LIFE 2014
LOW-INCOME FORUM ON ENERGY
STATEWIDE CONFERENCE

PROGRAM

Thank You to Our Exhibiting Organizations and Steering Committee Organizations for Supporting the Low-Income Forum on Energy.

Gold Level Exhibitors

nationalgrid

Blevins Weatherization

Silver Level Exhibitors

conEdison

AARP® Real Possibilities

BPI

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National Fuel

nysserda

New York State Department of State

otda

Homes & Community Renewal

Association for Energy Affordability Inc.

Central Hudson

New York State Office for the Aging

Honeywell

Orange & Rockland Pike County Light & Power Co. Rockland Electric Company

New York State and Medicare Working Together

New York State Public Service Commission

ORANGE COUNTY FOEL FOND

NYSEG

RG&E
Dear Colleagues

Welcome to the 2014 LIFE 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 begun in 1999 to address the needs of low-income energy customers in New York State. Your advocacy for and dedication to raising issues and finding solutions 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 information and lessons that will be presented will help us better assist those we serve. While at the conference, please take advantage of the various skill-building workshops, information-sharing presentations, interactive sessions, 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 unsung heroes 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 important work that you accomplish on a daily basis.

Enjoy the conference!

Sincerely,

Len Silverstein, LIFE Chairman
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 with a ribbon on their name badge. Please do not hesitate to approach these individuals for information or assistance.

Check Out Without Missing Out
Check-out time at the hotel is 11:00 am. To provide you with the opportunity to check-out without missing a session, we have scheduled a break from 10:00 am to 10:30 am on Thursday. Please ask the bell captain to store your luggage so that you may attend all of the sessions on Thursday as well as the 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 our jobs better and, thus, better assist 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 the 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 29 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.

Off-Site Activities
New York State Capitol Tour
The NYS Office of General Services will facilitate a tour of the New York State Capitol Building on May 28 at 6:00 pm. 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. Many of the restorations are complete, so even if you have seen the Capitol before, you won’t want to miss this exclusive opportunity to take the updated tour with other LIFE conference attendees.

This opportunity is limited to 45 participants. Reservations are required. Conference attendees can sign up online at http://bit.ly/1jaEbUq. In addition, attendees can sign up for the tour on-site at the Registration Desk, as space permits. Capitol Tour attendees should plan to walk as a group the two blocks from the Hotel entrance on Lodge Street to the State Street entrance of the Capitol Building. Please note that the two block walk is on an uphill incline. If you anticipate needing assistance getting to and from the tour, please let us know of your alternate transportation requirement when you make your reservation. All attendees who have reserved Capitol Tour attendance will meet outside “Mr. B’s Coffee Café” located in the Hilton Albany lobby at 5:30 pm on May 28, and then the group will make its way to the State Street lobby of the Capitol Building to meet the tour guide.

HVCC Pressure House Training Facility Tour
Hudson Valley Community College will provide a tour of their “pressure house” training facility on May 29 at 2:00 pm. Built in partnership with the NYS Weatherization Directors’ Association with funding provided through New York State Homes and Community Renewal, the pressure house is designed to train students in weatherization techniques. This 2,000-square-foot house located in historic Troy, New York simulates a series of energy inefficient scenarios that provide students with the opportunity for hands-on problem solving. Don’t miss this rare chance to step inside the training facility and learn about energy efficiency education first hand.

This opportunity is limited to 20 participants. Reservations are required. Conference attendees can sign up online at http://bit.ly/1jaEbUq. In addition, attendees can sign up for the tour on-site at the Registration Desk, as space permits. The Capital District Transportation Authority has generously volunteered transportation to and from Troy in one of their six hybrid electric buses. CDTA’s hybrid buses reduce emissions by up to 90 percent, using up to 30 percent less fuel than a traditional diesel bus. All attendees who have reserved Pressure House Tour attendance will meet outside “Mr. B’s Coffee Café” located in the hotel lobby at 1:30 pm on May 29, and then the group will board the bus together and make our way to Troy. We will arrive back at the Hilton Albany in time for the 3:45 pm Closing Remarks and Raffle.
Live Twitter Feed
Tweet! Tweet! Check out the live Twitter Wall on the Event Level! 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 Twitter Wall! 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 the application section of the evaluation for after 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 one of our fabulous prizes.

We’re Going Green
As part of our on-going commitment to both environmental and fiscal responsibility, we will not be printing and distributing presentation handouts. Please support us in these efforts by going to www.lifenynews.org to download copies of available presentations.

Parking
Parking for conference attendees and participants is free with validation from Conference staff. Bring the ticket provided when you entered the Hilton Albany garage to a Conference staff member at the Registration Desk for assistance.

Continuing the Dialogue
The LIFE Steering Committee would like to take this opportunity to thank you for your attendance and contribution to the 2014 LIFE 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 you were provided with and help generate an even larger LIFE dialogue by sharing this information and your experience over these two days with others.
# Agenda

## Wednesday, May 28, 2014

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
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<tbody>
<tr>
<td>8:00 am - 9:00 am</td>
<td>Registration and Continental Breakfast</td>
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<tr>
<td>8:00 am - 5:00 pm</td>
<td>EPA Lead Renovator Training*</td>
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<td>9:00 am - 9:45 am</td>
<td>Welcome and Introductions</td>
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<tr>
<td>9:45 am - 10:45 am</td>
<td>Plenary Session 1: New York's Low-Income Energy Programs: A Recap of the 2013-2014 Program Activities</td>
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<tr>
<td>10:45 am - 11:00 am</td>
<td>Networking and Exhibit Break</td>
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### Session 1

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<tr>
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<tr>
<td>11:00 am - 12:00 pm</td>
<td>Reforming the Energy Vision (REV)</td>
<td>Superior Customer Service</td>
<td>Updates on the Weatherization Assistance Program (WAP)</td>
<td>Serving Vulnerable Populations</td>
<td>What is an Energy Audit?*</td>
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<td>12:00 pm - 1:30 pm</td>
<td>Conference Luncheon/LIFE Achievement Award Presentation</td>
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<td>Energy Insecurity Among Families with Children</td>
<td>Best Practices for Engaging Low-Income Households in Energy Efficiency</td>
<td>Developing the Green Collar Workforce</td>
<td>Housing 2.0: Alternatives to the Double Wide</td>
<td>Heating 101*</td>
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<tr>
<td>5:30 pm - 6:30 pm</td>
<td>Evening Reception</td>
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<tr>
<td>6:30 pm</td>
<td>Tour of New York State Capitol Building (Reservation Required)</td>
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*Recognized by the Building Performance Institute (BPI) for CEU Credits
### Agenda

**Thursday, May 29, 2014**

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<tr>
<th>Time</th>
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<td>Continental Breakfast</td>
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<tr>
<td><strong>Track A</strong></td>
<td>Fuel Poverty and Energy Affordability in France</td>
<td>Improvements to Residential Retail Energy Markets</td>
<td>11:45 am - 12:30 pm</td>
<td>The Elder Index</td>
<td>2:45 pm - 3:45 pm</td>
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<tr>
<td><strong>Track C</strong></td>
<td>Updates on the Home Energy Assistance Program (HEAP)</td>
<td>Supplemental Programs: EPIC, Nutrition Programs, Lifeline</td>
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<td>Updates on the EmPower New York Program</td>
<td>Energy Education Makes Cents</td>
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<td><strong>Track E</strong></td>
<td>Manufactured Housing Best Practices*</td>
<td>Introduction to ASHRAE 62.2-2013*</td>
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<td>Trends in Multifamily Building Energy Efficiency</td>
<td>The Affordable Care Act and its Impact on New York State</td>
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Wednesday, May 28, 2014

8:00 am - 9:00 am  |  Registration and Continental Breakfast
Location: West Gallery

9:00 am - 9:45 am  |  Welcome and Introductions
Location: Governor A

8:00 am - 5:00 pm  |  EPA Lead Certification Training
Location: Empire
Presenters: Matt Redmond and Al McMahon, NYS Weatherization Directors' Association

The U.S. Environmental Protection Agency (EPA) produced the Lead Renovation, Repair and Painting Program that requires each job on a pre-1978 residence have an EPA Certified Renovator on-site during job set up and completion. The certified person is responsible for documenting that all work is done in a lead safe manner. This one-day course is approximately six classroom hours and two hours hands-on lab work. There is certification testing at the end of the day. Trainees successfully passing the test are considered EPA certified renovators and receive a certification card from NYSWDA. This is the first step in agency or company certification as required by federal EPA. This certification is valid for five years from date of course.

9:45 am – 10:45 am  |  PLENARY SESSION 1
New York’s Low-Income Energy Programs: A Recap of the 2013-2014 Program Activities
Location: Governor A
Presenters: Doug Elfner, NYS Department of Public Service; Tom Carey, NYS Homes and Community Renewal; Kelvin Keraga, NYSERDA; David Staszak, NYS Office of Temporary and Disability Services
Moderator: Christopher Coll, NYSERDA

With the heating season finally behind us, we want to take a look back at the activities of New York’s key energy assistance and energy efficiency initiatives during the 2013-2014 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.

11:00 am – 12:00 pm  |  SESSION 1
A. Reforming the Energy Vision (REV)
Location: Governor A
Presenter: Rudy Stegemoeller, NYS Department of Public Service
Moderator: Leonard Silverstein, NYS Department of Public Service

Learn more about the anticipated effect of the Public Service Commission’s Reforming the Energy Vision (REV) initiative on low-income customers. The Reforming the Energy Vision initiative is designed to create a top-to-bottom restructuring of the State’s energy efficiency programs to help ensure that New Yorkers have access to reliable, clean, and competitively priced electric power. The end goal of the process will be to give consumers greater freedom to manage their total energy bill. In initiating this transformative proceeding, the Public Service Commission determined that better integration of consumer-oriented energy efficiency and clean-energy technologies and a more complete management of the electricity consumed in New York State will improve system-wide reliability, efficiency, and resiliency at just and reasonable rates for New Yorkers. The Commission intends to ensure that clean energy programs and the roles of the regulated utilities and the retail markets are aligned to achieve robust market-driven investments that support the deployment and use of economic energy efficient and clean technologies. These technologies will be critical components in the design and operation of New York’s power system as it meets the challenges of the 21st century.

B. Superior Customer Service
Location: Governor E
Presenter: Gladys Brangman, Integrity Communication Group
Moderator: Fred Williams, Con Edison

This is a workshop designed to give anyone who works with the public the tools they need to find their own voice when dealing with a difficult client. This peacemaking approach to conflict breathes grace and brings wisdom into the conversation. The ultimate goal of this workshop is to share with attendees how to communicate with integrity and provide superior customer service.
C. Updates on the Weatherization Assistance Program (WAP)
Location: Governor D
Presenter: Tom Carey, NYS Homes and Community Renewal; Michael Gorman, NYS Homes and Community Renewal
Moderator: Gregg Collar, NYS Department of State
Hear from Homes and Community Renewal (HCR) Weatherization program staff on recent policy changes and new initiatives. Find out how HCR and the Weatherization provider network are improving quality, ramping up health and safety, and ensuring better outcomes for assisted households. Hear about revised policies on building assessments, health and safety testing, quality assurance certification and inspections, conflicts of interest, contracts with homeowners, deferral policies, and more. An update on HCR initiatives on fuel conversion and renewables will also be provided.

D. Serving Vulnerable Populations
Location: Governor B
Presenter: Joyelle Tedeschi, Matt Urban Hope Center; Catherine Doherty, Soldier On
Moderator: Kyro Ojulo, Central Hudson Gas and Electric Corporation
The director of the Matt Urban Hope Center will present on the Hope Center’s work in Buffalo, New York assisting a hyper poor, isolated community access needed services to assist them on stabilizing and moving out of poverty. The Center works with the community to help revitalize and empower in an effort to create long term sustainable change. Share the struggles and successes the Center faces in linking especially vulnerable populations, such as those who are homeless, with essential services before and after housing is secured. Representatives from Soldier On will discuss the Soldier On model for outreach and assistance to veterans, highlighting the stabilization of individuals in their residential dwellings and the process of following up to support interconnected needs with transportation, mental health assistance, and case management. In addition, the presentation will introduce attendees to the Soldier On’s Women’s Wellness Program, an initiative for female veterans that focuses holistically on mind, body, and spirit by integrating six dimensions of wellness.

E. What is an Energy Audit?*
Location: Governor C
Presenter: Andy Stone, NYS Weatherization Directors’ Association
Moderator: Debora Moran, 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

12:45 pm – 1:30 pm | Remarks and Presentation of the LIFE Achievement Awards
Location: Governor A
Presenter: Michael Corso, NYS Department of Public Service
Awardees: Patty Bashaw, Essex County Office for the Aging, Joe Guarinello, HeartShare Human Services of New York; Virginia Walsh, Honeywell Utility Solutions
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 2014 LIFE Statewide Conference, we honor those who have gone above and beyond the call of duty in addressing the issue of energy affordability for low-income New Yorkers. These “unsung heroes” play an essential role through education and outreach efforts aimed at helping low-income consumers address their energy challenges.

1:45 pm – 2:45 pm | PLENARY SESSION 2
Federal Funding of Low-Income Energy Assistance Programs
Location: Governor A
Presenter: Meg Power, Economic Opportunity Studies; Mark Wolfe, National Energy Assistance Directors’ Association
Moderator: Tina Zerbian, Cattaraugus Community Action, Inc.
Annual federal funding allocations for the major low-income energy programs have regularly declined over the last five years. This session will focus on the status of federal funding for the Weatherization Assistance Program (WAP) and the Low-Income Home Energy Assistance Program (LIHEAP). It will include a discussion on how funding for these programs occurs as well as perspectives on what lies ahead for these critical resources.
A. Energy Insecurity Among Families with Children
Location: Governor A
Presenter: Diana Hernandez, National Center for Children in Poverty
Moderator: Sharlene Marcano, NYS Department of Public Service
Energy insecurity (EI) reflects an inability to adequately meet basic household heating, cooling, and energy needs. EI is a pervasive and often-overlooked problem for low-income families with children. Conceptually, EI is a multi-dimensional construct that describes the interplay between structural conditions of housing and the costs of household energy. EI is characterized by three primary elements: physical EI – deficient and inefficient housing structures, economic EI – disproportionate share of household income allocated to utility expenses, and coping EI – energy-related coping strategies that could potentially compromise the quality of the home environment and have negative health consequences. The presentation describes the extent of economic EI by family income, demographic characteristics, and geographical area, using the latest and most comprehensive data available. We examine the disproportionate share of household income allocated to energy expenses among families with children, defining this as economic EI, and refer to households with more than 10 percent of energy burden as “energy insecure.” This situation may materialize into trade-offs with other competing expenses such as food and shelter, thus reflecting a potential “trifecta of insecurity” in meeting three basic needs: housing, food and energy.

B. Best Practices for Engaging Low-Income Households in Energy Efficiency by Honing In On What Actually Matters
Location: Governor E
Presenter: Sarah Gibson, Brand Cool Marketing
Moderator: Pat Fayo, United Way of the Dutchess-Orange Region
The problems that low-income residents face are layered. While one service might help solve an acute symptom, it’s just the tip of the iceberg in addressing a multitude of challenges that are intertwined. This is especially true of topics like home energy efficiency, which is mostly associated with reducing energy bills, rather than addressing anxiety-filled trade-offs like “heat or eat” or “heat or health.” This interactive session will explore how to engage low-income consumers differently by tapping into the psycho-social dimensions that impact decision making and behavior change. Attendees will learn:
- Top 10 things to look for within a resident’s home to identify if an individual or family could benefit from energy efficiency and EmPower New York services
- Strategies for addressing the psycho-social dimensions that are often present when getting clients to agree to services, and how to overcome what commonly stands in the way of engagement, such as:
  - Calming common fears and anxieties
  - Diffusing the mistrust of contractors
  - Influencing those who can help or hinder, such as landlords
  - Dealing with the unknown, such as strangers in the home
  - Techniques for translating concepts like energy efficiency into things that actually matter to people
  - How to become an energy efficiency advocate to help clients reduce energy costs, and improve their comfort, health and safety

C. Developing the Green Collar Workforce
Location: Governor D
Presenters: Steven Fernandez, GRID Alternatives; Lawrence Harris, Green City Force; Donnel Baird, BlocPower
Moderator: Eric Walker, Center for Social Inclusion
The New York State Energy Research and Development Authority works to advance the goals of the Green Jobs-Green New York (GJGNY) and the System Benefits Charge (SBC) Programs by developing a workforce equipped to implement energy efficiency, weatherization, green building principles, renewable energy and advanced technology system design and installation. In addition, NYSEPA’s Workforce Development initiatives are designed to advance the skills of new and existing workers, provide job-related experience, and connect new workers to employers. Hear how non profit organizations and entrepreneurs have taken this opportunity to train underemployed youth and adults and develop career pathways, to meet the demand of this growing energy efficiency industry. Maybe their models can lead to similar programs in your neighborhood.
D. Housing 2.0: Alternatives to the Double Wide  
Location: Governor B  
**Presenters:** Marion McElroy, Auburn University Rural Studio; Betsy Wyman, SunDog Solar; Jody Rael, SunDog Solar  
**Moderator:** Chuck Schwartz, LI Green

Traditional low-income housing options such as older homes, mobile homes, and housing projects come with a huge price with many of these structures having very high operating costs along with health concerns. This panel presentation looks at two innovative initiatives underway that may offer better alternatives. The 20K House, a two decade long research project underway at Auburn University’s Rural Studio, has created cutting edge low-income home designs that can be built and maintained by individuals living strictly on social security benefits. These homes are starting to be built throughout the rural south. SunDog Solar, a full-service consultation and installation company offering residential and commercial renewable energy systems and services, has developed the SmartHouse, a fully portable small-scale home that makes its own electricity, stores power, heats water, and does not require a utility hook up.

E. Heating 101  
Location: Governor C  
**Presenter:** Andy Stone, NYS Weatherization Directors’ Association  
**Moderator:** Andrew Bryk, NYS Office of Temporary and Disability Assistance

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. Solar in Low-Income Communities: An Update from the Low- to Moderate-Income Solar Working Group  
Location: Governor E  
**Presenter:** Max Joel, NYSERDA  
**Moderator:** Matthew Sousa, NYSERDA; Steven Fernandez, GRID Alternatives

In 2013, New York was named one of the top five states for solar, and the long-term commitment to solar represented by the NY-Sun initiative will make New York a leader nationally in solar development. But solar installations for low-income households have lagged behind the market, despite the financial and environmental benefits solar can offer. This session will present an update from the Low- to Moderate-Income Solar Working Group, first convened by the New York State Energy Research and Development Authority in March 2014. The Working Group’s mission is to identify barriers and opportunities for low-income household participation in the solar market in accordance with the NY-Sun program.

B. Status of the Retail Energy Markets with a View to Low Income Customers: Recommendations for Reform  
Location: Governor A  
**Presenter:** Barbara Alexander, Consumer Affairs Consultant  
**Moderator:** Kirsten Ewing, NYS Department of Public Service

Barbara Alexander will provide information about recent events with regard to retail energy markets that have hit the news and resulted in an uproar that has resonated at state legislatures and regulatory commissions in New York, Pennsylvania, Connecticut, and other states. How have low-income communities fared in these markets? How should regulators “regulate” this competitive market?

**Location:** Governor D  
**Presenter:** Elizabeth Chant, Vermont Energy Investment Corporation  
**Moderator:** Christopher Coll, NYSEDA

For nearly three decades, Vermont Energy Investment Corporation has been a leading advocate and practitioner in the development of policies, regulations, and programs that bring the benefits of energy efficiency and renewable energy to low-income people. Its effective low-income programming as Efficiency Vermont in rural Vermont and as the DC Sustainability Energy Utility in urban Washington, DC, has been recognized as exemplary. Its consulting work with multiple state agencies and advocates throughout the country provide a great range of experience from which to draw lessons. This session will explore the tried and tested, as well as new innovations in policy and programming that can help to broaden and improve the range of low-income efficiency programming.

D. Preparing Low-Income Communities for Power Outages

**Location:** Governor B  
**Presenters:** Claire Thomas, Federal Emergency Management Agency  
**Moderator:** Kim McMann, NYS Community Action Association

Claire Thomas, Community Preparedness Officer in FEMA Region II, will deliver an interactive presentation on how to prepare low-income communities for power outages. The presentation will include information on developing a family communication plan, putting together a “go kit” for under $20, staying connected during a power outage through social media and text messaging, and becoming involved in the preparedness community. Participants will have the opportunity to ask questions and access resources at the end of the presentation.

E. Health and Safety in Weatherization

**Location:** Governor C  
**Presenters:** Tom Kilinski, Fulmont Community Action  
**Moderator:** Beth Ryan, NYS Homes and Community Renewal

This presentation highlights the important aspects of health and safety which weatherization staff encounters. Many of these health issues jeopardize the safety and lives of customers. Over the years weatherization auditors and crews have detected and, where possible, corrected numerous health and safety hazards that posed a significant threat to the residents of weatherized homes. The Energy Services Director of Fulmont Community Action Agency will share what experienced staff have encountered, so that others can prevent future harm to the public.

5:30 pm – 6:30 pm  |  Evening Reception

**Location:** East Gallery  
Please join the LIFE Steering Committee and your colleagues for light snacks and networking.

6:00 pm  |  Tour of New York State Capitol Building

**Tour group will leave the Hilton Albany lobby at 5:30 pm. All attendees who have reserved Capitol Tour attendance will meet outside “Mr. B’s Coffee Café” located in the hotel lobby at 5:30 pm.**

The NYS Office of General Services will facilitate a tour of the New York State Capitol Building on May 28 at 6:00 pm. 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. Many of the restorations are complete, so even if you have seen the Capitol before, you won’t want to miss this exclusive opportunity to take the updated tour with other LIFE conference attendees.

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Thursday, May 29, 2014

8:00 am - 9:00 am | Continental Breakfast
Location: West Gallery

9:00 am – 10:00 am | SESSION 4

A. Fuel Poverty and Energy Affordability in France
Location: Governor E
Presenter: Ute Dubois, Institut Superior de Gestion Business School
Moderator: Christopher Coll, NYSERDA

This session with Ute Dubois of Institut Superior de Gestion Business School in Paris, France will be held via video conference.

In Europe, the economic crisis and rising energy prices have intensified fuel poverty during the last years. Many low-income households feel unable to afford heating their homes during the winter and have difficulties to pay their energy bills. Throughout Europe, between 50 and 125 million people can be considered in fuel poverty. Despite a better awareness on the existence of fuel (or energy) poverty, there is no common European definition of fuel poverty or policy framework to address it. The UK has been the first country that implemented an ambitious policy to tackle fuel poverty in 2001. France is one of the countries that have adopted a definition of fuel poverty as well as a set of measures in favor of low-income households. These include social tariffs, special protections for low-income households who are unable to pay their energy bills, and various energy efficiency programs at national and local levels. The aim of this presentation is to show the diversity of fuel poverty problems in Europe and to present French policies in that field. A comparison with the German debate on energy poverty will be done. The case of Germany shows that countries with similar energy poverty problems can address them in very different ways.

B. Utility Low-Income Programs Roundtable
Location: Governor A
Presenters: Barbara Michalski, National Grid; Kyro Ojulo, Central Hudson Gas and Electric; Tina Fritts, NYSEG; Jackie Petcosky, NYSEG; Jill Metz, National Fuel Gas; David Braunfotel, Orange and Rockland Utilities
Moderator: Virginia Walsh, Honeywell Utility Solutions

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.

C. Updates on the Home Energy Assistance Program (HEAP)
Location: Governor B
Presenters: David Staszak, NYS Office of Temporary and Disability Services; Andrew Bryk, NYS Office of Temporary and Disability Assistance
Moderator: Sharlene Marcano, NYS Department of Public Service

New York State Office of Temporary and Disability Assistance (NYSOTDA), Home Energy Assistance Program (HEAP) staff will discuss recent events in HEAP and will provide an opportunity for an open discussion on the development of the 2014-2015 program. Participants are encouraged to bring questions, ideas, and opinions to share with NYS OTDA. In addition, participants will be provided with information on MyBenefits.com, a tool designed to promote access to and enrollment of low-income households to HEAP as well as other low-income programs available through NYS OTDA and other New York State Agencies.

D. Energy Information Engagement among the Poor in North Carolina
Location: Governor D
Presenter: Brian Southwell, RTI International
Moderator: Mishel Filisha, NYSERDA

Social scientists are beginning to understand a number of ways in which low-income populations face resource challenges that affect not just their material standing but also the ways they engage information. Those challenges, in turn, also constrain the success of programs charged with helping low-income consumers conserve energy through changes in home maintenance and household energy behavior. Southwell and colleagues at RTI International and Duke University have explored both the national relationship between socioeconomic status, energy knowledge, and energy behavior in the U.S. as well as local patterns among Durham, N.C., residents. After first briefly reviewing national survey results, Southwell will outline pilot results from a small set of in-depth interviews with applicants to the Low-Income Energy Assistance Program in Durham County. Working with a North Carolina non profit called Clean Energy...
Durham, Southwell’s team recently sat down with Durham residents to inquire about their information needs, preferences, and tendencies. The interviews explored the time-orientation of residents, e.g., tendency toward immediate goals versus long-term goals, perceived social network norms regarding community energy education, and a variety of other factors that pose both opportunities and challenges for future energy education outreach efforts. Southwell will discuss the on-going research effort and explore possibilities for collaboration in this arena.

E. Manufactured Housing Best Practices*
Location: Governor C
Presenter: Matt Redmond, NYS Weatherization Directors’ Association
Moderator: Beth Ryan, NYS Homes and Community Renewal

This fast paced lively session is an introduction to the tools and techniques required to perform a comprehensive energy efficiency retrofit for existing single-wide and double-wide manufactured homes. Manufactured homes are quite different from site built homes so techniques and tools have been developed through the years to effectively deliver increased energy efficiency and comfort to the occupants. Some of the areas covered in this session include the order of priorities of retrofit work, duct diagnostics and repairs, belly insulation retrofits, sidewall blow or stuff, and roof insulation techniques. This is a fun interactive session for Home Performance contractors and their staffs who want to learn more about the skills and equipment necessary to properly retrofit manufactured housing.

10:30 am – 11:30 am  |  SESSION 5

A. Improvements to Residential Retail Energy Markets
Location: Governor A
Presenter: LuAnn Scherer, NYS Department of Public Service
Moderator: Sue Montgomery Corey, Community Power Network of NYS

In February 2014, the NYS Public Service Commission took action directing improvements to the retail energy market to enhance consumer benefits and spur innovation. Through Case 12-M-0476, the Commission established requirements for the utilities and ESCOs that will make it easier for consumers to better understand the costs and benefits of purchasing energy. Through this proceeding, the Commission also strengthened rules for energy service company (ESCO) marketing practices. In addition, the Commission will investigate ways in which ESCOs can facilitate the development of energy-related value-added product and service offerings, such as residential energy-management services, demand-response programs and tools, and other types of energy efficiency measures for residential and small commercial customers. Come and learn more about this important proceeding and what it might mean for low-income energy consumers.

B. Non-Energy Benefits of Low-Income Programs
Location: Governor E
Presenters: Lisa Skumatz, Skumatz Economic Research Associates
Moderator: Christopher Coll, NYSERDA

This presentation traces the progress that non-energy benefits/non-energy impacts research has come over the last 20 years, current status, and the highest priority remaining challenges. The paper, which focuses on low income programs, discusses the progression from arrearage studies and lists of hypothetical NEBs, through the development of classifications and model- and survey-based measurement methods, to marketing/targeting applications, and finally, to the growing consideration of NEBs (or subclasses thereof) in regulatory cost-benefit tests. We highlight those categories of NEBs that have biggest value, and those with highest uncertainties, and leading categories of NEBs in low income programs. We note where NIB estimation remains weak and where more progress is needed. We identify the treatment of NEBs in planning/screening and other applications. We examine the justification/principles behind their inclusion in regulatory tests, and provide a detailed discussion of the use of NEBs in regulatory tests across the nation (and places in which the discussion is underway). This presentation on NEBs serves as a comprehensive background on the NEBs field, and a succinct analysis of progress, current NEBs uses, remaining challenges and next directions.

C. Supplemental Programs: EPIC, Nutrition Programs, Lifeline
Location: Governor D
Presenters: Candy Rivera Whitehead, Magellan Health/EPIC; Leonard Silverstein, NYS Department of Public Service; Sandra Rhoades, NYS Department of Health
Moderator: Lori Clark, NYSERDA

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.
**D. Consumer Protections: Scams and Identity Theft**  
**Location:** Governor B  
**Presenters:** Aiesha Battle, Department of State, Division of Consumer Protection  
**Moderator:** Fred Williams, Con Edison  

Identity theft is one of the fastest growing crimes in America. 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. Introduction to ASHRAE 62.2-2013**  
**Location:** Governor C  
**Presenter:** Adam Harris, NYS Weatherization Directors’ Association  
**Moderator:** Gregg Collar, NYS Department of State  

Proper home ventilation is important to the health and safety of the occupants. New standards have been released that deal with this important issue. This session provides an introductory understanding of the new ASHRAE 62.2-2013 ventilation standard. The session is suitable for those in the weatherization and home performance industry and for those seeking a better understanding of these new ventilation requirements and the equipment required to achieve compliance under this standard.

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

**The Geography of Inequality**  
**Location:** Governor A  
**Presenter:** Jonnell Robinson, Syracuse University  
**Moderator:** Sue Montgomery Corey, Community Power Network of New York State  

This year marks the 50-year anniversary of United States president Lyndon B. Johnson’s “War on Poverty.” Compared to 1964, poverty looks markedly different in today’s contemporary U.S. society. Recent research suggests that inequalities based on place and the geography of economic exclusion require that we examine the causes and consequences of concentrated poverty – not just in our cities, but also in our suburbs and rural towns – at a granular scale. Mapping at the local scale can highlight emerging and persistent areas of concentrated, chronic, and extreme poverty. Syracuse Community Geography, a unique program hosted by the Syracuse University Geography Department, works with local communities to map the geography of inequality in an effort to guide more targeted policy and programmatic responses. Using geography and mapping as a lens, Jonnell Robinson will highlight some of the major contemporary trends in poverty as well as emerging policy debates around the changing landscape of poverty.

12:30 pm – 1:15 pm | Conference Luncheon  
**Location:** Governor A

1:30 pm – 3:45 pm | Tour of HVCC Pressure House Training Facility in Troy, NY  

All attendees who have reserved Pressure House Tour attendance will meet outside “Mr. B’s Coffee Café” located in the hotel lobby at 1:30 pm. Hudson Valley Community College will provide a tour of their “pressure house” training facility on May 29 at 2:00 pm. Built in partnership with the NYS Weatherization Directors’ Association with funding provided through New York State Homes and Community Renewal, the pressure house is designed to train students in weatherization techniques. This 2,000-square-foot house located in historic Troy, New York simulates a series of energy inefficient scenarios that provide students with the opportunity for hands-on problem solving. Don’t miss this rare chance to step inside the training facility and learn about energy efficiency education first hand.

This opportunity is limited to 20 participants. Reservations are required. Conference attendees can sign up online at http://bit.ly/1jaEbUq. In addition, attendees can sign up for the tour on site at the Registration Desk, as space permits. The Capital District Transportation Authority has generously volunteered transportation to and from Troy in one of their six hybrid electric buses. CDTA’s hybrid buses reduce emissions by up to 90 percent, using up to 30 percent less fuel than a traditional diesel bus. All attendees who have reserved Pressure House Tour attendance will meet outside “Mr. B’s Coffee Café” located in the hotel lobby at 1:30 pm on May 29, and the group will board the bus together and make its way to Troy. We will arrive back at the Hilton Albany in time for the 3:45 pm Closing Remarks and Raffle.
Session Details

1:30 pm – 2:30 pm | SESSION 6

A. The Elder Index
Location: Governor A
Presenter: Maria Alvarez, NY Statewide Senior Action Council
Moderator: Eva Gnacik, NYS Department of Public Service
New York StateWide Senior Action Council was the lead organization in NY for the NYS Elder Economic Security Standard™ Index (Elder Index), to examine issues related to the economic conditions of older New Yorkers, working with partners from Wider Opportunities for Women and the Gerontology Institute of the John W. McCormack School of Policy Studies at the University of Massachusetts. This tool measures, on a New York county by county basis, how much income is needed for an older adult to adequately meet his or her basic needs – without public or private assistance – based on an elder’s housing and health statuses.

B. Consumer Protections: Home Energy Fair Practices Act (HEFPA)
Location: Governor D
Presenter: Martin Insogna, NYS Department of Public Service
Moderator: Kyro Ojulo, Central Hudson Gas and Electric Corporation
Since it was enacted in 1981, the Home Energy Fair Practice Act (HEFPA) has provided New York’s residential energy customers with important protections in their relationship with electric and gas utilities, as well as energy service companies. Under HEFPA, consumers are ensured fair treatment in the areas of application for services, billing, and complaint procedures. This presentation will highlight the aspects of HEFPA that are pertinent to those assisting low-income energy consumers.

C. Updates on the EmPower New York Program
Location: Governor E
Presenter: Kelvin Keraga, NYSERDA; Nathan Yehle, Honeywell Utility Solutions
Moderator: David Friello, NYSERDA
Attendees will be provided with an update on the EmPower New York Program. Focused attention will be paid to the assistance of households affected by severe weather events, the EmPower No Heat Initiative, and coordination of services between EmPower New York and Assisted Home Performance with ENERGY STAR®.

D. New Generation Energy Efficiency Products
Location: Governor B
Presenter: Ryan Moore, NYSERDA; Carl Uthe, Embertic; Jeremy Snyder, Lighting Research Institute, RPI
Moderator: Ryan Moore, NYSERDA
What do you know about LEDs (light-emitting diodes) and advanced power strips? This session will feature an overview of some of the market-ready products and technologies that are being promoted through the NYS Energy Research and Development Authority’s NY Products Program. Learn about the latest developments in LED lighting and Advanced Power Strips to find out how these technologies can make energy more affordable for low-income households.

E. Trends in Multifamily Building Energy Efficiency
Location: Governor C
Presenter: Ed Morrison, NYSERDA; David Hepinstall, Association for Energy Affordibility
Moderator: Matt Isgro, NYSERDA
Representing nearly 2.7 million of New York’s occupied housing units, multifamily buildings provide a significant opportunity for energy efficiency in the state. While the potential for significant energy savings exists, there are end use characteristics and investment decision making that are unique to this sector, which can impact the ability to increase the overall energy efficiency of multifamily buildings. This presentation will provide you with an overview of recent trends in energy efficiency for multifamily buildings, including a discussion on common energy efficiency improvements, as well as challenges and opportunities for implementing efficiency upgrades in multifamily building stock.
Location: Governor E  
Presenters: Saima Akhtar, Empire Justice Center; Susan Antos, Empire Justice Center; Tamara Frazier, Empire Justice Center  
Moderator: Kirsten Ewing, NYS Department of Public Service  
Representatives from the Empire Justice Center will present on their recent report, “Don’t Lien on Me: How New York’s Public Assistance Mortgages Undermine Homeownership and Financial Stability.” The report provides a comprehensive analysis of New York’s use of Social Services Law §106, which allows Social Services Districts to recover public assistance paid to individuals who own their own homes, by taking a mortgage against the recipient’s property. The report also chronicles the legal background of the practice, the interplay between this policy and the push for foreclosure prevention, the need for detailed recordkeeping, and makes recommendations to ensure that debt is recovered against these mortgages only in the appropriate situations and for the correct amount. The report includes an advocates’ toolkit to help in providing assistance to individuals who have a welfare lien.

B. Energy Education Makes Cents  
Location: Governor A  
Presenters: Paul Suarez, Foam It Insulation; Jonny Norton, Foam It Insulation  
Moderator: Lori Clark, NYSERDA  
This interactive and enthusiastic presentation focuses on the importance of creating a sustainable model for delivering “Energy Education” in our own communities with the idea of helping people become more energy secure and self-reliant.

C. Making Ends Meet Financial Management Workshop  
Location: Governor B  
Presenter: Linda Law-Saunders, Cornell Cooperative Extension-Washington County  
Moderator: Sue Montgomery Corey, Community Power Network of New York State  
Attendees will explore strategies, techniques, and tools for helping their low-income clients manage and maximize their resources. Participants will learn about setting financial goals, getting the most out of a budget, developing a spending plan, and ways to reduce energy bills.

D. The Affordable Care Act and its Impact on New York State  
Location: Governor D  
Presenters: Steve Wood, ACR Health; Brian Van Benschoten, ACR Health  
Moderator: Carolyn King, National Grid  
Learn how the Affordable Care Act has impacted individuals and families in New York State by offering increased health coverage, affordable health plans and how Medicaid Expansion has impacted low-income residents. ACR Health serves nine counties in the Central New York region and has one of the state’s largest and most successful Navigator programs. Learn of the challenges and successes encountered in enrolling a large cross-section of New York State residents. In addition, ACR Health also has the Community Health Advocates Program, which provides advocacy for anyone having problems with their health insurance.

E. Introduction to Home Performance Case Studies*  
Location: Governor C  
Presenter: Andy Stone, NYS Weatherization Directors’ Association  
Moderator: Laura Geel, NYSERDA  
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 of actual savings, what might have been missed.

3:45 pm  |  Closing Remarks/Wrap Up/Raffle  
Location: Governor A  
Presenters: Len Silverstein, LIFE Chairman, NYS Department of Public Service; Christopher Coll, NYSERDA  
Join us as we recap the Low Income Forum on Energy’s ninth Statewide Conference and look to the future. Please remember to hand in your Conference Evaluation to be eligible to win a raffle prize!
**Barbara Alexander**

Ms. Alexander opened her own consulting practice in March 1996. From 1986-96 she was the Director, Consumer Assistance Division, at the Maine Public Utilities Commission. She received her J.D. from the University of Maine School of Law in 1976. Her clients include national and local consumer organizations, state public utility commissions, and state utility public advocates. Her areas of expertise include consumer protections to accompany the move to retail electric, natural gas, and local telephone competition, service quality performance standards for electric, natural gas, and telecommunications providers, low income program design and implementation, consumer protections associated with pilot and system-wide installation of advanced metering and dynamic pricing programs, and analysis of utility customer service programs. Ms. Alexander’s recent clients include AARP (in many states), Public Utility Law Project in New York, Pennsylvania Office of Consumer Advocate, Washington Energy Project, Oregon Citizens Utility Board, Massachusetts Office of Attorney General Ratepayer Advocate, District Department of Environment (District of Columbia), and The Utility Reform Network (TURN in California).

**Maria Alvarez**

Ms. Alvarez is the executive director of New York StateWide Senior Action Council, an organization dedicated to improving the lives of seniors and their families in New York State. She has worked with senior citizens groups as an organizer, advocate, and director of housing and caregivers programs for over 22 years. She has designed and implemented educational, social service, and leadership programs for older adults. She is a certified HICAP (Health Insurance Information Counseling and Assistance Program) counselor. She holds a bachelor’s degree from Marquette University and a master’s degree in non-profit management from the New School for Social Research where she was a Sloan Fellow.

**Susan Antos**

Ms. Antos is a senior staff attorney with the Public Benefits & Health Unit in Empire Justice Center’s Albany office. Her work focuses on public benefits, including child care and child support issues that affect low income families. She provides training and technical assistance on these issues to legal services advocates across the state, engages in policy advocacy and research on issues affecting low income families and has been co-counsel in a number of impact cases in both federal and state court including Doe v Doar, a statewide class action that restored public assistance benefits to 27,000 households containing children and disabled family members. She is a member of the Steering Committee of Winning Beginning New York, a coalition of over 60 advocacy organizations that focuses on issues pertaining to early care and education and serves on the advisory board of the New York State Kinship Navigator, a resource for non-parent relative care givers. She is a graduate of the University of Rochester and Albany Law School.

**Donnel Baird**

Mr. Baird is founder and CEO of BlocPower, a New York City-based venture that markets and finances renewable energy and energy efficiency technologies to property owners in financially underserved communities. BlocPower creates microportfolios of properties to spread default risk and facilitate the hiring of low income workers on retrofit installations. Prior to BlocPower, He spent three years as a community organizer in Brownsville, Brooklyn and three years working on the Obama campaign and the energy efficiency portion of the American Reinvestment and Recovery Act. He studied at Duke University, earned his MBA from Columbia Business School, and was named a 2012 Echoing Green Fellow.

**Aiesha Battle**

Ms. Battle is the Director of the New York State Department of State’s Division of Consumer Protection (DCP), which serves as New York’s primary resource for issues affecting consumers. As Director, she leads DCP’s Outreach and Education Unit, which informs and educates the public on a variety of consumer issues through live outreach presentations, educational brochures, consumer alerts, and other resources. She also oversees DCP’s Consumer Assistance Unit, which provides voluntary mediation services for consumers; the Utility Intervention Unit, which represents consumers before State and federal utility regulators; and the Do Not Call Unit, which investigates and enforces violations of the Do Not Call Law. Before joining DCP, she served as Assistant Counsel for the NYC Mayor’s Office of Special Enforcement. She is a graduate of University of Pennsylvania Law School.

**Gladys Brangman**

One of her many life goals is to help people live and work in peace. Disagreement and conflict are interwoven throughout all of our life experiences, and her life has been no exception. After learning the benefits of well-managed disagreement, she decided to make the study and practice of healthy conflict the calling of her personal and professional life. Ms. Brangman is the Principal of Integrity Communication Group LLC, and has worked in the human services arena for many years.

**Andrew Bryk**

Mr. Bryk is a Temporary Assistance Specialist with the Center for Employment and Economic Supports. He is currently 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 Control and Center for Employment and Economic Security.
Tom Carey
Mr. Carey is the Weatherization Assistance Program Director at New York Homes and Community Renewal. For more than 25 years, he has worked with nonprofit agencies and local governments on housing rehabilitation, energy conservation, and building sustainable communities. Since 2011, he has represented New York on the U.S. Department of Energy’s State Energy Advisory Board. He is also active with several local community planning organizations. Recently, he led the implementation of New York’s $400 million Recovery Act initiative, which provided energy efficiency measures to more than 72,000 housing units across the State. He holds a masters degree in Urban Planning from the State University of New York at Buffalo and is a member of the American Institute of Certified Planners.

Michael Corso
Mr. Corso is the director of agency and government affairs at the New York State Department of Public Service (DPS), where he oversees several offices in the Department. He is responsible for ensuring the coordination of DPS activities with various local, state and federal agencies, including the New York State Governor’s Office, the Legislature, Civil Service, Division of Budget, the Federal Communications Commission, and the Federal Energy Regulatory Commission. Mr. Corso has held many managerial positions during his tenure with DPS including managing director, director of the Office of Industry and Government Relations, director of policy, and interim director of the Office of Energy Efficiency and Environment. He served as chief of policy and program management in the Office of Telecommunications, where he directed all telecommunications policy initiatives. 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). Mr. Corso joined DPS in 1986 as a Policy Analyst. He earned bachelor’s (1983) and master’s (1984) degrees, with concentrations in telecommunications, public policy and management, from the University at Albany, graduating both Phi Beta Kappa and Summa Cum Laude. He is a past president of the University at Albany Alumni Association. He is a past chairman of the board of the Northeast Sustainable Energy Association, and he has served on several boards including the University at Albany Foundation, the Council of Community Services, and the Guide Dog Foundation.

Elizabeth Chant
Ms. Chant is a Principal Consultant at the Vermont Energy Investment Corporation (VEIC), where she focuses on energy efficiency 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. 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 housing program from 1997 to 2002. She has testified before legislative committees on low-income energy efficiency programming, and she serves on the board of directors of the National Energy and Utility Affordability Coalition.

Catherine A. Doherty
Ms. Doherty, M.Ed. currently serves as director of training for Soldier On and is a consultant to the Soldier On Women’s Program. She has over 35 years of experience in non-profit management; program development and grant writing. She is the author of the science-based, SAMSHA approved prevention education curriculum, AN APPLE A DAY, which is being used in hundreds of school systems across the country. She wrote and implemented the holistic, “Mind, Body, Spirit” program into the women’s shelter program, increasing positive outcomes such as lower recidivism and relapse.

Ute Dubois
Ms. Dubois is a professor of economics at ISG International Business School in Paris. She holds a Ph.D. in economics from University Paris Sud (2007). Her current research focuses on social issues related to energy use, especially fuel poverty and energy affordability in Europe and energy access in Africa. She has also worked on energy economics and policymaking, with a focus on electricity market liberalization, market design issues, competition policy in electricity markets, and organizational changes in electricity distribution and supply. She has published numerous papers around the world.
Doug Elfner
Dr. Elfner is the director of the Office of Consumer Policy at the New York State Department of Public Service. He is responsible for developing policies regarding consumer protections for utility customers, assistance for low-income utility customers, utility customer service quality, retail energy policy, and mitigating utility rate increases. He also develops and implements programs to deliver information to utility customers and advises the Chair and Commissioners on a broad range of issues affecting utility customers. For almost 20, Doug worked for New York State’s statutory consumer advocate regarding utility-related issues. From 1999 – 2008, he served as the director of a team of professionals including attorneys, accountants, and economists, and was responsible for all aspects of the agency’s analysis, policy development, and advocacy regarding the electric, natural gas, and telecommunications industries. He testified as an expert witness in dozens of proceedings before the Public Service Commission and legislative committees and authored hundreds of pleadings regarding utility regulatory issues. He also served as a consultant for the California Public Utilities Commission regarding the introduction of competition in California’s local telephone markets. His responsibilities included advising public utility commissioners, conducting analyses, serving as an expert witness, and drafting testimony and briefs. He also worked for AT&T Communications in various capacities including director of a team of 18 professionals responsible for conducting market analysis and providing planning information and business strategies for competitive telecommunications services. He was also employed by the University of Vermont as an assistant professor of economics, where he taught courses in econometrics, statistics, and economic theory, and conducted research in applied econometrics. Doug has a Ph.D. in economics from the University of Michigan and a B.A. in mathematics and economics from the University of Delaware. He is a member of Phi Beta Kappa, the American Economic Association and the National Association of Business Economists. He has presented original papers at professional conferences including the American Economic Association and the Econometric Society. He has spoken at events including national conferences of the National Association of State Utility Consumer Advocates, New York State Bar Association Institute on Public Utility Law, and Graduate School Classes at the State University of New York’s Rockefeller College of Public Affairs and Policy.

Steven Fernandez
Steven Fernandez graduated with a bachelor’s degree in international relations and a minor in geography, from Florida International University. After college, he worked for a law firm in downtown Philadelphia as a foreclosure resolution specialist while continuing his education and beginning his studies in solar technology. He enrolled in a Solar Photovoltaic program offered by the City University of New York, and soon found work with a small renewable energy company. His love of helping others and passion for renewable energy and the outdoors drove him to relocate to California in 2008 and join GRID Alternatives at the inception of the San Diego regional office to embark on a year of service as an AmeriCorps VISTA. Since joining GRID Alternatives, he has held a number of different positions, including outreach coordinator and project manager. Steven is a NABCEP Certified PV Installation Professional. In 2010, he relocated to San Luis Obispo County to establish GRID Alternatives Central Coast regional office. He moved to New York in 2014 to establish GRID’s first East Coast affiliate.

Tamara Frazier
Ms. Frazier joined Empire Justice Center in December 2012 as a policy coordinator. She is based out of the Albany office. She is responsible for supporting the organization’s legislative and administrative priorities, by working with staff attorneys and advocates to plan, strategize and implement a complete and comprehensive anti-poverty agenda. Additionally, she plays a key role in the marketing and communications work of the organization. After college, she returned to Buffalo, New York to work for several years on different community-based projects and initiatives, such as the Buffalo Weed and Seed Program, the Mayor’s Citizen Participation Academy and 311 Buffalo. She is a graduate of the SUNY Buffalo Law School and holds a masters degree in urban and regional planning (with a concentration in Community Development and Urban Management) from the State of New York, University at Buffalo. She received a B.A. in political science from Loyola College in Maryland.

Tina Frazier
Ms. Frazier currently serves as the Advocate for NYSEG’s Energy Assistance Program (EAP) for the Central and Eastern Region of New York State covering 32 counties. She joined NYSEG in 1996 as a customer representative in the Customer Relations Center where she worked in the credit department for six years. In 2002, she began working in NYSEG’s back office DSS Team where she worked directly with Department of Social Services and other agency representatives processing HEAP, Project SHARE and payments. She counsels and assists residential customers who are unable to pay their utility bills. She conducts weekly and monthly outreach, networking, and acts as a liaison with DSS and other agencies to inform them on NYSEG’s programs and policies. Tina has served as a LIFE Steering Committee member since 2011.

Sarah Gibson
Ms. Gibson is director of client services for Brand Cool, a team of problem-solvers dedicated to changing the way people think and act. The marketing agency helps organizations build strong connections with customers, employees, and suppliers through research, communications, and engagement initiatives. Ms. Gibson leads the agency’s account teams in serving many of NYSERDA’s residential programs, including EmPower New York, Home Performance with ENERGY STAR®, the Multifamily Energy Performance Portfolio, Green Jobs-Green New York, and New York Products program. In addition to her deep expertise in engaging hard to reach populations, such as low-income or the underserved, in energy efficiency and sustainable practices, she has worked with diverse clients including Qatar Airways, The Fitzpatrick Hotel Group, MasterCard, and Sodexo.
Adam Harris
Mr. Harris is a senior team leader at Green City Force. He attended N.Y. Technical College for electrical engineering, during which time he received “The most outstanding youth” award at St. Vincent Services’ annual dinner. His work experience has varied from technical and eco friendly jobs to the hospital sector and community development work. He has worked and trained with the Osborne Association and in conjunction with the Win-Win Campaign-Envirolution performing energy audits of commercial buildings, and providing outreach to small businesses for energy efficiency services. He is certified as an Energy Efficiency Technician through the Association for Energy Affordability (AEA), a Building Analyst and Envelope Professional through BPI, a Green Professional in Operations and Maintenance through USGBC, and an instructor for the Roots of Success eco-literacy curriculum. He has come to define the Team Leader position-acting as mentor, teacher and field site manager while GCF Corps Members perform service activities including energy efficiency retrofits and education, coating roof tops white, rebuilding homes impacted by Superstorm Sandy, and providing outreach to low-income New Yorkers for free energy efficiency programs.

Lawrence Harris
Mr. Harris is a senior team leader at Green City Force. He comes to NYSWDA with an HVAC degree from the Baran Institute of Technology. Upon his graduation from Baran, he worked for three years in Albany as a service technician where he was able to enhance his skills in trouble shooting and customer relations. He then moved back to his hometown of Syracuse, NY and acquired a job as an Installer/Service Technician with a local company. The combination of these positions allows for a creative and strategic way of thinking when working and training in the HVAC field. He is a BPI Proctor/trainer and holds certifications in Building Analyst, Envelope, Heating, and Manufactured Housing Professional.

Diana Hernandez
Dr. Hernandez is an assistant professor of sociomedical sciences at Columbia University Meldman School of Public Health. Her work focuses on issues of social inequality with particular emphasis on racial and socioeconomic stratification and structural causes of disadvantage. She is especially interested in the social determinants of health and understanding the role of race, class and the built environment (housing and neighborhoods) in health disparities. Her current research includes a pilot project sponsored by a Columbia University Provost Grant that advances the concept of Energy Insecurity using an innovative mixed-method approach to examine the impact of energy efficiency interventions on health and finances of low-income householders. She is the principal investigator of an NICHD-funded community-based participatory research project aimed at improving the infrastructure and access to parks to promote health and address violence and obesity in inner-city communities. She is also a co-Investigator and lead ethnographer on a large-scale intervention study funded by NIDA to examine a community-level, structured approach to enhance HIV care access and retention for injection drug users in San Juan, Puerto Rico. Professor Hernandez’s work has been published in leading journals including the American Journal of Public Health, Energy Policy, and the Journal of Poverty and Public Policy. She teaches graduate and undergraduate level courses in qualitative research methods and health disparities and cultural competence. In addition, she is a member of the Mass Incarceration and Public Health Working Group and actively engages in a variety translational research activities through consulting, board service, and social entrepreneurship in real estate.

Max Joel
Max Joel is the Community Solar NY program manager for the New York State Energy Research and Development Authority (NYSERDA). He is developing Community Solar NY and K-Solar, launching later this year, which will support community projects statewide and help schools become solar hubs for their neighborhoods. He also leads the Low and Moderate Income Solar Working Group at NYSERDA. Previously, he was the director of the Community Solar Initiative at Solar One, a nonprofit environmental education group based in New York City. Before joining Solar One, Max was the capital projects coordinator for the Queens Botanical Garden, where he facilitated the construction of New York City’s first public building to achieve LEED Platinum certification. He holds a master’s degree in environmental management from the Yale School of Forestry and Environmental Studies.

Kelvin Keraga
Mr. Keraga is a senior project manager for the New York State Energy Research and Development Authority (NYSERDA). His primary responsibility is the management of EmPower New York, a statewide program providing energy efficiency services and education to low income households. His previous experience includes coordination of energy services for National Grid, and supervision of energy services in the Weatherization Assistance Program for agencies in New York City and Massachusetts.

Tom Kilinski
Mr. Kilinski is the Energy Services Director at Fulmont Community Action Agency (FCAA). He manages the weatherization program at FCAA, which consists of two weatherization crews, three energy services auditors, outside contractor crews as needed and an administrative assistant. The agency serves the counties of Fulton and Montgomery in Upstate New York and weatherizes over 100 homes a year. Previously, Tom spent 31 years with National Grid, 18 years of which were spent in public relations.
Barbara Macalski
Ms. Michalski has been employed by National Grid for 31 years in various capacities. She has been a consumer advocate for the past 17 years, and has recently become a senior consumer advocate. Barbara is also the chair of the Foster Grandparents Advisory Council, co-chair of the Capital Region Caregivers Coalition, and a United Way Investment Volunteer.

Marion McElroy
Ms. McElroy is the manager of the 20K House for Auburn University’s Rural Studio program. Based in Hale County, Alabama, Rural Studio is an educational program designed to impart practical experience to architecture students while improving the living conditions in rural Alabama. Rural Studio completed its first project in 1994. In 2005, Rural Studio designed and built a 20K House as the first step in an ongoing research project to address the need for affordable housing in Hale County, provide an alternative to the mobile home, and accommodate potential homeowners who are unable to qualify for more than $20,000 of commercial credit. By fall of 2011, Rural Studio had built ten 20K Houses. One of the models, at full scale, was included in “Small Scale Big, Change: New Architecture of Social Engagement,” an exhibition at the Museum of Modern Art in New York City in 2010. Rural Studio refined the designs and construction techniques for three of the models and Marion is taking steps to move these three houses from the research phase to a marketable product. She holds a B.S. in interior design from the University of Alabama and a bachelor’s degree on architecture from Auburn University. She is an alumnus of the Rural Studio; her thesis project was the Antioch Baptist Church in Perry County, Alabama. After graduating from Auburn University, she moved to New York City, where she still resides, and joined the firm of Philip Johnson/Alan Ritchie Architects. During her tenure with Philip Johnson/Alan Ritchie Architects, she worked as project manager on a variety of projects, including the Pennsylvania Academy of Music in Lancaster, PA and Number 5 West 44th Street, a 22-story residential tower in midtown Manhattan.

Al McMahon
Mr. 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.

Ryan Moore
Mr. Moore is a Project Manager at the New York State Energy Research and Development Authority (NYSERDA). He has more than 13 years experience at NYSERDA, leading a variety of outreach and education initiatives designed to raise awareness of NYSERDA’s programs and provide useful energy tips to help reduce the overall energy burden for New Yorkers. He currently manages the New York Products Program, which is designed to increase the supply and demand for energy-efficient and ENERGY STAR-certified products by partnering with retailers across the State and manufacturers worldwide. By ensuring greater availability of higher-efficiency ENERGY STAR certified products and educating the general public, this program strives to achieve greater market transformation and in 2013, the program helped New Yorkers save over $5.9 million in annual energy costs through the promotion and sales of ENERGY STAR-certified products. Prior to joining NYSERDA, He worked in journalism and wrote for the Albany Times Union, Adirondack Daily Enterprise, and Lake Placid News.

Ed Morrison
Mr. Morrison is a senior project manager in NYSERDA’s Multifamily Programs, which operates form the New York City office. 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 15 years at NYSERDA, he has been responsible for over 700 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.

Jonny Norton
Mr. Norton is the owner of Foam It Insulation located in Binghamton, NY. Under Jonny’s leadership, Foam It has grown from a small two person operation to become the winner of the NYSERDA Home Performance with ENERGY STAR® Program’s 2010/2011 “Outstanding New Contractor” for the entire state of New York. Foam It also was recognized by the U.S. Department of Energy with the 2012 Century Club award for completing 100 or more energy efficiency projects, as well as the New York Home Performance with ENERGY STAR - Southern Tier Regions - Top Performing Contractor for 2012/2013. He has a passion for helping people make their homes more comfortable and affordable.

Kyro Ojulo
Ms. Ojulo is a Customer Account Services Supervisor in Consumer Outreach for Central Hudson Gas and Electric Corporation. She is responsible for managing the Company’s low-income utility payment assistance programs, supervising call center representatives and resolving escalated customer service issues. Kyro holds a B.S in organizational leadership and communications from Marist College and is a 2011 recipient of the 40 under Forty – Mover and Shaker Award from the Dutchess County Regional Chamber of Commerce.
Meg Power
Dr. Power, Ph.D. is the co-founder of Economic Opportunity Studies (EOS) of Washington, DC, a nonprofit research group that supports community action agencies and state programs with policy analysis and program development. She now serves as its president and executive director. Since 1981, she has also maintained a private practice as a consultant to the National Community Action Foundation (NCAF) of Washington, D.C. In that capacity, she provides analysis and strategic support to the federal advocacy efforts of the Community Action network. From 1975 through 1981, she served on the US Senate staff; first, as legislative assistant to Senator Edward W. Brooke (R-MA) and, from 1979 through 1981, as Minority Staff Director of the Energy and Nuclear Non-Proliferation Subcommittee of the Senate Governmental Affairs Committee. Meg holds a Ph.D. from the Massachusetts Institute of Technology and a B.A. from Radcliffe College in Harvard University.

Matt Redmond
Mr. 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.

Jonnell Robinson
Ms. Robinson is an assistant professor of geography and the director of the Syracuse Community Geography Program at Syracuse University. Her research and teaching interests include community-based and participatory action research, and specifically participatory geographic information systems. She collaborates with grassroots and community-based organizations to use geographic inquiry and mapping to better understand and address social and economic disparities. Robinson has assisted community partners to research and map the complex causes and consequences of urban poverty in Syracuse for almost a decade. She received a Ph.D. in geography (2010) and a Master of Public Health (2003) from the University of North Carolina, Chapel Hill.

Jody Rael
Mr. Rael is an entrepreneur, inventor, and environmentalist. He founded his first business, Kling Magnetics, in 1984, which is still operating today. In 2004, Jody launched SunDog Solar, a full service photovoltaic (PV) and solar thermal installation company. SunDog Solar quickly became Columbia County’s leading installer of PV and solar thermal systems, performing installations for residential, commercial, and municipal clients. In 2009, under his direction, SunDog began making renewable energy educational training devices which have since been sold to colleges throughout the United States. In 2010, SunDog began manufacturing solar power stations and in 2012, Jody created the SunDog SmartHouse. Sundog Solar has been nominated for the Columbia County Chamber of Commerce Crystal Apple Award for their significant contribution to economic progress, community improvement, and the quality of life in Columbia County.

Leonard Silverstein
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 Policy (OCP). At OCP, he advocates on behalf of residential customers in utility rate proceedings, provides oversight of utility customer service operations, and evaluates and assists in the design of utility low-income programs. He has worked for the Department of Public Service since 2001 and holds a Master of Public Administration degree from the Rockefeller College of Public Affairs and Policy and a B.A. from the University at Albany.

Lisa Skumatz
Dr. Skumatz is a resource economist with the Boulder-based research and consulting firm Skumatz Economic Research Associates (SERA). She has been working in energy program evaluation since 1975, and she has worked extensively in attribution/net-to-gross, social marketing and behavioral programs, and market research. She is best known for her pioneering methods and practical work in non-energy benefits and measure lifetimes. Lisa has published more than 75 papers in energy efficiency conference proceedings and refereed journals and has conducted more than 200 assignments for utilities, regulators, and government agencies. She currently serves as the statewide oversight energy evaluation contractor for Connecticut, and is currently conducting projects on social marketing for NYSERDA and in Colorado, NEBs work in the Northwest, and measure lifetime work in Illinois and Rhode Island, among other assignments.

David Staszak
Mr. Staszak is currently the Bureau Chief for the Home Energy Assistance Program (HEAP). He has been assisting low-income New Yorkers for over 25 years in his work for the New York State Office of Temporary and Disability Assistance (OTDA). He has held various positions in OTDA with the HEAP Bureau and in the Supplemental Nutrition Assistance Program (SNAP) Bureau. David holds a B.A. in Economics from SUNY Cortland and a master’s degree in public administration from the Rockefeller College of Public Affairs and Policy at the University at Albany.
Rudy Stegemoeller
Mr. Stegemoeller is the special assistant for energy policy at the New York Department of Public Service. Before joining the PSC, Rudy served for 12 years as counsel to the Energy and Environment committees in the State Assembly, followed by seven years operating his own utility law practice in which he represented consumer and environmental interests.

Jeremy Snyder
Mr. Snyder leads projects related to energy efficiency. at the Lighting Research Center at RPI. He recently developed and launched a membership-driven research initiative called the Lighting Energy Alliance. He also leads the National Lighting Testing Program, which some call “The Consumer Reports for lighting products.” Jeremy is also an award-winning video producer and has extensive experience with technical communication using interactive multimedia. Jeremy was trained as a mechanical engineer and has previous experience in fuel cells, solar power, wind power, hydrogen energy, and ultracapacitors.

Brian Southwell
Mr. Southwell is a senior research scientist at RTI international as well as the program director of RTI International's Science in the Public Sphere initiative. His expertise is in communication and human behavior, and his large-scale evaluation work has spanned behaviors and audiences, including cancer prevention and screening promotion efforts, national campaigns to discourage drug and tobacco use, efforts to bolster television news coverage of science, and various state-level campaigns. He also focuses attention on public understanding of energy and energy-related topics. He is also an adjunct professor with Duke University, where he is affiliated with the interdisciplinary Duke University Energy Initiative. In addition, he has served since 2011 as research professor at the University of North Carolina at Chapel Hill's School of Journalism and Mass Communication and is an adjunct associate professor with UNC’s Gillings School of Global Public Health. Brian’s award-winning research and theoretical contributions appear in more than 70 journal articles and chapters. In 2013, he published the book Social Networks and Popular Understanding of Science and Health. He has served as senior editor for Health Communication and as a member of seven other editorial boards, including Communication Research and Public Opinion Quarterly.

Andy Stone
Mr. Stone is the Executive Director of the New York State Weatherization Directors Association. NYSWDA provides housing science training, as well as other supportive services to weatherization programs and home performance contractors across New York State. Andy has over 25 years of experience in residential energy efficiency and has held a variety of positions within the Weatherization Assistance Program. 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.

Paul Suarez
Mr. Suarez is the Community Education Coordinator for Foam It Insulation. He is very involved in community events and networking and spends a lot of time educating people about ways to save energy without spending a lot of money. His passion is to help people become energy conscious and to keep their bills as low as possible so that they will be more self-reliant. Paul has done trainings for Head Start programs, Junior Achievement programs, Girl Scout programs and many other community groups.

Erika Symmonds
Ms. Symmonds was raised in Brooklyn by her mother, a social worker in the New York Public School system and a dedicated member of the Central Brooklyn’s Lions Club. Looking out for the well being of all people was part of Erika’s upbringing and that has led to her passion for service. After graduating from Wellesley College, Erika has worked as in instructor with Outward Bound, an AmeriCorps construction site assistant with Habitat for Humanity, and a construction site supervisor with YouthBuild USA on the post-Katrina Gulf Coast. Motivated by service, a passion for green building, and an interest in making green careers more accessible, Erika signed on to be a part of the start up team at Green City Force in 2009 and now provides leadership as the Service Director.

Joyelle Tedeschi
Ms. Tedeschi co-founder of the Lt. Col. Matt Urban Hope Center located in Buffalo, New York where she serves as the Center's Director. She is a member of the Western New York Coalition and co-founder of the Coalition’s Outreach Committee. She co-developed the Hope Center’s Housing First program and is a member of the committee that initiated the Code Blue Effort. In addition, she is on the Board of Directors for the Community Health Workers Network Of Western New York. During the Fall 2014 semester, she will be teaching a course for the University at Buffalo’s School of Social Work Master’s Program in Community Organizing. Her work as been recognized widely as the recipient of the Killian Vetter Individual Achievement Award from the Homeless Alliance of Western New York 2008, Business First “Forty under 40” class of 2011, Sister Jean Frank Advocacy Award from the Western New York Coalition for the Homeless 2012, and Outstanding Field Educator Award University of Buffalo School of Social Work 2012.

Andy Stone
Mr. Stone is the Executive Director of the New York State Weatherization Directors Association. NYSWDA provides housing science training, as well as other supportive services to weatherization programs and home performance contractors across New York State. Andy has over 25 years of experience in residential energy efficiency and has held a variety of positions within the Weatherization Assistance Program. 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.
Claire Thomas
Ms. Thomas is the community preparedness officer in FEMA Region II, focusing on educating individuals, families, and communities about disaster preparedness. Claire is also a Presidential Management Fellow, a two-year fellowship to develop a cadre of federal government leaders. Claire has a background in community development, education, and program management. Prior to her current role at FEMA, Claire traveled to central Vietnam to evaluate a high school scholarship program for the East Meets West Foundation. As a U.S. Peace Corps volunteer in rural Tanzania, Claire led teacher-training programs, implemented several youth conferences, and learned Swahili. In addition, Claire has contributed to fundraising events and development strategies for Big Brothers Big Sisters and The Carter Center. Claire holds a B.A. in biology from Agnes Scott College in Atlanta, Georgia. In 2013, she received a Master’s of Public Administration from New York University, Robert F. Wagner Graduate School of Public Service.

Carl Uthe
Mr. Uthe of Embertic has more than 20 years of experience in supervision and program management; personnel recruitment, training, and development; partner relations; and promotion and outreach. Previously he has worked on and managed energy efficiency programs in the US since 2001, and has helped educate program staff, retailers, manufacturers, and consumers on the benefits of using/promoting energy efficient products. He has extensive experience in program design and implementation as well as team leadership.

Mark Wolfe
Mr. Wolfe serves as the executive director of the National Energy Assistance Directors’ Association (NEADA), representing the state directors of the Low Income Home Energy Assistance Program (LIHEAP). NEADA is the primary educational and policy organization representing state low-income energy directors. He also directs the activities of the Energy Programs Consortium (EPC), an energy policy research organization sponsored by the four national organizations representing state energy program and regulatory officials. As part of his responsibilities, he oversees the Warehouse for Energy Efficiency Loans (WHEEL), a national project to develop secondary market options for residential energy efficiency loan programs. He also serves as a senior editor for the State and Local Energy Report. He has testified before Congress and is frequently cited in the national media on energy issues. Previous positions have included serving as a Senior Advisor to the U.S. Treasury Department, Deputy Director for the Coalition of Northeastern Governors and Senior Analyst for the Congressional Research Service. He has a M.S. degree in public policy from the State University of New York and a B.A. in urban studies from Antioch College. He also serves on U.S. Department of Energy’s State Energy Efficiency Action Network and several boards including the National Home Performance Council and the National Low Income Energy Consortium.

Steve Wood
Mr. Wood is currently the Community Health Coordinator at ACR Health and runs one of the largest Navigator Programs in NYS, which serves nine counties, ensuring that as many New York State residents as possible have access to affordable and quality care. He has worked primarily in the HIV/AIDS field since 1986.

Betsy Wyman
Ms. Wyman is the vice president of sales for SunDog Solar, a full service solar photovoltaic and solar thermal installation company. She has over 20 years experience in technical sales and marketing. She teaches solar thermal installation and design classes and has recently co-authored a book on that subject. She also works with elected officials to promote renewable energy legislation.

Nathan Yehle
Mr. Yehle is a senior program coordinator for Honeywell Smart Grid Solutions in East Syracuse. His professional background is in residential and commercial auditing and advanced air sealing diagnostics. His primary responsibilities include implementation of NYSERDA’s Empower NY program and management of its statewide QA/QC. Nathan currently holds four BPI certifications.
Thank You to the Members of the LIFE Steering Committee

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

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

Len Silverstein, LIFE Chairman, NYS Department of Public Service
Melissa Breitfeller, Orange and Rockland Utilities
Andrew Bryk, NYS Office of Temporary and Disability Assistance
Tom Carey, NYS Homes and Community Renewal
Christopher Coll, NYS Energy Research and Development Authority
Gregg Collar, NYS Department of State, Consumer Protections
Barbara Devito, Orange and Rockland Utilities
Karla Digirolamo, NYS Community Action Association
Meghan Douglas, Association for Energy Affordability
Pat Fayo, United Way of the Dutchess-Orange Region
Monica Ferreri, NYS Department of Public Service
Mishel Filisha, NYS Energy Research and Development Authority
Tina Fritts, NYSEG/RG&E
Kate Granger, National Grid
David Hepinstall, Association for Energy Affordability
Sherry Higgins, National Grid
Cindy Kather, NYS Office for the Aging
Carolyn King, National Grid
Kim McMann, NYS Community Action Association
Jill Metz, National Fuel Gas
Anne O’Connell, National Grid
Kyro Ojulo, Central Hudson Gas and Electric Corporation
Michael Paris, NYS Office for the Aging
Jackie Petcosky, NYSEG/RG&E
Beth Ryan, NYS Homes and Community Renewal
Randi Smith, NYS Weatherization Directors’ Association
David Staszak, NYS Office of Temporary and Disability Assistance
Andy Stone, NYS Weatherization Directors Association
Virginia Walsh, Honeywell
Fred Williams, Consolidated Edison of NY, Inc.
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 “unsung heroes” have received the LIFE Achievement Award:

- **Gladys Brangman**, Tompkins County Office for the Aging, 2006
- **Marie Grace**, Onondaga County Department of Social Service, 2006
- **Gary Ferraro**, Montgomery County Office for the Aging, 2006
- **Anne McLane**, Monroe County Department of Social Service, 2008
- **Leonard Maisel**, Amalgamated Bank, 2008
- **Ellin Boyd**, Honeywell/LIPA/REAP, 2008
- **Miguel Santos**, National Grid, 2010
- **Sharon Sutherland**, Chenango County Department of Social Service, 2010
- **Carol Sweeney**, Honeywell International, 2010
- **Kate Granger**, National Grid, 2012
- **Dianna Schooley**, Tompkins County Office for the Aging, 2012
- **Andy Stone**, NYS Weatherization Directors Association, 2012
- **Patty Bashaw**, Essex County Office for the Aging, 2014
- **Joe Guarinello**, HeartShare Human Services of New York, 2014
- **Virginia Walsh**, Honeywell Utility Solutions, 2014
Saima Akhtar
Ms. Akhtar is a Staff Attorney in the Albany office of the Empire Justice Center. She works primarily in the area of public benefits and worked previously on issues of sub-prime and predatory mortgage lending. Her areas of interest include access to emergency public benefits, and tenant rights in foreclosure. Saima is a graduate of Albany Law School of Union University and holds a Masters degree in Public Policy from the Rockefeller College of Public Affairs and Policy from the University at Albany. She is a recipient of Albany Law School's Edward M. Cameron Memorial Prize for her contributions to the area of public interest law and was a 2006 Fellow of the Center for Women in Government and Civil Society at the University at Albany.

David Braunfotel
Mr. Braunfotel has worked for Orange & Rockland Utilities (O&R) since 1994. At O&R he has assumed positions of greater responsibility over the years. He was hired into the company as a Customer Service Representative and in a short period, he was promoted to department Supervisor. As supervisor, he ran the day-to-day operation of the Call Center supervising 60 CSR's. David was promoted to Senior Supervisor where he was responsible for overseeing the department’s technology. In 2004, he assumed the responsibility for the Customer Accounting department and in 2006 he was promoted to Manager. Here he oversaw various billing and payment activities of the company. In July 2010, David was promoted to his current position of Section Manager of the Customer Support Operations Department where he is responsible for Executive Communications, Credit and Collections, and Quality Assurance and Compliance.

Michael Gorman
Mr. Gorman joined New York State Homes and Community Renewal (HCR) in 1997. In his present position, He works closely with the statewide HCR field staff to oversee the energy efficiency work performed by the Weatherization network of sixty-two subgrantees. He also works closely with the Training and Technical Assistance unit of HCR to ensure that subgrantees receive the technical support needed to provide the best weatherization services as possible. Prior to his present duties Mike was instrumental in the development and day-to-day operation of the Access to Home program that provides home modifications and assistance to persons with disabilities in order that they may remain in their homes. He was also a member of the LIFE steering committee at its earliest stages.

David Hepinstall
Mr. 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. He was previously a member of NYSERDA’s System Benefits Charge Advisory Group and the Governor’s Renewable Energy Task Force and is currently a member of the LIFE Steering Committee and the NYS Weatherization Policy Advisory Council. David is the immediate past Board Chair of the Building Performance Institute (BPI) and serves on the NYC Energy Policy Task Force and the Green Jobs - Green New York Advisory Council. David has led AEA in its roles as Market Lead for the DOE/NREL Multifamily Standard Work Specifications development process and its Accreditation by IREC for its Energy Auditor and Quality Control Inspector training programs. AEA is a US Department of Energy supported Weatherization Training Center and a NYSHCR 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.

Martin Insogna
Mr. Insogna leads the Consumer Advocacy unit within the Consumer Advocacy section of the Office of Consumer Policy at 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 unit monitors utility compliance with consumer protections, analyzes utility customer service performance, and promotes access to affordable service for low-income and special needs customers. Since 2009, under his leadership, energy utility low income program funding has doubled from $65 million to $130 million, and participation increased from 660,000 over one million customers.
Addendum - 2014 Presenter Biographies

Linda S. Law-Saunders
Ms. Law-Saunders has been a Cornell Cooperative Extension of Washington County Family and Consumer Sciences Educator since 2008. Her responsibilities are in the areas of financial literacy and management, energy, healthy homes, climate change, and sustainability. Linda has a B.A. in Home Economics Education and an M.A. in Education, with teaching credentials in Home Economics and Health. She taught Family and Consumer Sciences and Health Education in Cambridge, Hoosick Falls and Stillwater before taking her position at CCE.

Jill Metz
Ms. Metz is a Consumer Business Supervisor at National Fuel. In this role she acts as a liaison for outreach programs in the community. By attending conferences and community events, she is able to educate and inform National Fuel's low-income customers on the assistance programs available to them. National Fuel strives to aid their low-income customers through several in-house programs as well as through county and government assistance. In addition, she coaches phone representatives in assisting customers with excellent service, efficiency, and accuracy. Before becoming a Consumer Business Supervisor, Jill worked as Customer Service representative for approximately a year and a half with National Fuel. During that time, she was responsible for training new phone representatives and processing payroll for the New York Call Center. She has a Master’s degree in Literacy Education from Medaille College and has also earned a Bachelor's degree in Early Childhood and Elementary Education at Buffalo State College.

Sandra Rhoades
Ms. Rhoades is a nutrition program manager for the NYS Dept of Health. She has worked for the Department of Health for 29 years; 20 of those in Child and Adult Care Food Program (CACFP). She currently directs the CACFP Homes Administration and Obesity Prevention and Outreach Units. Her recent initiatives include implementation of a childhood obesity prevention program in family day care homes, implementing nutrition standards into child care licensing regulations and conducting targeted outreach to unserved child care programs. Prior to working for the NYS Department of Health, Sandra developed community nutrition services for residents of the St. Regis Mohawk Indian Reservation in Upstate NY. Sandra has a Master's degree in Public Health from the University of Michigan and is a Registered Dietitian.

LuAnn Scherer
Ms. Scherer has had various positions at the Department of Public Service for the past 29 years. She is currently the Chief of Consumer Advocacy in the Office of Consumer Policy. In this role, LuAnn oversees a staff responsible for consumer policy issues in the energy, communications and water industries including low-income, LIFELINE, service quality, retail access, economic development, metering and submetering. She received her Bachelors Degree in Accounting.

Candy Rivera Whitehead
Ms. Rivera Whitehead is an EPIC Outreach Representative with the New York State EPIC Program. She has been with EPIC for 27 years, since its inception on October 1, 1987. As an Upstate EPIC Outreach Representative, Candy travels throughout Upstate New York conducting presentations and trainings. These presentations are provided in an effort to educate seniors, groups and organizations on the benefits of the EPIC Program. Candy has worked closely with the Center for Medicare and Medicaid Services, New York Office for the Aging and has participated in statewide Medicare Part D trainings educating people on EPIC and Medicare Part D Working Together.