



2013



2013 National Energy and Utility Affordability Conference

*Presented by the National Fuel Funds Network
and the National Low Income Energy Consortium*
www.neuac.org

June 10-12, 2013

Hilton San Diego Bayfront Hotel

National Energy Assistance Directors' Association Annual Meeting

Presented by NEADA
www.neada.org

June 9-10, 2013

**Providing Major Support
for NEUAC 2013**



Joint Statement

The National Energy Assistance Directors' Association (NEADA), National Fuel Funds Network (NFFN) and National Low Income Energy Consortium (NLIEC) partner each year to present the nation's largest gathering of energy assistance leaders. The National Energy Assistance Directors' Association will hold its 2013 Annual Meeting on Sunday and Monday, June 9-10, at the Hilton San Diego Bayfront Hotel. The 2013 National Energy and Utility Affordability Conference (NEUAC), co-presented by NFFN and NLIEC, will take place on Monday through Wednesday, June 10-12, also at the Hilton San Diego Bayfront.

More than 700 leaders within the energy-assistance community take advantage of this annual opportunity to share experiences, common problems and, most importantly, solutions and successes. Participants engage in peer-to-peer educational sessions and hear from national experts on programs and policies to help low-income consumers meet their home energy needs.

Every conference results in increased collaboration, new approaches and projects, and improved practices across the nation. That's good news. In the last two years federal energy assistance has declined while the cost of home energy has been increasing, weatherization has become even more limited, and budget cuts threaten federal funding for domestic programs including those that address energy affordability. As we deal with these grim facts, the NEADA Annual Meeting and NEUAC 2013 become increasingly important in helping us address the critical public policy challenges to energy affordability.

We know you face your own economic challenges -- travel is expensive and budgets are tight -- so we offer the opportunity to attend two events in just one trip and a simplified registration process. Use either the combined registration form in this brochure or our joint, online registration system at www.neuac.org. To guarantee your participation and save money, please register early.

Larry Dawson, NEADA Chair

Tanya Brothers, Kim Campbell, Deb Davis, Rhonda Harper, Mitch Miller and Carmen Rudshagen, NEUAC Co-Chairs

NEUAC Night at the Ballpark

When you arrive at our conference hotel, you'll notice that it's directly across the street from Petco Park -- the home of Major League Baseball's San Diego Padres. You might even wonder if you would have a chance to look inside or maybe take in a game. Well, wonder no longer!

NEUAC has made arrangements with the Padres to hold "NEUAC Night at the Ballpark" on the evening of Tuesday, June 11, when the team hosts the Atlanta Braves for a National League game. Conferees will enjoy a pre-game reception and then sit together as a group in one of two sections of the park. You also receive distinctive ball caps to wear during the game -- all for the special prices of \$27 per person in the Toyota Terrace Reserved section (padded seats with in-seat service) or \$15 per person for Upper Infield seats (best value) surrounding home plate in the upper deck.

Advance registration is required to join your NEUAC colleagues for this night of fun. We want to make it as easy as possible for you, though. You can sign up for the game using either the paper registration form included in this brochure or by registering online. Choose the number of game tickets you want and which seating block you want. Then, include your payment as part of your total registration payment. If you can't pay for your ticket with your registration, that's not a problem. We can handle the purchase as a separate transaction for your convenience. You can pick up your tickets when you check in at the conference.

Play ball!



Who Should Attend NEUAC?

- Low-income energy program managers and staff
- Public policymakers
- Weatherization managers and auditors
- Energy distributors and aggregators
- Utility consumer affairs specialists
- Utility commissioners, regulators, staff and analysts
- Low-income energy planners and analysts
- Fuel fund directors, staff and board members
- Legislators and aides
- Attorneys
- Consumer specialists
- Credit and collection managers and specialists
- Energy education and budget counselors
- Low-income housing specialists
- Evaluators and researchers
- Public health professionals
- Philanthropy professionals
- Anyone concerned with energy poverty
- State and Tribal Grantees

NLIEC

Founded in 1986, the National Low Income Energy Consortium (NLIEC) brings together organizations and individuals from the public, private and nonprofit sectors for the common purpose of increasing awareness of and eliminating residential energy and utility hardships and crises faced by low-income consumers. Through the National Energy and Utility Affordability Conference, NLIEC provides stakeholders with timely and accurate information that can be applied to their everyday work. It also provides invaluable networking opportunities and facilitates connections with resources that attendees can call upon for years to come.

In addition to conducting the conference, NLIEC also maintains a website - www.nliec.org - that includes information about the Consortium and archives of past conference presentations. NLIEC also publishes a monthly electronic newsletter available free to all interested parties and provides speakers for local and regional energy summits. For more information, visit www.nliec.org.

National Low Income Energy Consortium
David Fox, Executive Director
Phone: 703-642-9070
Fax: 703-916-7850
E-mail: dfox@nliec.org

NFFN

The National Fuel Funds Network (NFFN), founded in 1984, is the association of charitable fuel funds. NFFN's mission is to increase the resources available to meet the energy needs of people with low income. Its membership encompasses private fuel funds, also called energy banks or utility assistance funds; utilities; fuel oil associations; private citizens; community action and social service agencies; and government and Tribal programs. Together, NFFN members raise and distribute over \$100 million annually to supplement federal energy assistance.

NFFN programs include: the National Energy and Utility Affordability Conference; technical assistance to members; NFFN's LIHEAP Action Day each year in the nation's capital; a website; the quarterly *National Energy Assistance Report*; and occasional special programs addressing the needs of NFFN members. The Network's *Energy Safety Net Bulletin* reports on and stimulates best practices among fuel funds. The NFFN also promotes the creation and improvement of fuel funds and helps build statewide energy assistance coalitions. For more information and to join NFFN, visit www.nationalfuelfunds.org.

National Fuel Funds Network
Kathy Walgren, Interim Executive Director
Phone: 202-824-0660
Fax: 202-824-0638
E-mail: walgren@nationalfuelfunds.org

NEADA

The National Energy Assistance Directors' Association (NEADA) represents the state directors of the Low Income Home Energy Assistance Program (LIHEAP). NEADA was formed in 1983 to support states in the development of LIHEAP policies to provide quality assistance to eligible households.

NEADA conducts ongoing surveys of program applicants, recipients, arrearages and shutoffs throughout the program year. Copies of all NEADA reports and surveys can be downloaded from its website: www.neada.org.

National Energy Assistance Directors' Association
Mark Wolfe, Executive Director
Phone: 202-333-5915
E-mail: mlwolfe@neada.org

MONDAY, JUNE 10

8:00 – 9:00 Continental Breakfast
 9:00 – 10:30 Opening General Session
 10:30 – 11:00 Break and Informational Displays
 11:00 – 12:15 Workshops (see grid below)
 12:30 – 1:45 Keynote Luncheon
 2:00 – 5:00 Workshops (see grid below)
 5:30 – 7:00 Evening Reception

12:30 – 1:45 Luncheon
 2:00 – 5:00 Workshops (see grid below)
 5:30 – 10:00 NEUAC Night at the Ballpark
 (Braves-Padres at Petco Park)

TUESDAY, JUNE 11

8:00 – 9:00 Continental Breakfast
 8:00 – 8:45 NFFN Annual Membership Meeting
 9:00 – 10:30 Plenary Session
 10:30 – 11:00 Break and Informational Displays
 11:00 – 12:15 Workshops (see grid below)

WEDNESDAY, JUNE 12

8:00 – 9:00 Sit-down, Full Breakfast
 9:00 – 10:15 Plenary Session 2
 10:15 – 10:30 Break and Informational Displays
 10:30 – 11:45 NFFN & NLIEC Awards Presentation
 & Closing Section
 12:15 – 1:45 Post-Conference Meeting:
 Utilities Participating in 2013 AGA/
 EEI DataSource Effort

Conference Workshops

Schedule Subject to Change

NOTES:

Workshop titles and descriptions subject to change. Refer to www.neuac.org.

§ Continuing Legal Education (CLE) credit will be sought for sessions noted by this symbol.

Track A Innovative Approaches	Track B Weatherization and Energy Efficiency	Track C Energy Assistance and Education	Track D Policy and Advocacy
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Monday - June 10, 2013

Session 1 11:00 am – 12:15 pm	Beyond Electricity: Case Managing Through Collaboration	WAP Weatherization Results	Dialogue With Federal Officials - §	LIHEAP 101: Past, Present and Predictions for the Future - §
Session 2 2:00 pm – 3:15 pm	Repowering Los Angeles: Expanding Services and Creating Career Opportunities for Low-Income Communities	Occupant Engagement: How to Foster a Culture of Conservation in Multi-Family Buildings	Fundraising for Fuel Funds: New Strategies for Tough Times	ID Procedures: Interplay of Social Security Numbers & Privacy Protection - §
Session 3 3:45 pm – 5:00 pm	Planet Clark.com: An Engaged and Effective Public/Private Community Energy Program	Weatherization and Healthy Homes Connection	Performance Measures and HHS Data Collection: The State of the Art	Establishing and Maintaining Statewide Advocacy Coalitions

Tuesday - June 11, 2013

Session 4 11:00 am – 12:15 pm	California Innovations and Best Practices	Diversifying Utility Low-Income Program Portfolios	LIHEAP 202: Assurance 16 and Reach	Effective Lobbying for LIHEAP - §
Session 5 2:00 pm – 3:15 pm	Affordability/Sustainability: How States are Supplementing Cuts in LIHEAP	Carbon Trading for Energy Efficiency Programs - §	Breaking the Cycle: Changing Client Behavior	Looking Back at the American Recovery and Reinvestment Act - §
Session 6 3:45 pm – 5:00 pm	California Alternate Rates for Energy (CARE) Program for Low-Income Consumers - §	Beyond Weatherization: Including Home Repairs, Mobility Modifications and Thousands of Volunteers	Using Social Media to Enhance Energy Assistance Outreach and Advocacy	Will Californians Be Seeing Climate Dividends and More?

NEADA Annual Meeting of the State LIHEAP Directors

SUNDAY, JUNE 9

9:00 – 10:00	Informal Break-out Topical Discussion Groups -- <i>Developing Innovative Vendor Agreements</i> -- <i>Managing Heating Oil Purchases</i> -- <i>Identifying Training and Technical Assistance Needs and Requirements</i>
10:00 – 10:15	Welcome/Introductions
10:15 – 10:45	Washington Update/Appropriations Discussion
10:45 – 11:00	Break
11:00 – Noon	Program Integrity Working Group Report and Discussion
Noon – 2:00	Lunch: Discussion of Summer Cooling Issues/Winter Shut-Offs
2:00 – 3:00	Performance Goals and Measures Working Group Report/Discussion

3:00 – 3:30	Break
3:30 – 4:30	Weatherization/LIHEAP Legislation
7:00	Dinner Work Meeting

MONDAY, JUNE 10

8:00 – 9:00	Continental Breakfast
8:15 – 9:15	Business Meeting/Elections
9:15 – 10:00	Meeting with HHS
10:00	Adjourn

Track E
Partnerships
and Capacity

Track F
Tribal Issues

Track G
Internal Management

Track H
Regulations
and Strategies

The Language of Energy: Engaging Limited English Proficient Consumers	Tribal LIHEAP: Guidance for New Coordinators	No Track G workshops this day	United We Stand: Utility Partnerships to Help Assist At-risk Customers - §
Senior Population Explosion: Essential Connections to Essential Services	Tribal Dialogue With Federal Officials - §	No Track G workshops this day	Come On, Take the Money and Run
Isolated Populations: Migrant Communities, Disabled, Medical Needs, Tribal - §	Roundtable: Shop Talk for Tribes	No Track G workshops this day	Every Drop Counts: Saving Water Saves Energy

Bridges Out of Poverty	No Track F workshops this day	Combating Burnout: A Little Energy Can Do Wonders	Making Customer Segmentation Deliver
Poverty Simulation	No Track F workshops this day	Hardship Funds and Best Practices	Smart Grid: The Low-Income Consumer's Journey - §
Poverty Simulation (continued)	No Track F workshops this day	How to Manage Difficult Clients/Customers	Utility/LIHEAP Agency Interaction: Technology/Data Sharing Best Practices

Conference Registration

Registration Policy

- Advance registration is required.
- Early Bird Deadline must be postmarked by May 3, 2013.
- Registrations are due by May 17, 2013.
- **Full payment must be received with registration.**
- Checks and purchase orders should be made payable to NLIEC (National Low Income Energy Consortium).

Registration Methods

- Register online with credit card or purchase order at www.neuac.org.
- By mail with check, credit card or purchase order to:
NEUAC & NEADA Conference Registration
Gove Group
226 Paul Street
Pittsburgh, PA 15211
- Fax with credit card or purchase order to 412-431-5214.

Conference Cancellation Policy

- Cancellation refunds for the NEUAC or the NEADA Annual Meeting, minus \$50 per person per event cancelled, will be granted **upon written request** and must be received by May 24, 2013.
- After May 24, 2013, NO REFUNDS will be granted for cancellations and vouchers/purchase orders will be redeemed for full payment.

Please submit conference cancellation request(s) by **certified** mail or fax (print a fax send receipt for your records) to the conference registration address/fax listed above.

Information Contacts

General Information & Registration Services

Gove Group
Phone: 412-431-5087
Fax: 412-431-5214
E-mail: conference@neuac.org
The offices for General Information & Registration Services can be reached between 8:00 a.m. and 4:00 p.m. EST, Monday - Friday.

Special Assistance

For special assistance, please contact Abby Homol at Gove Group
Phone: 412-431-5087
Fax: 412-431-5214
E-mail: conference@neuac.org
Please provide advance notice of special needs requirements, such as: special dietary concerns, assistance for persons with sensory impairments or wheelchair access information.

Sponsorship & Exhibitor Opportunities

For more information on sponsorship and exhibitor opportunities, visit the conference website at www.neuac.org and click on "Sponsorship & Exhibitor Opportunities" in the 2013 Conference section or contact:
Barbara Gomes at New Jersey SHARES
Phone: 973-729-4938
E-mail: bgomes@njshares.org

Lodging & Transportation

Hilton San Diego Bayfront

1 Park Boulevard
San Diego, CA
Phone: 619-564-3333
Fax: 619-564-3344
www.sandiegobayfront.hilton.com

Room Rates

Room rates are \$209 for a single or double, plus 2% San Diego TMD Assessment, \$0.20/night CA Tourism Fee and 10.5% occupancy tax. All reservations must be guaranteed by a first night's non-refundable room deposit.

Hotel Reservations

To make your hotel reservation, call the hotel central reservations at 1-800-HILTONS and say that you are attending the National Energy and Utility Affordability Conference (NEUAC). You may also make your reservation online via the conference website at www.neuac.org. There you will find a direct link to make your hotel reservation.

Reserve Early

Rooms are limited, so reserve early. After Wednesday, May 8, 2013, reservations will be accepted on a space-available basis only. If your reservation is received after the May 8, 2013, cut-off date or our room block is filled at the Hilton San Diego Bayfront, your reservation will be referred to a designated overflow hotel.

Hotel Reservation Cancellation

If you must cancel your hotel reservation, please call the hotel central reservations at 1-800-HILTON at least 72 hours prior to your day of arrival to avoid a penalty beyond the non-refundable first night's deposit.

Airport (San Diego International – Lindbergh Field) Transportation & Hotel Parking

Taxi service is approximately \$18 one-way plus gratuity. Shuttle service, which may make multiple stops along the way, is available through several companies.

For more information or to make reservations go online to <http://www.san.org/sdia/transportation/default.aspx>.

Hotel guest parking rates are \$27/day for self parking and \$36/day for valet parking. Visit www.sandiegobayfront.hilton.com or contact the hotel concierge for more transportation assistance.

Conference Registration Form

Register online at www.neuac.org

Registration Deadline is May 17, 2013
Early Bird Deadline must be postmarked by May 3, 2013

Important

- Complete a separate form for each person registering.
- Full payment or purchase order number is required before registration(s) will be processed.
- Make checks payable to NLIEC.
- NLIEC, EIN# 52-1592497, is a 501(c)(3) tax-exempt organization.
- See page 4 for conference cancellation policy.

Registrant Information *(Please Type or Print Clearly)*

Full Name _____

Title _____

Organization _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

Email _____

Emergency Contact _____

Phone _____ Relationship _____

NEUAC Night at the Ballpark *(Optional)*

Atlanta Braves vs. San Diego Padres Tuesday night, June 11, at Petco Park.

Number of tickets desired: _____ (add total cost in Payment Information section)

Seating location: (check one of the two seating options below)

Toyota Terrace Reserved (\$27 each) | Upper Infield (\$15 each)

Payment Information

Registration Fee \$ _____

NEUAC Night at the Ballpark \$ _____

Additional contribution toward conference scholarships \$ _____

Total Due for This Registrant \$ _____

Purchase Order # _____

Check # (enclosed) _____

Credit Card Information MC Visa AMEX

Name on Card _____

Card Number _____

Exp. Date _____ CVC# _____

Signature _____

NEADA June 9-10

Annual Meeting of the State LIHEAP Directors

Includes 1 Luncheon and 1 Dinner (June 9) and 1 Continental Breakfast (June 10)

- Member \$500
- Other State and Tribal Grantees \$550
- All Others \$600

NEUAC June 10-12

Includes 1 Reception (June 10),

2 Continental Breakfasts, 1 Full Breakfast and 2 Luncheons (June 10-12)

Early Bird Rate

(Registration with payment must be postmarked by May 3, 2013)

- Nonprofit: \$375
- Government/Tribe: \$550
- Corp/Utility/Trade: \$625

Standard Rate

- Nonprofit: \$500
- Government/Tribe: \$700
- Corp/Utility/Trade: \$800

Daily Rate

rates are per day (ex. 2 days = rate x2)

select the day(s) you will be attending

	Mon	Tue	Wed
Nonprofit: \$200/day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Government/Tribe \$275/day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Corp/Utility/Trade: \$300/day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NEUAC Session Selection

To ensure sufficient seating, please check the one track pers session that we are planning to attend during the NEUAC conference. See the grid on pages 2-3.

Monday

Session 1 (select one)
11:00 - 12:15

- A E
- B F
- C G
- D H

Monday

Session 2 (select one)
2:00 - 3:15

- A E
- B F
- C G
- D H

Monday

Session 3 (select one)
3:45 - 5:00

- A E
- B F
- C G
- D H

Tuesday

Session 4 (select one)
11:00 - 12:15

- A E
- B F
- C G
- D H

Tuesday

Session 5 (select one)
2:00 - 3:15

- A E
- B F
- C G
- D H

Tuesday

Session 6 (select one)
3:45 - 5:00

- A E
- B F
- C G
- D H

Please provide advance notice of special needs requirements, such as: dietary concerns, assistance for persons with sensory impairments or wheelchair access information.

NATIONAL LOW INCOME ENERGY CONSORTIUM
6324 BERYL ROAD
ALEXANDRIA, VA 22312

Non-Profit Org.
U.S. Postage
PAID
PITTSBURGH, PA
Permit No.
1235

San Diego in 2013: Bay, Beaches, Bistros, Baseball and More

Bordered by the Pacific Ocean to the west, the desert and Laguna Mountains to the east and Mexico to the south, the San Diego area encompasses 4,200 square miles offering endless opportunities for exploration and activities.

Look out the windows of our conference hotel for a spectacular view of San Diego Bay. Across the bay is the quaint island town of Coronado with its spectacular Pacific Ocean beaches. For nightlife, head in the other direction to find the exciting Gaslamp District with myriad clubs and bistros. And directly across the street from the hotel is Petco Park, home of the San Diego Padres, where NEUAC attendees will have the opportunity to attend a game as a group during our conference.

You'll learn a great deal at NEUAC 2013. There's also every opportunity under the Southern California sun to have a great time in San Diego, with something new to discover each time you step outside the hotel.

