



LIFE Low-Income Forum on Energy
 2007 Regional Meeting Evaluation
 New York City, NY
 May 15, 2007

The sixth and last in the LIFE 2007 Regional Meeting Series was held in New York City, New York on May 15, 2007 at The Graduate Center, CUNY, located at 34th and 5th Avenue in Manhattan. One hundred and one individuals attended this regional meeting. There was a 60% increase in attendance compared to the 2005 Regional Meeting held in New York City. The local host for this event was Bronx Community College, who arranged for space. Pamela Carter, Chair of the LIFE Steering Committee, New York State Department of Public Service served as Mistress of Ceremonies. Acknowledgement was given to Tria Case and Jill Cotter for their dedication and support in the production of the New York City LIFE Regional Meeting. Howard Apsan, PhD., University Director, Environmental Health and Safety, CUNY, Honorable Robert E. Curry, Jr., Commissioner, NYS Public Service Commission gave welcome remarks.

Scholarship support at this regional meeting was provided by KeySpan Corporation.

During this event, an attendee became ill and emergency services were called. Because many attendees knew the individual who had become ill and the difficulty experienced by many in observing this event, the schedule for the day was shortened. The morning "Networking" session was omitted as well as the afternoon sessions "Best Practices" and "Meet the Coopers."

Attendees by Affiliation

% of Attendees	Type of Organization
2%	Community Action Agency
0%	Community-Based Low-Income Energy Agency
7%	Community-Based Low-Income Housing Agency
2%	Consultants
0%	Cooperative Extension
1%	Educational Institution
0%	Energy Service Company (ESCO or Marketer)
0%	Faith-Based Organization
27%	Local Government Agency
15%	Not-For-Profit
0%	Public Official
0%	Rural or Neighborhood Preservation Organization
25%	State Agency
12%	Utility Company
9%	Weatherization Agency

Agenda and Ratings

Note: attendees were asked to rate session content using the following scale:
5=Excellent 4=Very Good 3=Good 2= Fair 1=Poor

Welcome and Opening Address

Rating 4.28

You have asked and we are responding. The LIFE Chairperson will focus on questions raised at previous LIFE events and the solutions generated. Whether you have attended LIFE events in the past or this is your first time, you will want to hear about the positive effects LIFE has on the lives of many low-income New Yorkers. *Welcome: Howard Apsan, PhD., University Director, Environmental Health and Safety, CUNY, Honorable Robert E. Curry, Jr., Commissioner, NYS Public Service Commission, Speaker: Pamela Carter, LIFE Chairperson, NYS Department of Public Service*

Introduction to Networking

Rating 4.43

More than just a term used to describe time to interact with colleagues, networking is a valuable tool. We will demonstrate how you can use this tool to your advantage and give you an opportunity to practice what you have learned later in the day. *Speaker: Mary Thompson Grassi, Project Manager, NYSERDA*

Session 1: Panel Presentation – A New Light on Today’s Energy

Rating: 4.38

Our animated panel will report on the state of energy in New York, energy sources and how energy use affects the environment. We will also address low-income consumer’s energy burden. It’s a fact that low-income consumers pay more of their income toward energy bills; we will examine how much more. The session will end with useful cost effective ways to help consumers save energy. *Moderator: Ben Wiles, Senior Attorney, Public Utility Law Project, Speakers: Peggie Neville, Senior Project Manager, NYSERDA, Michael Colgrove, Senior Project Manager, NYSERDA*

Session 2: Weatherization: The Jet Stream Shouldn’t Be in Your Home

Rating: 4.39

Heard of a blower door test and wonder what that is? Want to refer a client for weatherization and not sure how to explain what to expect? Whether you are a seasoned weatherization professional or someone just starting out, this session will provide you with a hands-on look at the tools of the trade and information on the referral process. *Speakers: Daniel Rieber, Northern Manhattan Improvement Corporation, Kimberly Schumm, Auditor, Northfield Community LCD of SI Inc., Michael Colgrove, Senior Project Manager, NYSERDA*

Session 3: The Mystery Unraveled

Rating: 4.29

Within the myriad of programs available to help low-income consumers, we’ll share three that you should have in your tool box. *Speakers: Elizabeth Katz, Utility Consumer Assistance Specialist 3, NYS Department of Public Service, Laura Mulvihill, EPIC Outreach Representative, NYS Department of Public Service, Mark Schaffer, WMS Installation Team Supervisor, NYS OTDA*

Networking Lunch

Rating: 4.38

Attendees were asked to Join a luncheon table discussion group for a conversation about one of the topics presented during the morning sessions.

Session 4: Regional Program Best Practices – Learn From the Experts

Not rated

An in-depth presentation will highlight one local program’s creative approach to working with low-income New Yorkers. *This session was cancelled.*

Session 5: Hypothetical Family – Meet the Coopers

Not rated

Heat or eat. A choice no one should have to make. Join the group as we problem solve our way to helping the Cooper family struggle with limited resources to meet the challenge of paying for their energy bills and still have money to buy the necessities of life. Small group working session. *This session was cancelled.*

Session 6: LIFE, Sharing, Action...

Not rated

An opportunity to practice the networking skills learned through out the day. *Speakers: Pamela Carter, LIFE Chairperson, NYS Department of Public Service, Mary Thompson Grassi, Project Manager, NYSERDA*

Evaluations Returned: 59

Total day's average rating of all session scores: 4.36

Notification

How did you hear about this meeting? (Attendees were asked to... check all that apply.)

6%	Postcard notice	42%	My supervisor
39%	Email notice	17%	A colleague
11%	LIFE Newsletter	7%	Other - steering committee member WAP Agency, Mail, List Serv

Attendees were asked...

What information did you learn today that you will use in your day-to-day work?

- Educating others about cost-saving energy tips
- (7) Weatherization updates, info and referral
- Michael (Colgrove) presentation on light bulbs
- Tips on how to save energy
- Sharing energy saving ideas
- Replacing halogen lights with fluorescent ones
- Ideas on how to talk about global warming in order to encourage efficiency
- More referrals to EITC/VITA
- Better energy saving tips
- Additional programs for LI persons
- Inform clients about ways to help them pay for their electric bill or how to save money on their electricity
- LIFE, Sharing, Action
- Convey weatherization programs to low income
- Saving energy is important & must be the focus of everyone
- NYSERDA multifamily program
- Lifeline and Weatherization
- EPIC & Medicare D
- NYSERDA multifamily program
- I enjoyed the weatherization program; good lunch
- Understanding that hands on folks need the state information and vice-versa
- Good tips for weatherization & NYSERDA
- How to save
- How it is important to save energy
- About the fluorescent bulbs
- General info given by speakers
- Washing clothes on cold water only
- DHCR – weatherization and NYSERDA overlap
- To conserve more energy
- ETIC – but every session was very good
- Would like to see material in Spanish
- It was good to see that a discussion was made of the multi-family program
- How to save money
- Energy conservation, weatherization

- Great info on weatherization
- Info on the various programs available to our customers plus some personal knowledge on energy conservation
- The many different programs available
- Info on EPIC and the partnership between WAP & NYSERDA
- Weatherization, especially NYSERDA grant
- Lifeline
- More about new ways to save energy
- Link-Up
- (2) EPIC
- How to be more energy efficient with the 7 tips mentioned
- Multiple different programs available to low income
- Lifeline
- More on weatherization and lifeline
- That I can use low-watt lights
- Affordable low-income programs
- Multifamily program through NYSERDA
- Different ways to save energy by using different types of light bulbs, etc.
- Different types of programs for low-income families
- Weatherization
- EPIC & weatherization info very valuable

What questions did you still have at the end of today?

- How to implement more energy savers
- How can the low-income people get more info about these benefits? (How many ways?)
- Tax question, earned income
- How is energy savings determined for NYSERDA program?
- Some questions on NYSERDA
- What is the low-income household population for NYC and NYS?
- How do we reach grass roots?
- None, but I felt this was a very informative meeting
- Networking opportunity
- More info on CFL's

What would be some good follow-up sessions for next year?

- 2nd afternoon sessions
- New energy service concepts
- Renewable available energy
- More weatherization sessions would be good
- More ways to save energy
- More info on grants
- Funding streams & lobbying for increased funding
- Do a little skit
- For NYC area – focus on multifamily program
- The effect of HEAP grants on low-income customers in NYS
- Start educating in elementary schools so they can start early conserving
- More building
- Mystery unraveled
- Status of the multifamily program--#of units serviced
- More on cost of fuels and impact on programs
- NYSERDA home performance and assisted home performance
- More client resources—one-shot deals and SSI utility assistance

- HRA—information to assert our dent
- Direct vendor
- One shot
- Revisit sessions that weren't held due to the morning's emergency
- Practice session
- Utility assistance through HRA and social security
- Multifamily performance program
- Longer energy conservation session
- More programs for low-income citizens
- Mid-level income people who are just at low-income but do not make enough
- Have a set price for the low-income electric bill (ex. unlimited calling for \$50/month); amount of electricity used, etc.
- Additional services
- More on saving energy
- Improvements to energy star – updates
- Case studies from street-level service agencies

Name any of the speakers you heard from today that you would like to hear more from in the future.

- (5) Betsy Katz
- (2) Pam Carter
- All of them would be fine
- All were good
- Dan Reiber
- (7) Mike Colgrove
- Ben (Wiles) – all were good
- Mark Shaffer
- (5) Peggie (Neville)
- Weatherization
- NYSERDA
- EmPower
- Weatherization
- (2) Kimberly
- NYSERDA
- Everyone
- Howard & Robert
- The representative that spoke about Lifeline and Link-Up
- OTDA

What speakers would you like to recommend for LIFE to invite to present next year?

- (2) All were good
- Carter & Katz
- EPIC
- Daniel Grav
- Gary (Barbash)
- National perspective
- HVAC
- David Heppinstall
- (3) Michael Colgrove
- Speakers from various utility companies
- Peggie Neville
- The same of this year's meeting and some new ones, too.

- Kimberly
- Kimberly and Gary
- Katz
- Sessions 1, 2 & 6

Logistics

Attendees were asked to rate logistics using the following scale:

5=Excellent 4=Very Good 3=Good 2= Fair 1=Poor

Timeliness of meeting notification

Ratings: 4.52

Ease of pre-registration

Ratings: 4.70

Ease of on-site registration

Ratings: 4.74

Meeting facility, food & beverage

Ratings: 4.60

Average of all logistic scores: 4.64

General Suggestions / Comments

- We love Peggie's presentation
- Excellent forum on energy conservation
- I thank our speaker, Pamela Carter, for a great event
- Spanish & Korean
- How does the open market pricing of electricity work? Are there opportunities to save money? A recent NY Times article talked about low-income homeowners who were able to determine when electricity costs were highest (i.e. on a hot afternoon in the summer) and adjust their consumption. Would like to know about how to do this.
- Wish the speakers were more inspiring
- Should have a presentation of water conservation
- Should not have had the EPIC presentation—not relevant; drained the program (and the EITC program)
- Let's face it—energy costs are too high. We need to have better advocacy overall. Poor people shouldn't be forced to face market forces just to have heat so they don't freeze to death. Should be a basic human right!
- Excellent networking and informative speakers!
- Great job again!
- Excellent and informative forum
- Allow more time for Q&A
- While I understand the reason for shortening the day's agenda, it was disappointing not to get to hear from all of the speakers.
- Looking forward to any new conferences/meetings to discuss ongoing proposals and future programs on customers
- Continue success
- This was a very informative meeting; I just hope next time we'd have an opportunity to have a full day session.
- Found it very difficult to concentrate due to the morning incident.
- This was my first conference. I found the information very useful. I also feel it would be to my clients.
- Perfect
- Thank you very much

And comments on Refreshments and logistics...

- Ease of on-site registration great