor, and Macy's. Crossgates Mall has multiple ADA accessible entrances and ample parking is available. Visit [www.shopcrossgates.com](http://www.shopcrossgates.com) for more information.

## In the mood to relax and catch a movie after your conference day?

Visit [www.regmovies.com](http://www.regmovies.com) and enter a city search for "Albany NY". Click on options for:

- Regal Crossgates Stadium 18
- Regal Colonie Center Stadium 13

# Agenda

| Wednesday, May 25, 2016 |                     |   |  |  |   |  |  |
|-------------------------|---------------------|---|--|--|---|--|--|
|                         | 8:00 am - 9:00 am   | Registration and Continental Breakfast  |  |  |   |  |  |
|                         | 3:00 pm - 5:00 pm   | Community Workshop 1: Community Choice Aggregation<br>Location: The Lodge   |  |  |   |  |  |
|                         | 9:00 am - 9:45 am   | Introductions and Welcome   |  |  |   |  |  |
| P1                      | 9:45 am - 10:45 am  | Plenary Session 1: Reforming the Energy Vision: New York State Energy Policy and Implications for Low and Moderate Income Consumers                             |  |  |   |  |  |
|                         | 10:45 am - 11:00 am | Networking and Exhibit Break  |  |  |   |  |  |
|                         |                     | Track A<br>Energy Policy  | Track B<br>Energy Efficiency and Renewable Energy                        | Track C<br>Programs and Pilots                                       | Track D<br>Consumer Protections   | Track E<br>Best Practices and Special Topics   | Track F<br>Contractor and Technical Training                 |
| Session 1               | 11:00 am - 12:00 pm | Innovative Solutions to Meeting the Energy Needs of Low and Moderate Income Energy Consumers: Financing and Third-Party Capital                                 | Unleashing the Power of Tenants: A Discussion about Tenant Engagement    | National Grid's Fruit Belt Project                                   | Update on ESCOS   | Demystifying Electricity Bills and Markets   | What is an Energy Audit?*                                    |
|                         | 12:00 pm - 1:30 pm  | Conference Luncheon<br>Remarks from Richard Kauffman,<br>Chairman of Energy and Finance for New York, Office of NY Gov.<br>LIFE Achievement Awards Presentation |  |  |   |  |  |
| P2                      | 1:45 pm - 3:00 pm   | Plenary Session 2: Lifting the High Energy Burden in America's Largest Cities: How Energy Efficiency Can Improve Low-Income and Underserved Communities         |  |  |   |  |  |
|                         | 3:00 pm - 3:15 pm   | Networking and Exhibit Break  |  |  |   |  |  |
| Session 2               | 3:15 pm - 4:15 pm   | NYS Public Service Commission Affordability Proceeding  | NYS Department of Environmental Conservation Environmental Impact Grants | Low-Income Energy Policy and Programs: Perspectives from Erie County | Home Energy Fair Practices Act and Negotiating a Deferred Payment Agreement | Best Practices for Customer Outreach: National Energy Foundation Community in Action Workshops | Heating 101  |
|                         | 4:15 pm - 4:30 pm   | Networking and Exhibit Break  |  |  |   |  |  |
| Session 3               | 4:15 pm - 5:15 pm   | Innovative Resources That Can Facilitate Energy Upgrades: CivicPACE and the NYC Retrofit Accelerator  | NY-Sun and Affordable Solar  | Healthy Homes Initiatives  | Developments in Submetering Laws  | Best Practices for Low-Income Energy Program Oversight and Management                          | Electronic Energy Audit Tools, Features and Field Experience |
|                         | 5:30 pm - 6:30 pm   | Evening Reception   |  |  |   |  |  |

# Agenda

Thursday, May 26, 2016

|   |  |                          |  |   |  |   |  |   |  |   |  |   |  |   |  |
|---|--|--------------------------|--|---|--|---|--|---|--|---|--|---|--|---|--|
| 8:00 am - 9:00 am   |  |                          |  |   |  |   |  | Continental Breakfast<br>Reminder: The hotel check-out time is 12:00pm. Please plan accordingly.                          |  |   |  |   |  |   |  |
| 1:00 pm - 3:00 pm   |  |                          |  |   |  |   |  | Community Workshop 2: Community Energy Projects- An Overview of Business Models and Best Practices<br>Location: The Lodge |  |   |  |   |  |   |  |
|   |  | Track A<br>Energy Policy |  | Track B<br>Energy Efficiency and Renewable Energy                                   |  | Track C<br>Programs and Pilots  |  | Track D<br>Consumer Protections   |  | Track E<br>Best Practices and Special Topics  |  | Track F<br>Contractor and Technical Training                            |  |   |  |
| Session 4   |  | 9:00 am - 10:00 am       |  | Recap of Low-Income Energy Program Activities from 2015-2016                        |  | Creating the Next Generation of Affordable Housing  |  | Utility Low-Income Program Roundtable   |  | Emergency Assistance Benefits Available through Local Departments of Social Services                  |  | Innovative Approaches to Customer Outreach from RUPCO and National Grid |  | Home Health and Safety Part A: Indoor Air Quality and Indoor Pollutants*          |  |
| 10:00 am - 10:15 am   |  |                          |  |   |  |   |  | Networking and Exhibit Break  |  |   |  |   |  |   |  |
| Session 5   |  | 10:15 am - 11:15 am      |  | A Deeper Look into Reforming the Energy Vision (REV)                                |  | Clean Energy in Multifamily Buildings   |  | Coordinated Conversion Initiatives  |  | Identity Theft and Scams  |  | Innovations in Home Energy Use: Behavioral Perspectives                 |  | Home Health and Safety Part B: Introduction to ASHRAE 62.2 Ventilation Standards* |  |
| 11:15 am - 11:45 am   |  |                          |  |   |  |   |  | Networking and Exhibit Break/Hotel Checkout   |  |   |  |   |  |   |  |
| P3  |  | 11:45 am - 12:30 pm      |  | Plenary Session 3: Split Incentives in Low-Income Housing: Challenges and Solutions |  |   |  |   |  |   |  |   |  |   |  |
| 12:30 pm - 1:15 pm  |  |                          |  |   |  |   |  | Conference Luncheon   |  |   |  |   |  |   |  |
| Session 6   |  | 1:30 pm - 2:30 pm        |  | Participating in a NYS Public Service Commission Proceeding                         |  | Affordable Housing, Assisted Housing and Energy Interventions: Strategies and Policy Considerations |  | Broadband Initiatives for Low-Income Communities  |  | Top Tips from the Field: Using Technology to Thoughtfully Deliver Energy Efficiency to LMI customers. |  | Alliances for Low-Income Solutions                                      |  | Introduction to Home Performance Case Studies*                                    |  |
| 2:30 pm - 2:45 pm   |  |                          |  |   |  |   |  | Networking and Exhibit Break  |  |   |  |   |  |   |  |
| Session 7   |  | 2:45 pm - 3:45 pm        |  | Clean Power Plan and Related Environmental Justice Issues                           |  | Potential for Renewable Heating and Cooling in Low-Income Communities                               |  | Zero Net Energy Modular Homes   |  | The State of Poverty in the Empire State  |  | Supplemental Programs: EPIC, Nutrition, Lifeline                        |  | Whole House Performance with a Half House Wallet                                  |  |
| 3:45 pm   |  |                          |  |   |  |   |  | Closing Remarks/Wrap Up/Raffle  |  |   |  |   |  |   |  |
| *Recognized by the Building Performance Institute (BPI) for CEU Credits |  |                          |  |   |  |   |  |   |  |   |  |   |  |   |  |

# Session Details

**Wednesday, May 25, 2016**

**8:00 am - 9:00 am | Registration and Continental Breakfast**

Location: King Street Courtyard

**9:00 am - 9:45 am | Welcome and Introductions**

Location: King Street Ballroom

**9:45 am – 10:45 am | PLENARY SESSION 1**

**Reforming the Energy Vision: New York State Energy Policy and Implications for Low and Moderate Income Consumers**

Location: King Street Ballroom

**Presenters:** *John B. Rhodes, President and CEO, New York State Energy Research and Development Authority;*

*Scott Weiner, Deputy, Office of Markets and Innovation, NYS Department of Public Service;*

*Greg Hale, Senior Advisor to the Chairman of Energy and Finance, Office of NY Gov.*

Under Governor Cuomo's "Reforming the Energy Vision" (REV) strategy, New York is actively spurring clean energy innovation, bringing new investments into the State and improving consumer choice and affordability. REV is advancing fundamental regulatory changes that promote more efficient use of energy, deeper penetration of renewable energy resources such as wind and solar, and wider deployment of "distributed" energy resources, such as microgrids, roof-top solar and other on-site power supplies, and storage. REV will also promote markets to drive achieve greater use of advanced energy management products to enhance demand elasticity and efficiencies. These changes, in turn, will empower customers by allowing them more choice in how they manage and consume electric energy. One of the guiding principles of REV is to ensure that low- and moderate-income communities and consumers fully share in the clean energy benefits that it generates. This panel presentation will provide an overview of REV and its primary components including the Clean Energy Fund and the Clean Energy Standard, including the origins, timelines, and expected benefits of the initiatives. Hear from the principals on how these transformative efforts will impact low- and moderate-income energy customers.

**10:45 am – 11:00 am | NETWORKING AND EXHIBIT BREAK**

**11:00 am – 12:00 pm | SESSION 1**

**A. Innovative Solutions to Meeting the Energy Needs of Low and Moderate Income Energy Consumers:**

**Financing and Third Party Capital**

Location: Fort Orange 5

**Presenter:** *Michael Friedlander, NY Green Bank*

**Moderator:** *Christopher Coll, NYSERDA*

Upfront costs have been identified as the primary barrier that prevents many of the nearly 3 million low and moderate income (LMI) households in New York from enjoying the benefits of clean energy improvements, including energy efficiency upgrades and on-site generation. While publicly subsidized energy efficiency and weatherization programs can provide no-cost upgrades for income eligible consumers, these programs often face budget constraints and high demand, allowing a fraction of eligible consumers to receive service on an annual basis. Compounding matters, many LMI customers interested in financing energy upgrades face barriers to securing affordable financing options due to income or credit concerns. This presentation will explore innovative finance solutions to offset first cost and credit issues for LMI consumers and rapidly scale the adoption of clean energy for New Yorkers of all income levels.

**B. Unleashing the Power of Tenants: A Discussion about Tenant Engagement**

Location: Fort Orange 7

**Presenters:** *Michael Colgrove, NYSERDA; Menachem Katz, NYSERDA*

**Moderator:** *Debora Moran, NYSERDA*

This workshop aims to bring together tenant advocacy groups, program administrators, the real estate industry, contractors, and others that serve or work with tenants. Engaging directly with tenants is a relatively unexplored area, and the time to acknowledge and leverage the role tenants play in building performance is overdue. This workshop will focus on a set of questions (examples provided below) that all participants will explore in a discussion-oriented format. All participants and all ideas are welcome.

- What power do tenants have in determining building operations in a rental building?
- How do tenants effectively enact change in building operations and management, and what is the most realistic route?
- What issues do tenants care about most/what issues do tenants act on?
- Do tenants recognize the relationship between health and the environment they live in?

# Session Details

## C. National Grid's Fruit Belt Project

**Location:** Fort Orange 9

**Presenters:** *Laura Tadevossian, National Grid; Paul Tyno, Buffalo Niagara Medical Campus; David Friello, NYSERDA*

**Moderator:** *Kate Granger, National Grid*

The Fruit Belt Neighborhood Solar REV Demonstration Project seeks to engage and benefit a largely low- to moderate-income (LMI) neighborhood within the City of Buffalo through the installation of 100 utility-owned, residential solar photovoltaic systems and the provision of energy efficiency services to a subset of homes. The energy produced by the solar PV systems will be captured in front of the utility meter, aggregated collectively, and monetized. The resulting revenue, in its entirety, will then be redistributed equally among a larger group of neighborhood residential electric accounts. As a result, neighborhood residents will see a very tangible reduction in their overall energy bills as a direct result of the Demonstration. The Demonstration will also promote the integration of renewable energy and energy efficiency to further reduce energy costs of low- to moderate-income consumers and will test the impact on the ability of payment troubled customers to pay their energy bills.

## D. Update on ESCOs

**Location:** High Street 24

**Presenter:** *Christine Bosy, NYS Department of Public Service*

**Moderator:** *Monica Ferreri, NYS Department of Public Service*

In February 2016, the NYS Public Service Commission took action to immediately address unfair business practices found in the retail energy market to ensure residential and small non-residential (mass market) customers are receiving value from energy service companies (ESCOs). Case 15-M-0127 prohibits ESCOs from entering into new ESCO contracts with mass market customers unless they provide guaranteed cost savings, or provide at least 30% renewable energy. The February Order also strengthens the process for revoking an ESCO's eligibility to do business in New York if it is found to be in violation of State regulations. This session will cover all the important aspects of this proceeding and the Commission's continued review of services that may benefit energy consumers.

## E. Demystifying Electricity Bills and Markets

**Location:** High Street 26

**Presenters:** *Tariq Niazi, NYISO; Chelsea Kruger, NYS Department of Public Service*

**Moderator:** *Sue Montgomery Corey, Community Power Network of NYS*

This session provides a breakdown and explanation of the components of an electric utility bill and introduces the audience to the New York Independent System Operator's (NYISO) role in managing the flow of electricity across New York State—from the power producers who generate it to the local utilities that deliver it to residents and businesses. How are supply charges determined? How are delivery charges determined? What makes up the System Benefits Charge/Renewable Portfolio Standard charges? What fees and surcharges are included? Learn about New York's wholesale electricity markets, including trends in wholesale energy costs over the past 15 years, New York's fuel mix, and the reliability of its markets. Get an introduction to the NYISO, including the different markets and services it provides and the improved efficiency and environmental benefits since its operation.

## F. What is an Energy Audit?

**Location:** Shaker Room

**Presenter:** *Andy Stone, NYS Weatherization Directors Association*

**Moderator:** *Vicki Collelo, NYSERDA*

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.

## 12:00 pm – 1:30 pm | CONFERENCE LUNCHEON

**Location:** King Street Ballroom

Remarks from Richard L. Kauffman, Chairman of Energy and Finance for New York, Office of NY Gov.

LIFE Achievement Awards Presentation

# Session Details

## 1:45 pm – 3:00 pm | PLENARY SESSION 2

Lifting the High Energy Burden in America's Largest Cities:  
How Energy Efficiency Can Improve Low-Income and Underserved Communities

Location: King Street Ballroom

Presenters: *Ariel Drehobl, American Council for an Energy-Efficient Economy; Valerie Strauss, Association for Energy Affordability*

A newly published report by the American Council for an Energy-Efficient Economy discusses the relationship between energy burden and energy efficiency in improving quality of life in low-income and underserved communities. Energy burden is the percentage of household income spent on home energy bills. The report measures the energy burden of households in 48 of the largest American cities and finds that low-income, African-American, Latino, low-income multifamily, and renter households all spend a greater proportion of their income on utilities than the average family. Energy efficiency is identified as an underutilized strategy that can help reduce high energy burdens by as much as 30%. In this plenary presentation, members of the research and advising teams describe policies and programs that ramp up energy efficiency investments in low-income and underserved communities. Specific attention will be paid to the potential within New York State.

## 3:00 pm – 3:15 pm | NETWORKING AND EXHIBIT BREAK

## 3:15 pm – 4:15 pm | SESSION 2

### A. NYS Public Service Commission Affordability Proceeding

Location: Fort Orange 5

Presenter: *Martin Insogna, NYS Department of Public Service*

Moderator: *Leonard Silverstein, NYS Department of Public Service*

In 2015, the NYS Public Service Commission opened Case 14-M-0565, a proceeding to examine New York's utility low-income programs. Staff conducted the examination in conjunction with the utilities and low-income consumer advocates. Last June, Staff filed a Report on the results of its examination, including a Straw Proposal for a new statewide approach to low-income programs, and interested parties have provided extensive comments on the Staff Report. In this session, you can learn what to expect from the Commission's new regulatory policies for addressing low-income customer needs, including eligibility, enrollment processes, benefit structures, rate discount levels, budgeting, treatment of participant arrears, and reconnection fees.

### B. NYS Department of Environmental Conservation Environmental Impact Grants

Location: Fort Orange 7

Presenter: *Lisa King DeJesus, NYS Department of Environmental Conservation*

Moderator: *Donna Boyce, Solix, Inc.*

This session will be an overview of the NYS Department of Environmental Conservation's competitive grant opportunity to fund projects that address environmental justice communities' exposure to multiple environmental harms and risks in New York. Attendees will learn about the steps for applying, eligibility criteria, eligible project costs, sample projects, and secrets to scoring high in order to be chosen to receive grant funds.

### C. Low-Income Energy Policy and Programs: Perspectives from Erie County

Location: Fort Orange 9

Presenter: *Eric Walker, Erie County Department of Public Works*

Moderator: *Jessica Waldorf, NYSERDA*

The energy landscape in New York State is shifting, presenting new challenges and opportunities for residents. With one of the more diverse populations in the State, Erie County offers a platform to explore new approaches to increasing energy affordability and reducing social vulnerability to the impacts of climate change. This presentation will provide you with an overview of the opportunities that Erie County is exploring to reduce energy insecurity, improve health outcomes, and increase economic development through interdepartmental collaboration, enhanced services, and utilization of data analytics to make policy and program decisions.

### D. Home Energy Fair Practices Act and Negotiating a Deferred Payment Agreement

Location: High Street 24

Presenter: *Lisabeth Jorgensen, Public Utility Law Project of New York*

Moderator: *Tanya Brothens, HeartShare Human Services of New York*

Enacted in 1981, the Home Energy Fair Practices Act ("HEFPA") established a comprehensive set of statutory rights and protections for most residential electric and gas customers. This session will provide an in-depth review of these consumer protections which are commonly referred to as utility service bill of rights, including how utilities are required to provide a written offer of a deferred payment agreement (DPA) to a customer with outstanding arrears for residential service before terminating an account, denying an application for service, or refusing to reconnect service.

# Session Details

## E. Best Practices for Outreach: National Energy Foundation Community in Action Workshops

**Location:** High Street 26

**Presenters:** Gary Swan, National Energy Foundation; Kelly Flowers, National Energy Foundation

**Moderator:** Debora Moran, NYSERDA

In this session, representatives from the National Energy Foundation (NEF) will provide a hands-on demonstration of how NEF's Community in Action workshops are run. Community in Action is a community-based adult energy efficiency educational opportunity, held in schools and community centers, for people in low-income communities. During an hour-long "Community in Action" forum, attendees learn about behavioral changes and technologies that help save energy and money, and ways to make their homes more energy-efficient. Attendees receive a free, take-home, energy-efficiency kit including energy efficiency measures such as LEDs or aerators. At the workshops, NEF presenters provide fun, interactive instruction regarding energy, focusing on what homeowners can do to use energy more wisely in their homes and the school or community group where the forum is held receives an incentive for hosting the forum.

## F. Heating 101

**Location:** Shaker Room

**Presenters:** Andy Stone, NYS Weatherization Directors Association

**Moderator:** Patricia Fayo, United Way of the Dutchess Orange Region

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 a cracked heat exchanger is, what constitutes a proper install, and how to work with subcontractors in negotiating the right work to be performed.

## 4:15 pm – 5:15 pm | SESSION 3

### A. Innovative Resources That Can Facilitate Energy Upgrades: CivicPACE and the NYC Retrofit Accelerator

**Location:** Fort Orange 5

**Presenters:** Mark Thielking, Energy Improvement Corporation; Daphany Sanchez, NYC Retrofit Accelerator

**Moderator:** Monica Ferreri, NYS Department of Public Service

Energy costs can be disproportionately high for nonprofits and affordable housing owners who must balance operating needs with their mission to provide crucial services. Reducing energy costs and consumption make good financial sense for these property owners, however it can be difficult to access upfront capital or to identify where to start. Pairing Energize NY PACE capital with available NYS financial incentives can provide nonprofits and affordable housing with the package they need to improve their properties and reduce energy costs, allowing avoided energy expenditures to be reinvested in their mission while fostering public welfare and a high quality of life. The NYC Retrofit Accelerator is a free one-stop resource for building owners which provides technical assistance to help reduce operating costs and increase sustainability of their properties through energy and water upgrades.

### B. NY-Sun and Affordable Solar

**Location:** Fort Orange 7

**Presenter:** Michelle Andry, NYSERDA

**Moderator:** Vicki Collelo, NYSERDA

In October 2015, NY-Sun launched Affordable Solar to expand solar energy access to households most in need of the electricity cost reductions that solar provides. Affordable Solar doubles NYSERDA incentives for residential solar projects for households earning 80% or less than the area median income. This workshop will focus on the details of Affordable Solar, including program requirements and the application process. Strategies for integrating Affordable Solar with existing community and regional goals to reduce energy burden will be discussed. The presentation will also provide an update on the recent rollout of Community Distributed Generation by the NYS Public Service Commission, which is expected to reduce many of the barriers to solar participation for low-income households and renters through "shared solar."

### C. Healthy Homes Initiatives

**Location:** Fort Orange 9

**Presenters:** Brian Paterson, New Buffalo Impact, Inc.; Rebecca Hughes, NYSERDA

**Moderators:** Mishel Filisha, NYSERDA; Sue Montgomery Corey, Community Power Network of NYS

This session will provide an overview of the intersection between health and residential energy efficiency, providing examples of innovative pilot programs seeking to address the dual burdens of energy affordability and negative health impacts of substandard housing. The challenges and successes of implementing a healthy homes program will be discussed in light of a pilot effort being undertaken in Buffalo, New York.

# Session Details

## D. Developments in Submetering Laws

**Location:** High Street 24

**Presenters:** *Richard Berkley, Public Utility Law Project of New York*

**Moderator:** *Sue Montgomery Corey, Community Power Network of NYS*

The session will focus on New York's sub-metering laws and policy, and its impact on tenants. The talk will briefly mention the City of New York's mandatory non-residential sub-metering law – Local Law 88 – and the theory behind why Local Law 88 was passed. It will also include (1) the policy behind NYSEERDA's and DHCR's promotion of sub-metering through subsidies, and (2) the reason why DHCR's rent reduction guidelines for landlords need to be revisited and why audits must be performed after the sub-metering plan has been put into effect.

## E. Best Practices for Low-Income Energy Program Oversight and Management

**Location:** High Street 26

**Presenters:** *Donna Boyce, Solix; Nathan Yehle, Honeywell; Kyle Hddock, CLEAResult*

**Moderator:** *Lori Clark, NYSEERDA*

Low-income energy programs involve complex coordination of people, processes, and technologies. From outreach through implementation, each program has unique considerations that must be synchronized for smooth and effective functioning. This session will examine best practices for low-income energy program oversight and management from three different organizations that have varied experience in facilitating and supporting successful programs.

## F. Electronic Energy Audit Tools, Features, and Field Experience

**Location:** Shaker Room

**Presenters:** *Dan Chartier, Hancock Software*

**Moderator:** *Sherri Calabrese, NYSEERDA*

Participants will learn about a U.S. Department of Energy certified energy audit application that enables managers to administer weatherization assistance programs more efficiently, accurately, and cost-effectively to ensure occupant comfort, health, and safety. Learn about a tool that enables professionals to perform comprehensive whole-building assessments quickly, prescribe and prioritize improvement solutions based on building science, and eliminate the need to perform manual data aggregation.

## 5:30 pm – 6:30 am | EVENING RECEPTION

**Location:** Fort Orange Courtyard

## Thursday, May 26, 2016

### 8:00 am - 9:00 am | Continental Breakfast

**Location:** King Street Courtyard

### 9:00 am – 10:00 am | SESSION 4

#### A. Recap of Low-Income Energy Assistance Program Activities from 2015-2016

**Location:** Fort Orange 5

**Presenters:** *Andrew Bryk, NYS Office of Temporary and Disability Assistance; Tom Carey, NYS Homes and Community Renewal; Christopher Coll, NYSEERDA; Leonard Silverstein, NYS Department of Public Service*

**Moderator:** *Christopher Coll, NYSEERDA*

With the heating season finally behind us, we will take a look back at the activities of New York's key energy assistance and energy efficiency initiatives during the 2015-2016 program years. This session will provide updates on the Weatherization Assistance Program (WAP), Home Energy Assistance Program (HEAP), and the EmPower New York Program. Attendees will also be presented with an overview on the statewide subscription of utility low-income programs. In addition, presenters will discuss their expectations for program activity for the next program year.

#### B. Creating the Next Generation of Affordable Housing

**Location:** Fort Orange 7

**Presenters:** *Loic Chappoz, NYSEERDA; Greg Hale, Senior Advisor to the Chairman of Energy and Finance, Office of NY Gov.*

**Moderator:** *Monica Ferreri, NYS Department of Public Service*

Learn about New York's next generation of multifamily housing. New York State is launching an initiative to create a large private sector-driven deep energy retrofit market for multifamily buildings. It will transform the State's existing housing stock into next generation buildings, beginning with the affordable housing sector. Transition Zero, a design-build competition, was announced in Governor Cuomo's 2016 State of the State Policy Book as part of an objective to bring deep energy retrofits to at least 100,000 affordable housing units by 2025, and is subject to formal approval by the New York State Department of Public Service.

# Session Details

## C. Utility Low-Income Programs Roundtable

**Location:** King Street Ballroom

**Presenters:** Nancy Campo, PSEG Long Island; Paula Coppin, Central Hudson; Ken Gossel, National Fuel Gas; Kevin Graham, NYSEG/RGE; Tineesha McMullen, Orange and Rockland; Dave Nelson, ConEdison; Lateise Spivey, NYSEG/RGE; Jackie Sykas, NYSEG/RGE; JoAnn Zales, National Grid

**Moderator:** Tanya Brothers, HeartShare Human Services of New York

Utilities have a long history of providing energy assistance to their low-income customers – from budget billing to efficiency programs. The utilities roundtable will provide a forum for discussion on the most recent updates to utility low-income energy efficiency and payment assistance programs currently being administered in New York State. Attendees are provided the opportunity for individualized engagement with their representative utility provider.

## D. Emergency Assistance Benefits Available through Local Departments of Social Services

**Location:** High Street 24

**Presenters:** Saima Akhtar, Empire Justice Center; Ray Burke, Empire Justice Center

**Moderator:** Kim McMann, NYS Community Action Association

Assisting low-income New Yorkers in finding all of the resources available to them is an essential part of what those in the human service field provide. This session will help attendees navigate that process by providing an overview of emergency and energy assistance benefits available to low-income households through their local Departments of Social Services and discuss advocating for clients to receive the full benefits to which they are entitled.

## E. Innovative Approaches to Customer Outreach from RUPCO and National Grid

**Location:** High Street 26

**Presenters:** Hugo Jule, RUPCO; Sherry Higgins, National Grid

**Moderator:** Lori Clark, NYSEEDA

Innovative approaches to customer outreach can be applied across regions and shared among various populations to benefit those communities most in need of services. Learn best practices from two successful efforts that serve low-income New Yorkers in new and tailored ways. RUPCO's multifaceted outreach efforts for staying connected with the Hispanic community include partnerships with key media outlets and coalition building throughout Ulster County. National Grid Consumer Advocacy's newest initiative, the Customer Assistance Expo, is an outreach effort based on the concept that life can be hard but finding assistance should not be. Learn how, via the Expo concept, National Grid is able to partner with community and governmental agencies to provide low-income customers with a way to connect with resources they need, all under one roof in one day.

## F. Home Health and Safety Part A - Indoor Air Quality and Indoor Pollutants

**Location:** Shaker Room

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

**Moderator:** Virginia Walsh, Honeywell

Residential indoor air quality (IAQ) has become a concern due to the changing nature of homes. Houses are much tighter than they once were. The development of the 'House as a System' created a need and opportunity to look at IAQ with regard to the pollutants already existing, trapped in, and created by the processes of controlling air, moisture, and heat. This session is suitable for those seeking a better understanding of the history, issues, concerns and methods for testing IAQ during an initial energy evaluation. Session attendees will leave with a basic understanding of underlying reasons and actions taken to identify potential issues. Addressing those issues through ventilation is addressed in Home Health and Safety Part B.

## 10:00 am – 10:15 am | NETWORKING AND EXHIBIT BREAK

## 10:15 am – 11:15 am | SESSION 5

### A. A Deeper Look into Reforming the Energy Vision (REV)

**Location:** Fort Orange 5

**Presenter:** Peter Olmsted, NYS Department of Public Service

**Moderator:** Leonard Silverstein, NYS Department of Public Service

Reforming the Energy Vision (REV) is Governor Cuomo's comprehensive energy strategy for New York to help consumers make better and more informed energy choices, enable the development of new energy products and services, protect the environment and create new jobs and economic opportunity throughout New York State. This session takes a deeper look at REV's goals and initiatives and the potential outcomes for low-income communities. Take this opportunity to ask questions in a smaller group environment.

# Session Details

## B. Clean Energy in Multifamily Buildings

**Location:** Fort Orange 7

**Presenters:** *Edward Morrison, NYSERDA; David Hepinstall, Association for Affordable Energy*

**Moderator:** *Caroline Reuss, NYSERDA*

Energy efficiency in multifamily rental buildings is an important issue in New York's low-income housing landscape. Attend this session to learn about the outcomes of energy efficiency in multifamily buildings for low-income communities, including the role that the Weatherization Assistance Program has played in New York. Get updates about recent developments in NYSERDA's Multifamily Performance Program, which offers support to owners, facility managers, and condo/co-op boards of multifamily buildings with five or more units who want to make their existing buildings more energy-efficient.

## C. Coordinated Conversion Initiatives

**Location:** Fort Orange 9

**Presenters:** *Sally Ward, PEACE, Inc.; Susan Bard, Opportunities for Chenango; Stephen Doty, National Grid; David Friello, NYSERDA*

**Moderator:** *Beth Ryan, NYS Homes and Community Renewal*

Low-income households that heat with fuel oil face particular affordability challenges. Learn about two heating system conversion pilot initiatives currently underway aimed at making home heating affordable in low-income communities. In the National Grid Conversion Pilot, weatherization providers in the National Grid service territory are partnering with the utility and converting existing heating systems to natural gas. In the Mobile Conversion Pilot, Opportunities for Chenango is partnering with NYSERDA's EmPower program and converting heating systems in three mobile home parks to natural gas. These households were heating with fuel oil and facing eviction and potential homelessness unless they switched to natural gas.

## D. Identity Theft and Scams

**Location:** High Street 24

**Presenter:** *Melanie Grossman, NYS Department of State*

**Moderator:** *Monica Ferreri, NYS Department of Public Service*

Identity theft is one of the fastest growing crimes in America, and victimizing someone is easier than ever with widespread availability of personal information and access to it. With only a few pieces of valid personal identifiable information, thieves may be able to apply for and receive credit and/or utility services in your name, as well as file fraudulent tax returns. Thieves can also use a variety of scams, frauds, and hoaxes to gain access to your personal information or simply to steal your finances. This presentation is designed to increase your awareness of identity theft and provide strategies to help you prevent victimization. It also provides basic tips to help you recognize and avoid scams while presenting the tools and resources to utilize if you fall victim to a scam.

## E. Innovations in Home Energy Use: Behavioral Perspectives

**Location:** High Street 26

**Presenter:** *Brian Southwell, RTI International*

**Moderator:** *Mishel Filisha, NYSERDA*

This session will highlight innovations to encourage reduction in homeowner energy use. It was developed in conjunction with a Duke University summit that brought together people from research institutions, county sustainability offices, government agencies, consultant organizations, architecture firms, building contractors, and real estate agencies. We will discuss a new book that provides a foundation for new dialog about ways homeowners can be engaged as partners to reduce our collective energy use. The discussion will appeal to a range of people charged with curbing residential energy use through communication-based intervention.

## F. Home Health and Safety Part B - Introduction to ASHRAE 62.2 Ventilation Standards

**Location:** Shaker Room

**Presenter:** *Matt Redmond, NYS Weatherization Directors Association*

**Moderator:** *Patricia Fayo, United Way of the Dutchess Orange Region*

Proper home ventilation is important to the health and safety of the occupants. Updated standards that deal with this important issue have been released. This session provides an introductory understanding of the ASHRAE 62.2-2013 ventilation standard, and is suitable for those in the weatherization and home performance industry, and for those seeking a better understanding of the positive Health & Safety impacts of controlled ventilation on the home's occupants. Session attendees will leave with a basic understanding of ventilation requirements and the equipment necessary to achieve compliance under this standard. This is a follow-up to Home Health and Safety Part A.

**11:15 am – 11:45 am | NETWORKING AND EXHIBIT BREAK/HOTEL CHECKOUT**

# Session Details

## 11:45 am – 12:30 pm | PLENARY SESSION 3

### Split Incentives in Low-Income Housing: Challenges and Solutions

**Location:** King Street Ballroom

**Presenter:** *Stephen Bird, Clarkson University; Diana Hernandez, Columbia University*

The split incentive problem concerns the lack of appropriate incentives to implement energy efficiency measures. In particular, low-income tenants face a phenomenon of energy insecurity in which they allocate significantly more of their household income to energy expenditures than other renters. This problem is substantial, affecting 1.89% of all U.S. energy use, which increases to 5.4% when expanded to all rental housing. This presentation first characterizes the nature of energy burden for low-income housing and outlines the various ways in which energy insecurity affects living conditions and health. It also outlines critical issues for split incentives that make addressing these problems systematically more difficult. If split incentive problems were effectively addressed, it could create a range of savings between \$4 billion and \$11 billion per year for many of the nation's poorest residents. A carefully designed program of incentives for participants (including landlords) in conjunction with a unique type of utility-managed on-bill financing mechanism has significant potential to solve many of the complications. Discussion will cover several forms of split incentives and various concerns inherent to addressing split incentive problems. Then, a detailed policy proposal designed to surpass those problems, with a particular focus on low-income tenants in a U.S. context, will be suggested.

## 12:30 pm – 1:15 pm | CONFERENCE LUNCHEON

**Location:** King Street Ballroom

## 1:30 pm – 2:30 pm | SESSION 6

### A. Participating in a NYS Public Service Commission Proceeding

**Location:** Fort Orange 5

**Presenter:** *Saul Rigberg, Public Utility Law Project of New York*

**Moderator:** *Gregg Collar, NYS Department of State*

Do you have questions about NYS Public Service Commission proceeding participation? Learn what you need to know to get involved. This session will provide an overview of the various parameters and expectations, and rhythms and flow associated with participating as an intervenor in both rate and policy proceedings. A current water company rate proceeding (16-W-0130) and the current proceeding involving utility low-income programs (14-M-0565) will be used as examples for discussion.

### B. Affordable Housing, Assisted Housing and Energy Interventions: Strategies and Policy Considerations

**Location:** Fort Orange 7

**Presenters:** *Tom Carey, NYS Homes and Community Renewal; Karen Phillips, NYS Homes and Community Renewal*

**Moderator:** *Casey Kuklick, Office of NY Gov.*

Nearly three million households in New York State have incomes that can be considered low-income, and about 850,000 live in some form of subsidized housing. High energy costs worsen affordability issues faced by low-income households and also present a significant burden to owners and managers of federally and State-assisted housing. Improving the energy performance of New York's affordable housing stock can help to preserve long-term affordability and contribute to a higher quality of life for residents. High performance affordable housing that incorporates renewable energy sources can also enhance the resiliency of low-income communities during extreme weather events. However, there are tradeoffs and policy implications that must be considered in designing the right interventions. This panel will provide you with an overview of what New York State is doing to improve the energy affordability of New York's affordable housing stock and will discuss efforts to engage residents and protect tenants and low-income owners that live in subsidized buildings.

### C. Broadband Initiatives for Low-Income Communities

**Location:** Fort Orange 9

**Presenter:** *Kurt Peluso, EveryoneOn*

**Moderator:** *Donna Boyce, Solix, Inc.*

In June 2013, President Barack Obama announced the development of ConnectED, a new White House education initiative. The success of the national investment in digital classrooms is tied to our ability to connect low-income students to the Internet outside of the classroom. Connected classrooms and broadband access at home are different legs of the same stool. Without solutions to both, we will deepen existing achievement gaps among low-income and minority students. Our discussion will focus on the success, challenges, and initiatives moving forward to bring connectivity to ALL students.

# Session Details

## **D. Top Tips from the Field: Using Technology to Thoughtfully Deliver Energy Efficiency to LMI Customers.**

**Location:** High Street 24

**Presenters:** *Sangeeta Ranade, EnergySavvy*

**Moderator:** *Sue Montgomery Corey, Community Power Network of NYS*

This presentation will provide attendees with detail on proactively identifying low-income customers that would benefit the most from energy efficiency programs, shortening the cycle time to install retrofits so that LMI customers can receive better, faster service once they express interest, and using automated billing analysis to assess retrofit and installer performance.

## **E. Alliances for Low-Income Solutions**

**Location:** High Street 26

**Presenters:** *John Scicchitano, NYSERDA; Jennifer Miller, Build Healthy Places Network*

**Moderator:** *Lori Clark, NYSERDA*

Complex challenges like our clean energy future require an “all hands on deck” approach. Public, private, nonprofit, and philanthropic actors all have important contributions to the vision and the implementation of meaningful solutions. As diverse actors with distinct motivations, how do we collaborate to accelerate progress towards the goals we share? What are the specific ways in which we can form partnerships that produce measurable results more effectively than we could produce alone? This session will share ideas on creating alliances that generate momentum around actionable solutions for low-income households.

## **F. Introduction to Home Performance Case Studies**

**Location:** Shaker Room

**Presenter:** *Al McMahon, NYSWDA*

**Moderator:** *Eva Shmuylovich, DPS*

Follow us as we walk through a number of homes doing initial audit, work-scope generation, the job, periodic diagnostics, work scope adjustment, post audit, and savings analyses. We will ask attendees for their input on the work scope, how they would handle each problem we encountered, what diagnostic strategies they would use mid-job and, at the end of each case study, review actual savings and what might have been missed.

## **2:30 pm – 2:45 pm | NETWORKING AND EXHIBIT BREAK**

## **2:45 pm – 3:45 pm | SESSION 7**

### **A. Clean Power Plan and Related Environmental Justice Issues**

**Location:** Fort Orange 5

**Presenters:** *Nancy Welsh, NYS Department of Environmental Conservation;*

*Michael Sheehan, NYS Department of Environmental Conservation; Allison Rose, NYSERDA*

**Moderator:** *Virginia Walsh, Honeywell*

The NYS Department of Environmental Conservation, with assistance from our partners at the NYS Department of Public Service and NYSERDA, is required to conduct outreach to vulnerable communities to obtain feedback about their program concerns, as part of its development of a State plan under the federal Clean Power Plan. This joint presentation looks to provide background information on climate change, air quality, and clean energy programs in the context of the Clean Power Plan, while looking to get feedback on program design elements from those who work within vulnerable communities.

### **B. Potential for Renewable Heating and Cooling in Low-Income Communities**

**Location:** Fort Orange 7

**Presenter:** *Donovan Gordon, NYSERDA,*

**Moderator:** *Bill Mitchell, NYSERDA*

Renewable heating and cooling technologies are efficient, low-carbon solutions for space heating, cooling, and hot water. These technologies include geothermal heat pumps, air source heat pumps, solar thermal hot water, and biomass. New York State is taking strides to develop and implement renewable, low-carbon cooling and heating systems using renewable thermal technology. These systems are a critical component in the move toward enabling net-zero energy and emissions buildings, which produce the same amount of energy as they consume, and emit no greenhouse gases at the site. Learn about the potential for renewable heating and cooling in low-income communities and the work that NYSERDA is doing to support this aspect of the clean energy market.

# Session Details

## C. Zero Net Energy Modular Homes

**Location:** Fort Orange 9

**Presenters:** *Elizabeth Chant, Vermont Energy Investment Corporation; Alison Donovan, Vermont Energy Investment Corporation*

**Moderator:** *Lori Borowiak, NYSERDA*

Manufactured housing is recognized as a source of affordable housing, but how affordable is it? New York State has about 200,000 mobile and manufactured homes, and many of the residents of those homes are low-income. Families believe they are making a responsible choice buying their own home, but total cost of home ownership in manufactured housing can wipe out the initial benefits. These homes are often located in parks with short-term contracts allowing rent hikes or evictions when the landowner wants to cash out. The National Consumer Law Center reports that New York State provides some minor protections to residents of manufactured home communities, but more can be done. Sellers of manufactured housing too often also provide the financing for the homes, at terms that can be considered predatory. Manufactured homes use nearly twice as much energy per square foot as site-built homes, leaving low-income residents with high monthly costs. Weatherization agencies report that health, safety, and building integrity issues often prevent insulation retrofits. Nationally, housing advocates are looking to leverage the affordability of manufactured housing while providing the same benefits of homeownership to low-income people. Working with affordable housing providers, VEIC has developed a zero net energy modular home (ZNE MH) built to fit on the footprint of a mobile or manufactured home. With installed solar electric, the home is net zero in energy use, even in harsh winter climates. Most important, this home has high quality indoor air and can be financed as real property. VEIC launched the program in Vermont and more than two dozen homes have been placed. The team is now working with other states to bring this exciting and affordable home to those who need it.

## D. The State of Poverty in the Empire State

**Location:** High Street 24

**Presenters:** *Kim McMann, NYS Community Action Association; Karla DiGiralamo, NYS Community Action Association*

**Moderator:** *Eva Shmuylovich, NYS Department of Public Service*

Representatives from the NYS Community Action Association (NYSCAA) will share information from the NYSCAA's New York State Poverty Report, allowing attendees to get a clear perspective of what poverty looks like in the State. The session will highlight current issues faced by low-income households and related topics debated during the most recent New York State legislative budget process. These topics include the newly created Empire State Poverty Reduction Initiative, the minimum/living wage issue, funding childcare mandates and increasing subsidies, and working to ensure a correct count in the 2020 census. The session will introduce participants to NYSCAA and the NYS Community Action network and will include information about the resources NYSCAA makes available to members and to the public.

## E. Supplemental Programs: EPIC, Lifeline, Nutrition

**Location:** High Street 26

**Presenters:** *Angelo Rella, NYS Department of Public Service; Shirley Belotte, EPIC;*

*Christine Insull, NYS Office of Temporary and Disability Assistance*

**Moderator:** *Donna Boyce, Solix, Inc.*

While energy assistance programs such as HEAP and WAP can help a household with their energy costs, taking a holistic approach to cutting expenses is a useful strategy. There are additional programs that can help reduce overall household expenses and put money back in the pockets of those in need. Hear about opportunities provided by EPIC, Lifeline, and nutrition programs.

## F. Whole House Performance with a Half House Wallet

**Location:** Shaker Room

**Presenter:** *Kyle Haddock, CLEAResult*

**Moderator:** *Patricia Fayo, United Way of the Dutchess Orange Region*

What to do when budgets and other restrictions prohibit implementing complete systems-based solutions? What happens when a homeowner chooses or can only afford to make select building performance improvements when they need it all? What if your agency has a spending limit and/or a leveraged funding opportunity? This session will build on the intermediate knowledge of home performance contractors, weatherization agencies, and their auditors to prioritize and set solutions based action plans within budgetary constraints. Real life examples and sample cases shared to highlight the barriers that inhibit the implementation of integrated solutions to real world problems. Included will be a detailed prioritization of measures that has been long tested in both the private and public sectors.

**3:45 pm | CLOSING REMARKS/WRAP UP/RAFFLE**

# 2016 Presenter Biographies

**Saima Akhtar** is a senior staff attorney with the Public Benefits Unit in the Albany office of Empire Justice Center. She works on issues that include cash public assistance, emergency assistance, subsidized childcare, and Supplemental Nutrition Assistance Program benefits. Saima represents low income clients both in court and in administrative proceedings. Saima served as counsel to the class in a number of cases in New York's State and Federal Courts including *Richard C. v. Proud*, *Williams v. Carrión*, and *Karamalla v. Divine*. She has provided continuing legal education trainings on SNAP, emergency assistance benefits and basic lawyering skills for new attorneys.

**Michelle Andry** is a member of the Community Solar team, based in NYSEERDA's New York City office. Her focus area is the development and management of low-to-moderate income initiatives within the NY-Sun program.

**Susan Bard** began working for Opportunities for Chenango, Inc. in Norwich, NY in 1994 as administrative assistant to the Weatherization Assistance Program. That position expanded to include the roles of Energy Packer and HEAP Coordinator to provide case management services to customers and over-see for processing of HEAP applications. Susan became the weatherization director in 2001. Since that time, the OFC, Inc. weatherization team has successfully completed all weatherization contracts and been able to generate coordinated or leveraged funding with Power Partner, NYSEERDA, DSS HEAP, AAOA, Catholic Charities, and Opportunities for Chenango, Inc. Home Rehab Dept. that allows the OFC, Inc. WAP to provide expanded work-scopes to further meet the needs of the low-income customers they serve.

**Shirley Belotte** is part of the EPIC Outreach Team. The EPIC Outreach team's mission is to provide quality education and promotion of the EPIC program to Community based Organizations, Professional Associations, EPIC members, and EPIC provider. In addition, the team will align efforts with organizations that empower and advocate for healthy and independent senior communities through effective legislative policies, programming, and services. The Outreach efforts are accomplished by providing strategic training, presentations, webinars, and attend planning meetings based on EPIC population needs and economic trends throughout the 62 counties of NYS.

**Richard A. Berkley Esq.** is the executive director of New York's Utility Project. Previously he was chief of staff and counsel to Senator Kevin Parker of the New York State Senate, and before that he was director of the Senate Committee on Energy and Telecommunications. He was counsel to Assemblyman Richard Brodsky, chair of the Committee on Corporations, Authorities and Commissions, Telecommunications and Cable Franchise Counsel for the City of New York, and worked at the State of Wisconsin's

Public Service Commission while in law school. He is a member of the bar of the State of New York and the State of New Jersey.

**Dr. Stephen Bird** is associate professor of political science at Clarkson University. His current research focuses on split incentives, energy conflict, Smart Housing, microgrid governance, fracking, energy poverty, green data centers, activism, social influence, and policy learning. He will be a 2016 Fulbright Research Fellow at the University of Ottawa. Research grants include work with NYSEERDA and the National Science Foundation with partners that include IBM, AMD, and National Grid. He has consulted for the U.S. State Department, the European Commission, and Massachusetts' Environmental Affairs. He completed his Ph.D. at Boston University and his master's degree from Harvard University.

**Christine Bosy** joined the NYS Department of Public Service in 2000. As manager of Retail Access, Ms. Bosy is responsible for overseeing energy service companies (ESCO). This includes the review of ESCO applications, eligibility certification and enforcement actions. Ms. Bosy is also involved in modifying current agency rules and regulations and developing new policies to provide greater customer protections and benefits for all energy consumers.

**Donna Boyce** joined Solix in 2014 as the Director of Recovery Programs for Solix, Inc. where she oversees disaster recovery program operations and new initiatives. Previously, she served the Director of Sandy Housing Recovery Programs for the Community Development Corporation of Long Island and has worked developing and managing advocacy programs designed to assist underserved and vulnerable populations. Donna has also served on the Long Island Long Term Recovery Group Housing Subcommittee Chair, is a board member for Community Advocates and a member of the Long Island Energiea Partnership, an academy dedicated to addressing the serious and multi-dimensional issues challenging Long Island. Donna earned her BA in history and political science from SUNY-Albany and her JD from Georgetown University.

**Andrew Bryk** is currently the New York State Home Energy Assistance Program bureau chief. In accordance with that role, he is a Temporary Assistance Specialist with the Center for Employment and Economic Supports and is responsible for the development, implementation, and monitoring of the Home Energy Assistance Program (HEAP) policies and procedures for the NYS Office of Temporary Disability and Assistance (OTDA). He works directly with the Local Department of Social Services (LDSS) and offers advice and consultation in administering the HEAP program in each county. Since joining OTDA in 1990, he has worked in several departments including Audit and Quality Improvement and Economic Security.

## 2016 Presenter Biographies

**Ray Burke** is a staff attorney with the Public Benefits Unit in the Albany office of Empire Justice Center. He represents low income individuals and families with issues concerning public benefits such as cash assistance, emergency assistance, child care, and the Supplemental Nutrition Assistance Program (food stamps). Ray graduated from Boston College Law School where he was a Public Service Scholar and a recipient of the Susan Grant Desmarais Award for achievement in public service and leadership. While in law school, Ray interned for Greater Boston Legal Services, Make the Road New York, and Justice At Work. He also represented clients through the Boston College Federal Appeals Clinic and volunteered with Shelter Legal Services (now Veterans Legal Services). Prior to law school, Ray worked for several years as a paralegal for Legal Aid of Western Missouri's Advocates for Family Health Project. Ray holds a B.A. in theology from Boston College and speaks Spanish.

**Nancy Campo** brings her unique perspective as a social worker to PSEG Long Island's new Low Income Programs and Consumer Advocacy department. Her present role as a payment assistance outreach coordinator is to develop, train, and promote programs to employees, customers and community advocates. Nancy's vast years of experience have given her insight as how to best serve the most vulnerable population on Long Island and the Rockaways. Her challenge is to find creative ways to communicate valuable information to those who need it the most. Nancy will share her accomplishments with you at the round table.

**Tom Carey** is the director of the Weatherization Assistance Program at New York Homes and Community Renewal. For more than 25 years he has worked on the local, state and national levels to preserve affordable housing and build sustainable communities. From 2009-2012, he led the implementation of New York's \$400 million Recovery Act Weatherization initiative, which installed energy efficiency measures in more than 72,000 housing units across the State. Tom also has managed housing rehabilitation programs including Access to Home, New York Main Street and New York State HOME, and helped develop HCR's Green Building incentives. Tom serves on several boards and commissions, including the US Department of Energy's State Energy Advisory Board, which provides policy guidance to DOE on energy efficiency and renewable energy programs.

**Elizabeth Chant** is a principal consultant at Vermont Energy Investment Corporation (VEIC), where she focuses on energy efficiency policy and programming for low-income people and multifamily buildings. Most recently, she has been on the VEIC team tasked with developing and implementing a public purpose energy services company, with multifamily affordable housing as a primary market of interest. In 2011, she directed the design, development, and implementation of low-income multifamily services during the launch of the

District of Columbia Sustainable Energy Utility (DC SEU). From 2002 to 2010, Elizabeth was weatherization director at Vermont's largest community action agency, providing weatherization services to single- and multifamily housing throughout northwestern Vermont. Prior to that, she was at VEIC, leading its award-winning multifamily programming from 1997 to 2002. Elizabeth has testified before legislative committees on low-income energy efficiency programming, and she serves on the boards of directors of the Home Performance Coalition, the National Energy and Utility Affordability Coalition, and the National Housing Trust.

**Loic Chappoz** joined the NYSERDA Multifamily team as a Project Manager in 2014. Loic focuses primarily on the development of market oriented strategies to help low-to-moderate income multifamily buildings become more energy efficient. Prior to his work with NYSERDA, Loic worked as an independent consultant on energy efficiency policies in France, as a fuel efficiency specialist in the airline industry, and as a commercial pilot for 10 years. Loic Chappoz holds a master's degree in international affairs in energy and environmental policy from the Sciences Po Paris School of International Affairs, and was a visiting student at Columbia University in New York City.

**Dan Chartier** is vice president of product development at Hancock Software where he oversees the design, implementation and training of weatherization management and energy modeling software. Since joining Hancock Software, Dan has been responsible for the rapid deployment of weatherization program management software for 13 state-wide weatherization programs and for DOE approval of Hancock's residential audit tool HEAT. He has more than 20 years of experience developing products for enterprise class customers.

**Michael Colgrove** is the director of Multifamily Programs in NYSERDA's New York City office. His primary responsibility is to ensure that NYSERDA's strategies and initiatives work to effectively meet the energy needs of the multifamily residential sector across New York State. Michael also manages NYSERDA's New York City office and helps to promote its mission throughout downstate New York. He has been with NYSERDA since the opening of the NYC office in 2001. Prior to his work with NYSERDA, Michael spent nearly six years working with low-income multifamily programs throughout NYC, including implementing a program to encourage the installation of electricity reduction measures, developing environmental education programs for inner-city youth, and providing building energy assessments with the Weatherization Assistance Program. He is a graduate of the New York Institute of Technology's Energy Management master's degree program and earned his bachelor's of science degree in environmental science at the University of Alaska - Fairbanks.

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**Christopher Coll** is a senior project manager at NYSERDA. Chris is the team lead for the Low- to Moderate-Income group at NYSERDA, which is responsible for developing strategies, proposing policy, and coordinating across all sector areas within NYSERDA and various New York State organizations to streamline and improve the effectiveness of energy service delivery to low- to moderate-income households. Chris holds a bachelor of arts degree in political science from SUNY New Paltz in addition to a master's of arts degree in public affairs and policy from the Rockefeller College of Public Affairs and Policy at the State University of New York at Albany.

**Paula Coppin** is an operating supervisor of Community Relations and Consumer Outreach for Central Hudson Gas & Electric. Paula's utility experience started 28 years ago. For the past 2.5 years she has had responsibility for managing the administrators of the Company's Low Income Programs as well maintaining relationships with community service agencies that Central Hudson interacts with on behalf of their customers. Paula is also the liaison with the Public Service Commission.

**Michael Corso** is the chief consumer advocate, a role in which he provides consumers with a voice and representation in matters relating to utility service. The consumer advocate leads the Office of Consumer Services (OCS), reporting directly to the chair of the PSC and intervenes in rate cases and other proceedings before the Commission that may substantially affect the interests of all consumers. Under the Consumer Advocate, OCS focuses on service quality, affordability for low-income and other special needs customers, opportunities for mass market customers in advanced technologies such as renewables and energy efficiency, consumer education, and the evolving needs for consumer protections in the transition from regulated monopoly markets to increasingly diverse and competitive utility products and services. OCS also assists customers in resolving complaints with their regulated utility company, ensures that utilities comply with consumer protection rules and regulations, establishes and maintains a dialogue with utility customers and delivers a statewide outreach and education program that ensures New Yorkers have the information and understanding they need to make informed decisions regarding their utility services. Michael joined the Department of Public Service in 1986 as a policy analyst after having earned his bachelor's and master's degrees, with concentrations in telecommunications, public policy and management, from the University at Albany, graduating both Phi Beta Kappa and Summa Cum Laude. In 1998, he served as chief of residential advocacy in the Office of Consumer Services. 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. He was the creative force behind New

York's Low Income Forum on Energy (LIFE). Michael is a past president of the University at Albany Alumni Association, 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.

**Lisa DeJesus** is the acting director for the Office of Environmental Justice at the NYS Department of Environmental Conservation. There, she oversees DEC's EJ efforts including the EJ Community Impact Grant Program. Since 2006, not-for-profit organizations have used grants for projects that address environmental and public health harms in the community. Through DEC's EJ policy, she also ensures DEC staff consider impacts on EJ communities when evaluating permit applications and the regulated community incorporates community engagement for proposed projects. Previously, she served as a spokesperson in DEC's press office and holds a bachelor's degree in public communication from Buffalo State College.

**Karla DiGiralamo** joined NYSCAA in February 2012 after spending over 25 years in advocacy, social action, non-profit management and public policy making in New York State. Karla's experiences include Chief Operating Officer at Unity House of Troy, a multi-service community based organization in the Capital Region, Director of Policy and Programs at the NYS Coalition Against Domestic Violence and as the founding Executive Director of the NYS Office for the Prevention of Domestic Violence. She is a skilled manager, trainer, teacher and activist with a life long commitment to anti-poverty, non-violence and social justice and equality.

**Alison Donovan** is a consultant at Vermont Energy Investment Corporation, where her passion is reducing building energy use to net zero in both single- and multifamily homes.

**Steve Doty** has worked in several roles for National Grid over 27 years and is currently the manager of gas growth for Upstate NY. Within this role he and his team are responsible for leading customer and cross functional efforts associated with new franchises, main extensions, and gas conversions.

**Ariel Drehobl** conducts research and analysis on local-level energy efficiency policies and initiatives, with a focus on energy affordability and low-income communities. She joined ACEEE in 2015. Ariel earned a master of science degree in environmental science, policy, and management from a joint-degree Erasmus Mundus masters course, and she earned a bachelor of arts degree from Northwestern University.

**Kelly Flowers** is a senior program director for National Energy Foundation's classroom based energy efficiency and energy safety programs. She organizes and manages community forums on energy efficiency working with school

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and their PTA/PTO groups to reach local residents. She has 15 years of experience working in classroom based presentation programs and was a secondary science teacher for 13 years.

**Michael Friedlander** oversees NY Green Bank's Investment and Portfolio Management, with a focus on origination, analysis, structuring, negotiation, execution and ongoing portfolio management of the bank's investments. Prior to joining NY Green Bank, he was chief operating officer/chief financial officer & Asia/Pacific chief risk officer for APG Asset Management Hong Kong, a Dutch pension asset manager with €309.0 billion currently under management. In establishing the Hong Kong office for APG, he developed asset management functions for the office and led the hiring of the asset management team. Prior to moving to Hong Kong, he was chief risk officer for APG Asset Management US. His other asset management experiences include Hong Kong branch manager for Millennium Group Hong Kong and Chief Operating Officer/Chief Compliance Officer of Zentific Investment Management Limited. Before entering the asset management business, he worked in the power sector as director of finance & strategy for public service electric & gas and as Latin America General Manager & Chief Executive Officer for PPL Corporation. He holds a Ph.D. in statistics and actuarial science from Hong Kong University, a master of science degree in international management from the American Graduate School of International Management, a master's of science degree from the University of Arizona, and a bachelor of science degree in engineering from the University of Arizona.

**David Friello** is a project manager with the NYSERDA residential energy services team. Since joining NYSERDA in 2005, he has assisted in the implementation of several low-income initiatives, including EmPower New York and Assisted Home Performance with ENERGY STAR®. David received his master of science degree in energy management and certification in Environmental Management from the New York Institute of Technology in 2005 and his bachelor of science degree in environmental science from the State University of New York at Albany.

**Donovan Gordon** is director of renewable heating and cooling for NYSERDA. He leads New York State's efforts to develop markets that support clean, high-efficiency, renewable thermal systems, including solar cooling, heating and hot water; air and ground source heat pumps, and biomass heating systems. He is charged with conceptualizing, driving and implementing a portfolio of products to encourage and enable customers and partners to invest in low-carbon/renewable cooling and heating systems and also with advancing New York's progress toward self-sustained markets. Donovan is a Leadership in Energy and Environmental Design (LEED)-accredited Green Associate, and an International Ground Source Heat Pump Association (IGSHPA) accredited Geothermal Installer. He

received a bachelor's degree in business management from St. Francis College and a master in business administration from NYU, Stern School of Business.

**Ken Gossel** presently serves as deputy general counsel to National Fuel Gas Distribution Corporation. In this role, he is responsible for providing advice and guidance related to customer service programs and offerings, including its low income programs. He further advises the company in its efforts to assist customers with obtaining Home Energy Assistance Program (HEAP) and other public assistance (PA) benefits. Ken holds degrees in business administration and law from the State University of New York at Buffalo, and prior to joining National Fuel in 1993 he served as an Appellate Court Attorney in the New York State Court system. From 2005-2010, he headed National Fuel's Quality Assurance Department and was responsible for its consumer complaint handling, low income programs, and operational compliance audits.

**Kevin Graham** is the manager of the low income and advocacy group for NYSEG and RG&E. He's responsible for the management of all Low Income Programs (LIP) and acts as liaison with the Public Service Commission for all inquiries related to LIP. Also responsible for maintaining the relationship with Department of Health and Human Services ensuring public assistance payments for low income customers in over 50 counties throughout New York State. He has been at RG&E for 26 years, holds a bachelor's degree in business administration from Medaille College.

**Melanie Grossman** received her bachelor of science degree in business from the University of Rhode Island and received her juris doctorate from the University at Buffalo School of Law. Melanie began working with consumer issues in 2007, when she joined the New York State Consumer Protection Board (CPB) as the Intergovernmental Relations and Outreach Coordinator. In 2011, when the CPB merged with the Department of State, Melanie was named upstate outreach coordinator, the position she currently holds.

**Kyle Haddock** is a business development and operational management experienced executive for CLEAResult Consulting, Inc. with 20+ years of experience with the design and delivery of energy conservation programs. He provides leadership in the development of utility program offerings for residential and small commercial customers and drives program development activities for energy affordability programs on a national scale. Of personal and professional interest is the benefits and the impact energy conservation programs have at the national, state, utility, and community level to reduce the energy burden on low income families. Since 1989 Kyle has managed the development of utility sponsored energy conservation programs and home performance services in multiple states and in eastern Canada. For utilities, their customers or builders, he works with a focus on what he calls CASH where the focus remains

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on providing Comfortable, Affordable, and Safer and Healthier homes for those who deserve one. Working within the home energy rater, building performance, and energy code community he provides training on energy education techniques, health & safety testing, building science, and related aspects of the International Energy Conservation Code. He has been an invited participant in multiple Green Curriculum Development Forums, has been a committee member for Affordable Comfort National and Regional Conferences, current member of the NREL Single Family Scheme Committee for HEP Certifications, and a Board Member of the Keystone Energy Efficiency Alliance (KEEA).

**Greg Hale** joined the administration of Governor Andrew M. Cuomo as senior advisor to the Chairman of Energy & Finance in May 2013, where he focuses on clean energy finance and the development and execution of the Governor's signature energy policy—Reforming the Energy Vision (REV). Mr. Hale was responsible for overseeing the establishment of the \$1 billion NY Green Bank, and was also heavily involved in the design and launch of the State's new biothermal initiative – Renewable Heat NY. He was the lead author of NY's 2015 State Energy Plan, and currently leads an interagency initiative developing clean energy solutions for the low to moderate income sector. Prior to joining the Governor's Office, Mr. Hale was the director of efficiency finance at NRDC's Center for Market Innovation, where he focused on developing the market for energy efficiency building retrofits in the commercial, multi-family and institutional property sectors. At NRDC, Mr. Hale worked closely with financial institutions, real estate owners/occupants, governmental entities, and energy and technology companies to make the retrofit business case clear to building owners and occupants, and develop and scale various innovative financing mechanisms for the retrofit marketplace. His work also included an emphasis on green leasing practices. He is a founding board member of the New York City Energy Efficiency Corporation, where he currently chairs the Audit & Finance Committee, and he served on the steering committee of the PACENow Coalition. Prior to NRDC, he spent 17 years in the real estate industry, first as a real estate lawyer at Skadden, Arps, et al., and then as co-owner and general counsel of Cirque Property L.C., a real estate investment company based in Salt Lake City, Utah. He is a graduate of Dartmouth College and The University of Michigan Law School.

**David Hepinstall** is executive director of the Association for Energy Affordability, Inc. (AEA) in New York City. He specializes in energy efficiency in multifamily buildings, including the design, development and management of research, demonstration, training, capacity-building and deployment programs that deliver energy efficiency and promote affordable housing and community development. Previously a member of NYSERDA's System Benefits Charge

Advisory Group and the Governor's Renewable Energy Task Force, he is a member of the LIFE Steering Committee and the New York State Weatherization Policy Advisory Council. David is the immediate past Board Chair of the Building Performance Institute and serves on the New York City Energy Policy Task Force and the Green Jobs-Green New York Advisory Council. He has led AEA in its roles as Market Lead for the Department of Energy/National Renewable Energy Laboratory Multifamily Standard Work Specifications development process and its accreditation by Interstate Renewable Energy Council for its Energy Auditor and Quality Control Inspector training programs. AEA is a U.S. Department of Energy supported Weatherization Training Center and a New York State Homes and Community Renewal Weatherization training and technical services provider, as well as a Partner in NYSERDA's Multifamily Performance Program and Implementation Contractor for the Con Edison Multifamily Energy Efficiency Program and National Grid's Direct Install Program for Multifamily Buildings in its downstate gas service territory.

**Dr. Diana Hernandez** is an assistant professor of sociomedical sciences at Columbia University Mailman School of Public Health. Her research focuses on the social and environmental determinants of health by examining the impacts of policy and place-based interventions on the health and socioeconomic well-being of vulnerable populations with a particular emphasis on energy insecurity. She is currently a principal or co-investigator on several projects related to structural interventions in low-income housing (i.e. energy efficiency upgrades, cleaner burning fuel source conversions, smoke-free housing compliance, new finance and capital improvement models in public housing and post-Sandy resilience among public housing residents) or otherwise related to alleviating the consequences of poverty on health (i.e. attrition study of the Nurse Family Partnership Program and qualitative evaluation of the Medical Legal Partnership model). Her work is currently funded by the National Institute of Environmental Health Sciences, the National Institute of Child Health and Human Development, the JPB Foundation, Housing and Urban Development, Health and Human Services, among others. Her research has been published in leading journals including the American Journal of Public Health, Energy Policy, Public Health Reports and Energy Research and Social Sciences. She teaches Qualitative Research Methods at the graduate level and has also taught undergraduate courses on Health Disparities and Cultural Competence. She has advised numerous master's theses and doctoral dissertations. In addition, she actively engages in a variety of translational research activities through consulting, board service and social entrepreneurship.

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**Sherry Higgins** is the lead supervisor of consumer advocacy in upstate New York at National Grid – supervising 9 consumer advocates covering 38 counties. She has worked 27 years in the utility industry and has a broad customer service background in the areas of Billing & Accounting, Credit & Collections, and DSS; the last 10 years has been spent working specifically with low-income and vulnerable customer populations. Sherry has built strong partnerships with State and local OTDA/DHS staff, and community agencies – she prides herself on partnering to achieve win-win outcomes in dealing with the most difficult customer situations. She holds A.A.S. degrees in accounting with honors & business administration management from Finger Lakes Community College and a B.S. in human development from Binghamton University graduating Summa Cum Laude.

**Rebecca Hughes** is responsible for the administration of NYSEERDA's Career Pathways program, on-the-job training incentive program for businesses, and workforce development training programs as well as administration of research on sector-based strategy and industry engagement. For more than a decade, Rebecca has led work on innovative post-secondary education initiatives, bringing together business, labor, and government to build clean energy partnerships. She holds a graduate certificate in labor law and policy studies from Empire State College and a bachelor of science degree in politics from the State University of New York at Potsdam.

**Marty Insogna** is the chief of consumer advocacy with the New York State Department of Public Service. He supervises staff who represent residential and small business consumer interests in Commission proceedings, as well as field staff responsible for meter testing and approvals. His office monitors utility compliance with consumer protections, analyzes utility customer service performance, and promotes access to affordable service for low-income and special needs customers. He leads the Staff team in the Low Income Proceeding, Case 14-M-0565. Marty 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** is a temporary assistance specialist 2 in the Center of Employment and Economic Supports (CEES), at the NYS Office of Temporary and Disability Assistance (OTDA). She worked as a contracted systems and policy trainer, prior to joining OTDA in 2000. She has a wide array of experience in economic support programs and, coordinated the CEES programs outreach team for several years. She enjoys her work as a SNAP Policy liaison to local social services districts and, has been directly involved in SNAP Outreach and work with community partners, throughout the state.

**Lisabeth Jorgensen** is a staff attorney for the Public Utility Law Project (PULP). Among her responsibilities, she manages the organization's toll-free hotline, a phone number low-income utility customers can call to obtain guidance from PULP on how to resolve their utility related service issues using the consumer protection rights outlined in the NYS Home Energy Fair Practices Act (HEFPA) as a guide. Ms. Jorgensen previously worked for the Office of the Albany County Attorney Department of Law. Prior to joining the Office of the Albany County Attorney, she completed a legislative fellowship at the New York State Senate. She holds a J.D. from New York Law School.

**John Joshi** joined NYSEERDA as director of financing solutions. In this role John will develop strategies as part of our Clean Energy Fund for mobilizing private capital and market-based financing solutions to support scaled investments in clean energy across sectors and technology areas. This role is important to support the Governor's energy agenda and the strategy for scaling clean energy by engaging private capital financing solutions. John will interact with market financing institutions, both those already participating in providing solutions for clean energy financing and those who are not involved in offering financing products for these purposes or do so at small scale, to develop understanding or opportunities for developing effective solutions to support consumer and organization investment in clean energy projects. In this role John will also focus on technologies where financing solutions have been underutilized or underdeveloped. All of these strategies will be designed to complement and support the projects and initiatives being funded through the NY Green Bank. John has extensive experience in solar & renewable energy capital markets solutions, structured products, hedge funds, & risk management. Most recently as Head of Capital Markets for PLANT. Smart Energy Solutions LLC, he advised the White House policy staff, the Senate Finance staffers and the Secretary of Energy on effective solutions for increased capital for the solar sector, including active participation in the Solar Access Public Capital (SAPC) initiative.

**Hugo Jule** started working as an Outreach Coordinator for RUPCO Green Jobs-Green New York program in August 2013. He is responsible for promoting residential energy efficiency and renewable energy programs to homeowners, small businesses, municipalities and the Hispanic community in the Mid-Hudson Hudson Valley region. Hugo's background includes mechanical, electrical and automotive engineering technology as well as experience installing solar electric and solar thermal systems. Hugo is also a BPI Certified Building Analyst and enjoys doing presentations in English and Spanish about energy efficiency. Originally from El Salvador, Hugo enjoys hiking, running, biking and volunteering at the Ulster County SPCA.

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**Menachem Katz** is a New York City based project manager in the multifamily group at NYSERDA. He leads the tenant engagement initiative under the Clean Energy Fund, and lends support to multifamily low and moderate income strategies as well. He has been with NYSERDA since 2012. He holds a B.S. in mechanical engineering and a B.A. international studies from Lafayette College, and a M.Sc. from Columbia University in mechanical engineering.

**Richard Kauffman** joined the administration of Governor Andrew M. Cuomo as New York State's first "energy czar" in February 2013. He oversees and manages New York State's entire energy portfolio, including the New York State Department of Public Service, the New York Power Authority, the Long Island Power Authority, and NYSERDA. He was appointed chair of NYSERDA's Board on June 19, 2013. He leads New York State's comprehensive Reforming the Energy Vision (REV) initiative. REV includes regulatory reform to restructure the energy and utility industry, a 10-year commitment to support local renewable energy and efficiency markets through the proposed creation of the Clean Energy Fund, and other initiatives such as NY Green Bank and the \$1 billion NY-Sun solar programs. Prior to joining the administration, Mr. Kauffman worked in energy and finance at some of the nation's highest levels, most recently serving as senior advisor to Secretary Steven Chu at the U.S. Department of Energy. In his private sector career, he was chief executive officer of Good Energies, Inc., a leading investor in clean energy technologies; a partner of Goldman Sachs where he chaired the Global Financing Group; and vice chairman of Morgan Stanley's Institutional Securities Business and co-head of its Banking Department. He has served as chairman of the Board of Levi Strauss & Co., as well as on the boards of several organizations, including the Brookings Institution and the Wildlife Conservation Society. He is a member of the Council on Foreign Relations. In 2014, He was named by Fortune Magazine as one of the World's Top 25 Eco-Innovators. He earned a bachelor's degree from Stanford University, a master's degree in international relations from Yale University, and a master's degree in public and private management from the Yale School of Management.

**Chelsea Kruger** is a utility analyst with the New York State Department of Public Service's Office of Consumer Services (OCS). At OCS, she advocates on behalf of residential customers and evaluates utility low income programs. She has worked for the DPS since January 2015 and holds a bachelor of arts degree from The College of Saint Rose in Albany.

**Al McMahon** is a trainer with the NYS Weatherization Directors Association. He brings a wide range of skills to the weatherization field with his background in off-grid education, building science, and a B.A. in environmental studies. He has worked with Zerodraft of CNY as an energy

auditor for Assisted Home Performance with ENERGY STAR® and EmPower New York. His certifications include BPI Building Analyst Professional, Envelope Professional, Heating Professional and Manufactured Housing Professional. He is a Certified EPA Lead Abatement Supervisor, an EPA RRP Lead Renovator Instructor, a NYSHCR Small Homes Auditor, and a licensed Level 1 Infrared Thermographer.

**Kim McMann** joined NYSCAA in November 2012. She has over two decades of experience connecting people to the resources they need through her work in nonprofit organizations. She has also worked with a number of special populations including adults with disabilities, non-traditional college students, parents, at risk youth and people experiencing food insecurity. Kim has worked throughout the Hudson Valley in New York as well as in the Berkshires of Massachusetts. She has a BA degree in communication from SUNY Albany and an MS degree in education from The College of Saint Rose.

**Tineesha McMullen** has worked in sustainability program design since 2007, with a focus on neighborhood development, distributed generation, and green infrastructure technologies. She is a Leadership in Energy and Environmental Design accredited professional with a background spanning new and existing construction projects and energy efficiency in transit-oriented development. She currently serves as the administrator for low income programs and is a part of the Green Team at Orange and Rockland Utilities. Tineesha received her bachelor's degree in economics from New York University and a master's degree in sustainability management from Columbia University.

**Jennifer Miller, PhD** is a senior research associate working with the Build Healthy Places Network, where she recently published Community Close Ups, a series of case studies on innovative projects integrating community development and health. Miller has over 15 years' experience promoting healthy communities through statewide initiatives in California such as Community Action to Fight Asthma, Healthy Eating Active Communities, and CA4Health (part of the CDC's Community Transformation Grants program). She has worked with urban, suburban and rural communities on place-based policy- and systems-change to improve neighborhood environments for health. She is co-editor of the first published textbook for U.S.-based community health workers, Foundations for Community Health Workers (Jossey Bass 2009), and of the Yes We Can Asthma Toolkit. Miller also co-chairs the Climate Change and Health Topic Committee with the American Public Health Association, and played a lead role in proposing recently-adopted APHA resolutions on climate change and health, and on community development and health. Her work centers on addressing the social determinants of health

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and built environments, and on fostering robust community well-being at the juncture of health, equity, and sustainability.

**Ed Morrison** is a senior project manager in NYSERDA's Multifamily Programs for Existing Buildings. He currently manages three people from NYSERDA's Albany and Buffalo offices and performs project management and program functions for the Multifamily Performance Program (MPP) and the Multifamily Emerging Technology and Advanced Commercialization (ETAC) Program for New York State. In 17 years at NYSERDA, he has been responsible for over 900 projects that covered the residential, commercial, industrial, and governmental sectors. He holds a B.S. in mechanical engineering from the University of Maine, and an MBA from Rensselaer Polytechnic Institute in Troy, NY.

**Dave Nelson** has worked in Con Edison's Public Assistance Central Group for over eight years. He is the company's primary liaison with social agencies operating in New York City and Westchester County. Dave is also the resident expert on Con Edison's Low-Income Program and Rate.

**Tariq Niazi** is a senior manager, consumer interest liaison at the New York Independent Systems Operator (NYISO). The role of the Senior Manager, Consumer Interest Liaison is to manage relations between the NYISO and its end-use consumer constituents. The Consumer Interest Liaison works closely with and solicits input from the stakeholder community to understand and prioritize relevant end-use consumer interest related issues and activities. The Senior Manager, Consumer Interest Liaison provides detailed analysis of the impact of proposed NYISO market rule changes and serves as the NYISO point-of-contact for end-use consumer interests. He works in frequent and close coordination with NYISO senior management including the president and CEO.

**Peter Olmsted** is outreach advisor for the New York Department of Public Service (DPS). For the past 10 years, Peter has dedicated himself to working in the public and nonprofit sectors to address some of the most pressing environmental and energy issues. Currently at DPS, Peter is responsible for contributing to all activities associated with establishing and maintaining effective relationships with external stakeholders regarding the state's groundbreaking Reforming the Energy Vision (REV) proceeding and initiatives. He was previously east coast regional director for Vote Solar, where for 5 years Peter focused on establishing strong and balanced solar policies at the state level. Prior to Vote Solar, Peter was energy policy staff for the Delaware Senate Energy & Transit Committee. Peter has a master's degree in energy and environmental policy from the University of Delaware and a bachelor of arts degree in Environmental Studies from Skidmore College.

**Brian Paterson** has been involved in many different public & private building performance initiatives, both in the low-income and market rate sectors. Starting in the early 1990s as an energy auditor and program manager for 4 different CBO subgrantees in the Weatherization Assistance Program (WAP), he went on to co-found New Buffalo Impact (NBI) - an organization dedicated to bringing the whole building approach to energy efficiency to the public. NBI has been a participating contractor in the Home Performance with ENERGY STAR® program since 2002, and won their 2004/2005 outstanding achievement award for community-based organizations. In NYSERDA's Empower NY program, NBI has provided energy efficiency services to 5,100 low-income households and won EmPower NY's statewide Contractor of the Year award in 2011 and 2014. NBI is a production partner in Buffalo's Green and Healthy Homes Initiative (GHHI) and has completed over 100 projects that braid residential energy efficiency services with health and safety interventions and education targeted towards combustion appliance safety, reducing asthma triggers and lead paint hazard remediation.

**Kurt Peluso** is the northeast director for EveryoneOn. EveryoneOn is a national nonprofit working to eliminate the digital divide by making high-speed, low-cost Internet service and computers, and free digital literacy courses accessible to all unconnected Americans. We aim to leverage the democratizing power of the Internet to provide opportunities to all Americans-regardless of age, race, geography, income, or education level.

**Karen A. Phillips** is vice president/director of development in Multifamily Programs at NYS Homes and Community Renewal. She coordinates agency wide changes to programs and policies to insure that affordable housing projects will be energy efficient to help meet the Governor's goals of reducing carbon emissions in New York State. Her distinguished career in urban planning, environmental design, real estate and community development has focused on improving the lives of residents in economically distressed communities. From 2002 to 2011 she served as a member of the New York City Planning Commission while consulting on real estate development and community planning projects in Upstate New York, New Jersey, Washington, D.C. and Louisiana. Karen was one of the founders, and served as Abyssinian Development Corporation's first CEO during the transformation of the Harlem neighborhood in the 1990s. She received her undergraduate degree in Landscape Architecture from University of Georgia, and then went on to the Harvard University Graduate School of Design where her concentration was on real estate development and urban community planning. In addition to her involvement with neighborhood and civic activities, she serves on the Board of Trustees of the Cooper Hewitt Smithsonian Design Museum.

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**Sangeeta Ranade** is the Director of Client Solutions with EnergySavvy, a cloud based software company transforming the way energy efficiency is delivered and quantified. Sangeeta also served as an elected Trustee to the Jersey City Board of Education from 2012-2015. In 2014 she served as President of the Board of Education. Prior to EnergySavvy, Sangeeta spent over 15 years as a strategy consultant to the energy and public sectors. She also worked in industry to optimize energy usage with the retail and real estate industries. Sangeeta holds an MBA and MS in Environmental Management from the Ross School of Business at the University of Michigan and a BS in environmental engineering from Northwestern University.

**Matt Redmond** is the director of training for the NYS Weatherization Directors Association. He has 35 years of experience as a construction manager and offers a fresh hands-on approach to technical training. His background in project management and residential building with an emphasis on small finely crafted energy efficient homes led him to be the project manager on the first net zero energy retrofit in the US, a USDOE test bed project, for Asdal Builders of New Jersey. Matt is an EPA certified Lead Abatement Supervisor, an EPA RRP Lead Renovator Instructor and an OSHA authorized Construction Safety instructor. He is also a BPI proctor/trainer and holds certifications in Building Analyst, Envelope Professional, Air Sealing and Insulation Installer (WHALCI), and Manufactured Housing Professional.

**Angelo Rella** has over 45 years of experience in the telecommunications industry in New York. For the past eight years, he has been the administrator of the Targeted Accessibility Fund of NY. In that role, he is responsible for the funding of certain state wide socially beneficial programs. Those programs include; 1) low income Lifeline telecommunications services, 2) the telecommunications relay service providing communications services for the deaf and hard of hearing community and, 3) the funding of the E-911 network costs.

**John B. Rhodes** is president and CEO of NYSERDA. Prior to his appointment, Mr. Rhodes served as the director for the Center for Market Innovation at the Natural Resources Defense Council (NRDC), an international environmental advocacy organization. The Center works to channel private capital toward environmentally beneficial investments with a focus on energy efficiency, renewable energy, green infrastructure, and sustainable food and agriculture. Before joining NRDC, he spent three years as acting chief operating officer at Good Energies, a leading investment firm focused on renewable energy and energy efficiency. As a member of the senior management team, he oversaw operations, strategy, and portfolio companies. Mr. Rhodes was a partner at Booz Allen Hamilton, where he provided strategic consulting for clients across technology-intensive

industries including energy, aerospace, chemicals, and pharmaceuticals. He has also served as a trader and general manager at Metallgesellschaft, a German mining, metals, and engineering firm. He currently serves on boards of several nonprofit organizations, including the Alliance to Save Energy, Urban Green Council, New York Institute for Special Education, American Federation for Aging Research and Cornerstone Literacy. He previously served as a trustee on the Citizens Budget Commission of New York and as an advisory council member for the Metropolitan Policy Program at the Brookings Institution. Mr. Rhodes holds a bachelor's degree in history from Princeton University and a master's degree in management from the Yale School of Management.

**Saul Rigberg** is currently employed by the Public Utility Law Project as special counsel, having retired from state service in November 2015. From June 1988 to January 2009, he was an Assistant Counsel with the New York Department of Public Service. His main area of practice involved generic policy proceedings and transmission and generation siting cases. In January 2009 he joined the New York Consumer Protection Board as intervenor attorney. The utility work of the CPB was merged into the newly-created Utility Intervention Unit of the New York Department of State in April 2011. At both the CPB and the UIU, his practice concentrated on a mix of rate cases and policy cases.

**Allison Rose** is a project manager at NYSERDA where she is a member of the Policy Team, a division of the Energy and Environmental Analysis Team. In this capacity, Allison serves as the lead staff person assigned to the Regional Greenhouse Gas Initiative (RGGI) Auction Decision Team, and participates as a part of the Program Committee assessing program design and evaluation. Allison has been with NYSERDA for 7 years, and previously worked in large scale renewable energy development. Allison holds a BA from McGill University in political science and economics, and a Master of Environmental Law and Policy with an Energy Law certificate from Vermont Law School.

**Daphany Sanchez** is an energy efficiency professional working in New York City. She is a detail-oriented, innovative professional with career track record of comprehensive project coordination, community relations, and government affairs within the environmental services industry. Experienced in the public and nonprofit sector, Daphany has managed and completed various environmental projects such as greenhouse gas (GHG) accounting for United Nations (UN) Greening the Blue, Green Jobs-Green New York and Economic Development Growth Extension Program for NYSERDA, and Superfund Site Newtown Creek Partnership Coordination for U.S. Congresswoman Nydia Velasquez. Daphany is currently employed by ICF International in New York City where she works on projects such as NYC Clean Heat and NYC Retrofit

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Accelerator. She has a master's degree in environmental policy and sustainability management from The New School and a bachelor's degree in sustainable urban environments from NYU School of Engineering. She is a board member of the Young Leadership Council for the New York Housing Conference.

**John Scicchitano** is the director of philanthropic partnerships at NYSERDA. In this capacity, John promotes constructive sharing and synergy between the ambitious energy goals of New York, and the longstanding efforts of philanthropy. John was previously appointed as USG Global Hunger Advisor at the United States Department of Agriculture. He has also served at USAID in the Bureau of Democracy, Conflict, and Humanitarian Assistance, and with the nonprofit organizations World Vision, World Relief and the International Rescue Committee. Over 15 years of his career were spent in Africa in Burkina Faso, Chad, Senegal, Burundi, Rwanda, and Kenya. John has an Executive Masters in Leadership from the Georgetown University McDonough School of Business and a B.S.E. in civil engineering and operations research from Princeton University.

**Leonard Silverstein** is the chairman of the LIFE Steering Committee and a utility consumer program specialist with the New York State Department of Public Service, Office of Consumer Services (OCS). At OCS, he advocates on behalf of residential customers in utility rate proceedings, provides oversight of utility customer service quality, and evaluates and assists in the design of utility low-income programs. He has worked for the Department of Public Service since 2001 and holds a Master of Public Administration from the Rockefeller College of Public Affairs and Policy and a bachelor of arts degree from the State University of New York at Albany.

**Mike Sheehan** is the chief of the Division of Air Resources' Mobile Source and Climate Change Planning Section at the New York State Department of Environmental Conservation. In this capacity, he serves as the Division of Air Resources' lead staff person assigned to the Department's Regional Greenhouse Gas Initiative (RGGI) team. Mike has been with the Department of Environmental Conservation for just over 26 years and the Division of Air Resources for 22 years. Mike has a B.S. in Industrial Engineering from the State University of New York at Buffalo and is a licensed Professional Engineer.

**Dr. Brian Southwell** directs the Science in the Public Sphere Program in the Center for Communication Science at RTI International. In addition, Southwell holds faculty appointments at Duke University and the University of North Carolina at Chapel Hill and hosts a public radio show on social science for WNCU, *The Measure of Everyday Life*. Southwell's award-winning contributions appear in more than 90 publications. In 2013, Johns Hopkins University

Press published his since widely-reviewed *Social Networks and Popular Understanding of Science and Health*. His new co-edited book, *Innovations in Home Energy Use: A Sourcebook for Behavior Change*, is available on Amazon.

**Lateise Spivey** was chosen by NYSEG/RGE to be the Credit Collection Supervisor overseeing the Advocates, his sense of community has served him well in building policies and procedures that add value to company assets and help the customers resolve any and all outstanding financial obligations. Mr. Spivey has worked in a variety of customer service related positions including MWBE Development Center, West Asset Management, and Microdyne Outsourcing, Inc. All of which served to broaden his experience in supervising customer service activities with a diplomatic focus on the collection of delinquent accounts, quality management, team building, training, cost control, and troubleshooting. From working with local youth in the BC Gang Prevention Program, Geer up Program and the Binghamton Boys & Girls Club as well as developing, presenting and performing in poetry workshops targeting at-risk youths, Lateise has managed to stay somewhat of a role model to the next generation of Greater Binghamton residents while sharpening his strong communication skills and the ability to work well in a team environment. Lateise holds an AAS in information technology from Western International University, and a BS in information technology from University of Phoenix.

**Andy Stone** is the executive director of the New York State Weatherization Directors Association. NYSWDA provides building science training, as well as other supportive services to weatherization programs and home performance contractors across New York State. Andy has over 30 years of experience in residential energy efficiency and has held a variety of positions within the Weatherization Assistance Program. 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.

**Valerie Strauss** is the director of policy & regulatory affairs for the Association for Energy Affordability (AEA). She directs regulatory and policy activities in support of energy efficiency and clean distributed generation with a special emphasis on multifamily buildings and low/moderate income communities. Prior to joining AEA, she led the Alliance for Clean Energy NY, a nonprofit that promotes renewable energy and energy efficiency, and while with the Albany law firm of Young, Sommer worked successfully on the adoption of New York's Renewable Portfolio Standard. She has served on several NYSERDA Advisory Committees and has many years of experience in energy and environmental policy. Before moving to NY, she worked for environmental consulting firms and non-profit

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organizations in Washington, DC, and Madrid, Spain (The Cadmus Group, TAU Consultora Ambiental and the League of Women Voters). She has a B.A. in geography from the University of California at Berkeley and an M.A. in urban planning from the University of California at Los Angeles.

**Gary Swan** is vice president of development at the National Energy Foundation (NEF). He also serves on the board of directors of the National Energy and Utility Affordability Coalition (NEUAC), which focuses on low-income energy issues. NEF's mission is to cultivate and promote energy literacy, and he has 22 years experience at NEF building partnerships with electric and gas utilities, federal and state government agencies, and educational institutions to further that mission, particularly in the K-12 arena. Mr. Swan has a BA and MBA from Brigham Young University and speaks both Cantonese and Mandarin Chinese.

**Jacqueline L. Sykas** has 20+ years in human services and have worked for NYSEG for over 15 years. She started as a customer advocate in NYSEG's Low Income program and is currently the field customer advocate in NYSEG's Binghamton Division. As a NYSEG customer advocate, Jackie assists thousands of special needs customers and those with financial hardship. She is involved with several NYSEG programs such as: EAP and Project Share and advocates with various agencies on their behalf for services. She has served on local boards including: FEMA and The Southern Tier Veteran's Support Group and have been a LIFE Steering Committee member since 2011.

**Laura Tadevossian**, National Grid In her current role as lead analyst for performance and strategy for National Grid's New York Jurisdiction, Laura is responsible for supporting the development and monitoring of the business objectives of National Grid's legacy operating companies (Keyspan Energy Downstate New York, Keyspan Energy Downstate Long Island, and Niagara Mohawk Power Corporation). In her prior role, she served as senior program manager for energize BNMC, National Grid's signature partnership with the Buffalo Niagara Medical Campus. Laura collaborated closely with the Buffalo Niagara Medical Campus, Inc. to assist in the implementation of their Campus' Energy Innovation Plan. For the Fruit Belt Neighborhood Solar REV Demonstration Project, Laura co-wrote the original project proposal and Stakeholder Engagement Plan with Paul and has supported the Demonstration's Implementation Plan.

**Mark F. Thielking** is one of the founders and the executive director of the Energy Improvement Corporation (EIC), a New York State Not for Profit, Local Development Corporation controlled by member municipalities and organized to facilitate the improvement of local buildings to lower energy costs and reduce fossil fuel use. EIC operates Energize NY Residential, Energize NY Commercial and

Energize NY (PACE) Finance. Energize NY helps property owners in member municipalities to implement energy related improvements that meet or exceed state standards through innovative community based outreach and by offering PACE financing for those improvements. Prior to Mark's involvement with Energize NY and NY State's effort to scale clean energy, he spent 18 years in the capital markets and served as a managing director within the UBS Investment Bank's Environmental Advisory Group (EAG) where PACE financing was one tool being considered to include in a suite of environmental services to UBS clients. Prior to this position, Mark was the desk head for US Dollar Government Sponsored Entity bond trading. Mark also owns Logical Efficiency LLC, an energy finance company based in Katonah, NY. Mark holds a BA degree in economics from Boston University and is a member of the Board of the Bedford 2020 Coalition ([www.bedford2020.org](http://www.bedford2020.org)), a member of the Town Of Bedford Energy Advisory Panel and the Katonah-Lewisboro School District Sustainability Committee.

**Paul Tyno** has led multiple energy services companies to become integral resources collaborating with utility companies, RTOs/ISOs, program participants, federal and state regulatory agencies, trade associations, economic development organizations, and affiliate service providers. Paul was a founding member of a prominent third party provider of demand management resources and a key contributor to another. In both instances he was responsible for designing and implementing complex demand response / load management programs and related demand side management solutions. Paul has also served as chairman of the Peak Load Management Alliance (PLMA). In his current role as director of energy initiatives for the Buffalo Niagara Medical Campus, Paul is responsible for implementing the Campus' Energy Innovation Plan that was developed in partnership with local utilities, Campus member institutions, and the surrounding neighborhoods. As a registered party to the REV Proceeding, Paul has served on REV technical panels as well as a customer representative on the Distributed System Platform Market Design Working Group. For the Fruit Belt Neighborhood Solar REV Demonstration Project, Paul serves as the Lead for the BNMC, having co-wrote the original project proposal and Stakeholder Engagement Plan.

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**Eric Walker** is the director of energy development and management in the Erie County Department of Public Works. There, he works to drive conservation and efficiency in county owned facilities while working with an interdepartmental team to develop strategic initiatives that strengthen Erie County's sustainability leadership. Before joining Erie County, Eric served as the inaugural Racial Equity Fellow for the Center for Social Inclusion's Energy Democracy project, where he used his advocacy and policy experience to help launch the NY Energy Democracy Alliance. He is also co-founder People United for Sustainable Housing (PUSH) in Buffalo, NY, where he drove the its community organizing work related to residential energy efficiency, including spearheading the regional advocacy for and local implementation of Green Jobs-Green NY.

**Sally Ward** has been with PEACE, Inc., for over 17 years and has been the director of energy & housing services since June of 2013. Her office operates the Weatherization program for Onondaga and Oswego County. Energy & Housing also operates an EmPower NY program, as well as the Multi-family Performance Program (MPP) through NYSERDA. PEACE, Inc., Energy and Housing Services, has been doing Fee for Service work since 2002 with various other agencies and programs. Since 2009, PEACE, Inc., has completed over \$4 million dollars in EmPower work.

**Scott Weiner** is the deputy for markets and innovation at the New York State Department of Public Service, which has a broad mandate to ensure access to safe, reliable utility service at just and reasonable rates. In this role, he is responsible for leading the Department's staff activities in support of New York's Reforming the Energy Vision (REV) initiative. He joined the Department after a distinguished career as an executive, educator and public official. He has served as a senior executive in a number of private and public corporations including as president of Ballard Generation Systems, senior vice president and general counsel of Petra Solar, senior vice president for market structure and regulatory affairs at Sithe Energies and vice president for corporate development at General Public Utilities. He has previously served on the board of many industry associations and non-governmental organizations including as Chair of the Business Council for Sustainable Energy, the Solar Energy Industries Association, the Electric Power Supply Association, the National Hydrogen Association and the Center for Sustainable Development in the Americas. He is the founding director of the Center for Energy, Economic and Environmental Policy at Rutgers University and has served as a Senior Policy Fellow and Faculty Fellow at the Edward J. Bloustein School of Planning and Public Policy at Rutgers University. He has also served in a number of senior positions in the public sector. These include appointments as the president of the New Jersey

Board of Public Utilities, Commissioner of the New Jersey Department of Environmental Protection and Energy, Chief Counsel to former New Jersey Governor Jim Florio and as a Special Assistant Attorney General and Special Counsel to former New Jersey Governor Jon Corzine.

**Nancy Welsh** currently serves as a climate policy analyst in the New York State Department of Environmental Conservation's Office of Climate Change. A graduate of the University of Massachusetts at Boston environmental science program, she has 15 years of coastal and environmental science, policy and management experience in New York State government. Nancy previously worked in the State coastal management program at the Department of State, where she managed the Environmental Protection Fund Local Waterfront Revitalization Program and oversaw all projects in the New York City region. She has also been employed at the Department of Transportation's Office of Environment, working on NEPA and SEQRA process issues. Nancy was one of seven recipients nationwide of NOAA's inaugural Coastal Management Fellowship in 1997, and received New York/New Jersey Baykeeper Award for Outstanding Public Service in 2003 for her work with the New York/New Jersey Harbor Estuary Program.

**Nathan Yehle** has been an active member of the building performance industry for over a decade, and has worked with low-income families for over eight years. His background is in residential building performance and small commercial/industrial air barrier continuity. He is a subject matter expert on base-load reduction strategies and residential airflow dynamics and holds four BPI certifications. Nathan recently assumed the role of program manager for the Honeywell implementation team of NYSERDA's EmPower NY Program. Since its inception the Honeywell EmPower team has assisted in the delivery of energy efficiency services to over 115,000 low income families.

**JoAnn Zales** is a consumer advocate with National Grid. She has been with the company for 28 years. JoAnn works with human service agencies and faith-based organizations to resolve issues and concerns and to provide information on National Grid's programs and services to low-income customers.

## 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 NYSERDA, we thank and commend the LIFE Steering Committee:

**Len Silverstein**, LIFE Chairman, NYS Department of Public Service

**Donna Boyce**, Solix, Inc.

**Tanya Brothers**, HeartShare Human Services

**Andrew Bryk**, NYS Office of Temporary and Disability Assistance

**Nancy Campo**, PSEG Long Island

**Tom Carey**, NYS Homes and Community Renewal

**Christopher Coll**, NYSERDA

**Gregg Collar**, NYS Department of State, Consumer Protections

**Karla Digirolamo**, NYS Community Action Association

**Pat Fayó**, United Way of the Dutchess-Orange Region

**Monica Ferreri**, NYS Department of Public Service

**Mishel Filisha**, NYSERDA

**Tina Fritts**, NYSEG/RG&E

**Chris Gallo**, Consolidated Edison of NY

**Keven Graham**, NYSEG/RG&E

**Kate Granger**, National Grid

**Vicky Hattala**, National Fuel Gas

**David Hepinstall**, Association for Energy Affordability

**Linda Petrosino**, NYS Office for the Aging

**Carolyn King**, National Grid

**Janet LoPresto**, National Fuel Gas

**Kim McMann**, NYS Community Action Association

**Tineesha McMullen**, Orange and Rockland Utilities

**Bethina Monaco**, Central Hudson Gas and Electric Corporation

**Anne O'Connell**, National Grid

**Jackie Orr**, NYS Community Action Association

**Beth Ryan**, NYS Homes and Community Renewal

**Eric Seguin**, Solix, Inc.

**Randi Smith**, NYS Weatherization Directors' Association

**Andy Stone**, NYS Weatherization Directors Association

**Valerie Strauss**, Association for Energy Affordability

**Jackie Sykes**, NYSEG/RG&E

**Virginia Walsh**, Honeywell

**Tina Zerbian**, Cattaraugus Community Action Association

## LIFE Achievement Awards

While LIFE serves as a forum to discuss issues and exchange information relevant to low-income energy consumers, the individuals at the state, county, and local levels perform an instrumental role in this effort by bringing this information to the communities and individuals in need. As part of the LIFE Statewide Conferences, the LIFE Steering Committee honors 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. The following members of the LIFE network have received the LIFE Achievement Award:

**Allan Bressett**, PEACE, Inc., 2016

**Patricia Fayo**, United Way of the Dutchess Orange Region, 2016

**Susan West**, PSEG Long Island, 2016

**Patty Bashaw**, Essex County Office for the Aging, 2014

**Joe Guarinello**, HeartShare Human Services of New York, 2014

**Virginia Walsh**, Honeywell Utility Solutions, 2014

**Kate Granger**, National Grid, 2012

**Dianna Schooley**, Tompkins County Office for the Aging, 2012

**Andy Stone**, NYS Weatherization Directors Association, 2012

**Miguel Santos**, National Grid, 2010

**Sharon Sutherland**, Chenango County Department of Social Service, 2010

**Carol Sweeny**, Honeywell International, 2010

**Anne McLane**, Monroe County Department of Social Service, 2008

**Leonard Maisel**, Amalgamated Bank, 2008

**Ellin Boyd**, Honeywell/LIPA/REAP, 2008

**Gladys Brangman**, Tompkins County Office for the Aging, 2006

**Gary Ferraro**, Montgomery County Office for the Aging, 2006

**Marie Grace**, Onondaga County Department of Social Service, 2006

# FLOOR PLAN

