

# The COVID-19 Pandemic and Utilities: Customer Hardship & Economic Recovery

## A Northwestern Electricity Dialogue WEBINAR

Northwestern Pritzker School of Law

Tuesday, August 4, 2020

8:45 a.m. - 12:00 p.m. CDT

9:45 a.m. - 1:00 p.m. EDT

*Times listed below are CDT.*

*The Covid-19 pandemic has had many adverse consequences. Besides the illnesses, individual tragedies and disrupted lives, it has resulted in dramatic economic disruption across the world and the United States. This Dialogue will discuss these impacts on utilities and their residential and business customers, as well as the things utilities and their regulators and stakeholders can do to reduce the adverse consequences and help lay the groundwork for the recovery.*

8:45-9:00 a.m.

### **Opening Remarks**

- **Sadzi Oliva**, Commissioner, Illinois Commerce Commission

9:00-9:30

### **Keynote Address**

- **Katie Sieben**, Chair, Minnesota Public Utility Commissioner

9:30-10:45

### **Session One — Utility Customers are Hurting: How to Help Them?**

*Besides the resulting illnesses, high unemployment, lost income, destroyed business plans, and economic uncertainty are just a few of hardships facing utility customer. This Dialogue Panel will discuss 1) those hardships and how they are affecting customers and utilities, 2) how the utilities, working with their regulators and customer advocates, can lessen the adverse consequences; and 3) the long-term ramifications of actions taken to address today's urgent suffering.*

- **Moderator: Lisa Wood**, VP, Customer Solutions, EEI
- **Odogwu Obi Linton**, Commissioner, Maryland Public Service Commission; Vice Chair of NARUC’s Consumers and the Public Interest Committee
- **Jackie Roberts**, West Virginia Consumer Advocate; President, National Association of State Utility Consumer Advocates (NASUCA)
- **Tara Oglesby**, Vice President, Customer Experience, Ameren Missouri

10:45-12:00 p.m. **Session Two — Economic Recovery: How Can Utilities and Utility Regulators Work Together to Promote Economic Recovery from the Economic Impacts of the COVID-19 Pandemic?**

*“This too shall pass” is an optimist’s refrain in times of trouble; and hopefully so it is for the devastating economic impacts of the COVID-19 Pandemic. Utilities are (or can be) powerful catalysts of economic vitality. Accordingly, this panel picks up where the first panel left off: exploring ideas, steps and actions utility regulators and utilities to end, recover from, set up a faster, steeper economic recovery trajectory.*

- **Moderator: Robin Lunt**, General Counsel, Guzman Energy
- **Diane Burman**, Commissioner, New York Public Service Commission
- **Erin Hutson**, Director, Corporate Affairs Department, LIUNA
- **Jennifer Peterson**, Manager of Regulatory Strategy & Policy, Minnesota Power

Participants (as of August 5, 2020)

1. **Diane Burman**, Commissioner, New York Public Service Commission
2. **Erin Huston**, Director, Corporate Affairs Department, LIUNA
3. **Odogwu Obi Linton**, Commissioner, Maryland Public Service Commission; Vice Chair of NARUC’s Consumers and the Public Interest Committee
4. **Robin Lunt**, General Counsel, Guzman Energy
5. **Tara Oglesby**, Vice President, Customer Experience, Ameren Missouri
6. **Sadzi Oliva**, Commissioner, Illinois Commerce Commission
7. **Jennifer Peterson**, Manager of Regulatory Strategy & Policy, Minnesota Power
8. **Jackie Roberts**, West Virginia Consumer Advocate; President, National Association of State Utility Consumer Advocates (NASUCA)
9. **Katie Sieben**, Chair, Minnesota Public Utility Commission

10. **Lisa Wood**, VP, Customer Solutions, EEI

Registrants (as of August 5, 2020)

1. **Alejandro Aixala**, Legal and Policy Advisor, Illinois Commerce Commission
2. **Chad Allen**, Regional Director, MISO
3. **Heather Anderson**, Staff Attorney, South Carolina Senate
4. **Ken Anderson**, Former Commissioner, PUCT
5. **Pedram Arani**, Analyst, PG&E
6. **Alison Archer**, Regional Director, MISO
7. **Alexander Bai**, Advisor, Illinois Commerce Commission
8. **Pete Beithon**, Manager, Regulatory Recovery, Otter Tail Power Co.
9. **Adam Benschhoff**, Executive Director, Regulatory Affairs, Edison Electric Institute
10. **Lauren Bidra**, Assistant Attorney General, Connecticut Office of the Attorney General
11. **Jim Blessing**, Vice President - Regulatory Policy and Energy Supply, Ameren Illinois
12. **Maria S. Bocanegra**, Commissioner, Illinois Commerce Commission
13. **Bev Bowlby**, Manager Regulatory Affairs, Ameren Illinois
14. **David Boyd**, Regulatory and Policy Specialist, AESL Consulting
15. **Haley Bracken**, Legal and Policy Intern, Illinois Commerce Commission
16. **Cameron Brooks**, President, E9 Insight
17. **David Brown**, Engineer, NJBPU
18. **Mike Bull**, Policy Director, Center for Energy and Environment
19. **Greg Chamberlain**, Regional Vice President, Xcel Energy
20. **Tony Clark**, Senior Advisor; Former FERC Commissioner, Wilkinson Barker, Knauer, LLP
21. **Sarah Cronin**, Commissioner's Assistant, Illinois Commerce Commission
22. **Ellie Curtis**, Student, Dartmouth College
23. **Jason Decker**, VP, Customer Financial Operations, ComEd
24. **Megan Decker**, Commission Chair, Oregon PUC
25. **John Delurey**, Midwest Director, Vote Solar
26. **Christine Ericson**, Attorney, Illinois Commerce Commission
27. **Linda Evers**, Shareholder, Stevens & Lee
28. **Jeff Ewart**, Deputy Director, Midwestern Governors Association
29. **J. Paul Forrester**, Partner, Mayer Brown LLP
30. **Sarah Freeman**, Commissioner, Indiana Utility Regulatory Commission
31. **Robert Funk**, Solicitor General, Illinois Commerce Commission
32. **Greta Gangestad**, Legal & Policy Intern, Illinois Commerce Commission
33. **Richard Garlish**, VP and General Counsel, PacifiCorp/Rocky Mountain Power

34. **Edward Garvey**, Regulatory Strategist, AESL Consulting
35. **Larry Gasteiger**, Executive Director, WIRES
36. **James Gignac**, Lead Midwest Energy Analyst, Union of Concerned Scientists
37. **Christina Hayes**, VP, Fed Reg Affairs, BHE
38. **Cynthia Holland**, Director, NJ Board of Public Utilities
39. **Michele Honick**, AAG, Maryland Attorney General/Maryland Energy Administration
40. **Amber Housholder**, Regulatory Affairs Manager, Evergy
41. **Andrea Jakubas**, Intern, Illinois Commerce Commission
42. **Philip Jones**, Executive Director, Alliance for Transportation Electrification (ATE)
43. **Travis Kavulla**, VP Regulatory Affairs, NRG
44. **Christopher Kennedy**, Partner, Whitt Sturtevant
45. **Molly Knoll**, Sr. Commission Advisor, Maryland Public Service Commission
46. **Phil Kosanovich**, General Counsel, Illinois Commerce Commission
47. **Stefanie Krevda**, Commissioner, Indiana Utility Regulatory Commission
48. **Lorenzo Kristov**, Principal, Electric System Policy
49. **Allen Krug**, Associate Vice President State Regulatory Policy, Xcel Energy
50. **Bailey Lavallee**, Capital Planning Engineer, Manitoba Hydro
51. **Amber Lee**, Regulatory Affairs, CenterPoint Energy
52. **Stephanie Lenhart**, Assistant Research Professor, Boise State University
53. **Shelby Linton Keddie**, Senior Director, State Energy and Regulatory Policy, EEI
54. **Etta Lockey**, Vice President, PacifiCorp
55. **May Va Lor**, Research Manager, LIUNA
56. **Ivy Lyn**, Director, State Regulatory Affairs, EEI
57. **Alejandro Mateos**, Legal and Policy Advisor, Illinois Commerce Commission
58. **Talina Mathews**, Commissioner, Kentucky Public Service Commission
59. **Ann McCabe**, US Program Director, Regulatory Assistance Project (Providence, RI)
60. **Michael Miller**, Attorney, Wilkinson Barker Knauer
61. **Jeff Morris**, Director State Government Relations, Schneider Electric North America
62. **Ankush Nayar**, Attorney, Maryland Energy Administration
63. **Chris Nelson**, Commissioner, South Dakota Public Utilities Commission
64. **Ellen Nowak**, Commissioner, Wisconsin Public Service Commission
65. **Erin O'Connell-Diaz**, President, FutureFWD, Inc.
66. **Matt Olsen**, Manager, Regulatory Proceedings & Compliance, Otter Tail Power Co.
67. **Stacy Peterson**, Director, Division of Energy, NJ Board of Public Utilities
68. **Jane Quin**, V.P - Energy Policy & Regulatory Affairs, Consolidated Edison Co. of NY
69. **Tetyana Rabczak**, Legal Advisor to the Chairman, Illinois Commerce Commission
70. **Kristine Raper**, Commissioner, Idaho Public Utilities Commission
71. **Jay Rasmussen**, RTO Activities Manager, Duke Energy

72. **John Ratnaswamy**, Member, The Law Office of John Ratnaswamy, LLC
73. **Gabrielle Reardon**, Intern, Illinois Commerce Commission
74. **Ann Rendahl**, Commissioner, Washington State Utilities and Transportation Commission
75. **Ashley Renkor**, Legal and Policy Advisor, Illinois Commerce Commission
76. **Brian Rybarik**, Principal Program Manager, Microsoft
77. **Emma Salustro**, Assistant General Counsel, ComEd
78. **Susan Satter**, Chief, Public Utilities, Illinois Attorney General
79. **Morris Schreim**, Sr. Commission Advisor, MD PSC
80. **Brice Sheriff**, Director Regulatory, Ameren Illinois
81. **Doug Scott**, Vice President, Great Plains Institute
82. **Jameson Smith**, Senior Director Operations Planning, MISO
83. **Peggy Sorum**, Director - Rates and RPMO CenterPoint Energy
84. **Rick Starkweather**, Partner, ScottMadden, Inc.
85. **Kristin Stastny**, Partner, Taft Stettinius & Hollister LLP
86. **Amy Stein**, Professor of Law, Levin College of Law, University of Florida
87. **Mary Stephenson Schroeder**, Principal, Stephenson Schroeder Ltd.
88. **Alexis Sulentic**, Manager, State Regulatory Outreach, EEI
89. **Heather Svenson**, RTO Strategy Analyst, PSEG
90. **Gavin Taves**, Energy Policy Director, Illinois Environmental Council
91. **Mark Thompson**, Commissioner, Oregon Public Utility Commission
92. **Rob Threlkeld**, Global Manager - Sustainable Energy, Supply & Reliability, General Motors
93. **Beth Trombold**, Commissioner, Public Utilities Commission of Ohio
94. **Shannon Turner**, Senior Mid-Marketer, Constellation
95. **Rebecca Valcq**, Chairperson, Public Service Commission of Wisconsin
96. **Julie Voeck**, Senior Director, Legislative and Regulatory Affairs, NextEra Energy
97. **Joan Walker-Ratliff**, Director, Regulatory Affairs, Phillips 66
98. **Kevin Webb**, Director, Business and Finance, Northwestern Center on Law, Business, and Economics
99. **Brian Weeks**, Deputy Rate Counsel, N.J. Division of Rate Counsel
100. **Rachelle Whitacre**, Director, Regulatory Affairs, Nicor Gas
101. **Dan Williams**, Director - Market IQ West, Customized Energy Solutions
102. **Sylvia Wolak**, Intern, ComEd
103. **Michelle Zaccagnino**, Manager, State Regulatory Policy, Edison Electric Institute
104. **Carrie K. Zalewski**, Chair, Illinois Commerce Commission