



ARIZONA UTILITY PARTNERS (AZUP) SUMMIT

LEADERS

**Leverage. Educate. Advocate. Deliver. Engage.
Respond. Strengthen.**

October 25, 2019

DoubleTree by Hilton Hotel Phoenix Tempe
2100 S. Priest Drive
Tempe, AZ 85282

WELCOME

8:30 a.m.	Registration and Continental Breakfast
9:00 a.m.	Welcome <i>Phil Byrum, Tucson Electric Power and UniSource Energy Services</i> <i>Kathy Senseman, Policy Development Group</i> ROOM: FIESTA BALLROOM General Session Understanding the NEW Low Income Home Energy Assistance Program (LIHEAP) Customer <i>Katrina Metzler, National Energy and Utility Affordability Coalition (NEUAC)</i> ROOM: FIESTA BALLROOM
10:10 a.m.	Break
10:20 a.m.	Breakout Sessions Session 1A: Transforming the Utility Intake Process to Optimize Assistance <i>Shawna Fellenz, AZCEND</i> <i>Sheryl Steele, City of Avondale</i> ROOM: CORONADO Session 1B: Financial Empowerment <i>Ashli Bintz, Coconino County Community Services</i> <i>Teresa Gault, Coconino County Community Services</i> ROOM: TEMPE Session 1C: Seasonal Hold Period <i>Arizona Public Service</i> <i>Tucson Electric Power</i> <i>UniSource Energy Services</i> ROOM: FIESTA BALLROOM III <i>This session is offered twice</i> <i>(10:20 a.m. and 11:20 a.m., same presentation repeated)</i>
11:10 a.m.	Break

11:20 a.m. Breakout Sessions

Session 2A: The Magic of Mindfulness

Lisa Schumacher, Arizona Public Service

ROOM: CORONADO

Session 2B: Eviction Prevention Pilot Program

Sandra Mendez, Maricopa County Human Services Department

ROOM: TEMPE

Session 2C: Seasonal Hold Period

Arizona Public Service

Tucson Electric Power

UniSource Energy Services

ROOM: FIESTA BALLROOM III

This session is offered twice

(10:20 a.m. and 11:20 a.m., same presentation repeated)

12:15 p.m. Networking Lunch

ROOM: FIESTA BALLROOM

1:00 p.m. General Session

Census 2020: What Everyone Needs to Know

Susan Hallett, City of Phoenix

ROOM: FIESTA BALLROOM

1:25 p.m. General Session

**Refilling When You're Running on Empty — How to Practice
Passionate Self-Care**

Silver Rose, Silver Rose Enterprises, LLC

ROOM: FIESTA BALLROOM

2:15 p.m. Closing Remarks

Call to Action

Early Bird Registration Raffle (must be present to win)

ROOM: FIESTA BALLROOM

2:35 p.m. Break

2:45 p.m. Breakout Session: Enjoy the Expos

Utility Expo

ROOM: LOBBY

Keynote Speaker Expo

ROOM: LOBBY

3:05 p.m. Evaluation Raffle (must be present to win)

3:15 p.m. Safe Travels

GENERAL AND BREAKOUT SESSION DESCRIPTIONS

9:15 a.m.

General Session

Understanding the NEW Low Income Home Energy Assistance Program (LIHEAP) Customer

*Katrina Metzler, National
Energy and Utility Affordability
Coalition (NEUAC)*

ROOM: FIESTA BALLROOM

In 2018, the National Energy and Utility Affordability Coalition (NEUAC) collaborated with our partners at the National Energy Assistance Directors' Association (NEADA) to release the results of compelling new data on the federal Low Income Home Energy Assistance Program (LIHEAP), designed to protect vulnerable households during extreme weather from dangerous indoor air temperatures and lower their energy burden. The NEADA survey clearly documents the intricacies of poverty and how energy insecurity, homelessness, financial uncertainty and health all intersect. The survey documents changes in the affordability of energy bills, the need for LIHEAP, and the choices that low-income households are forced to make when faced with a disproportionate energy burden. Katrina Metzler, Executive Director for NEUAC, will present key findings from the survey and how the data can be used for improving the efficacy and advocacy for LIHEAP.

10:20 a.m.

Breakout Sessions

Session 1A: Transforming the Utility Intake Process to Optimize Assistance

Shawna Fellenz, AZCEND

Sheryl Steele, City of Avondale

ROOM: CORONADO

This session will discuss how two Community Action Program agencies changed the way they performed intake for assistance to ensure those in need can access services, while streamlining the process to maximize efficiencies. Join us to learn how they worked through the progression from a call-in system to a method that allows clients to access assistance on an ongoing basis. This process can be a possibility for any organization.

Session 1B: Financial Empowerment

*Ashli Bintz, Coconino County
Community Services*

*Teresa Gault, Coconino County
Community Services*

ROOM: TEMPE

Beyond monetarily helping its consumers with rent and utilities, Coconino County Community Services wanted to make a greater impact within their community by taking a deeper look at the root of where these financial difficulties stem from. The majority of the

population they work with are low-income households at or below the 200% federal poverty guidelines. Community Services realized that educating its consumers about implementing basic financial tools and skills is imperative to the path toward self-sufficiency. People cannot be expected to move out of poverty without a strong financial foundation.

Session 1C: Seasonal Hold Period

*Arizona Public Service
Tucson Electric Power
UniSource Energy Services*

ROOM: FIESTA BALLROOM III

This session is offered twice (10:20 a.m. and 11:20 a.m., same presentation repeated)

This session will review the customer experience and communication plan for the days and weeks following the seasonal hold period. To ensure the safety and well-being of our customers, we have suspended shutoff for all residential customers with past-due balances June 1 through October 15. On October 16, the hold will be lifted and the process of identifying and working with accounts with a past-due balance will begin. We are here to work with our customers and help them bring their account to current. Learn more about changes APS, TEP and UES have made and how you can get involved to assist customers with paying their past-due bills.

11:20 a.m.

Breakout Sessions

Session 2A: The Magic of Mindfulness

Lisa Schumacher, Arizona Public Service

ROOM: CORONADO

Organizations like Google, the Mayo Clinic and the NFL's Seattle Seahawks all have mindfulness programs, so what's the magic of mindfulness? In this interactive session, you will learn the benefits of mindfulness and the "magic" that happens from developing a mindfulness practice. You will also learn how to bring mindfulness into your life along with in-the-moment tips and tricks. The session will end with a guided meditation that will leave you feeling refreshed and renewed.

Session 2B: Eviction Prevention Pilot Program

Sandra Mendez, Maricopa County Human Services Department

ROOM: TEMPE

The Arizona Department of Housing recently funded an Eviction Prevention Pilot Program that seeks to address the dramatically increased number of evictions adjudicated by the justice courts throughout Arizona, with specific focus on areas with the highest number of evictions in 2018. During this session, Sandra Mendez, Assistant Director with the Maricopa County Human Services

Department, will highlight Maricopa County's program. Sandra will discuss the program's design and illustrate how Community Action Agencies can play a vital role in preventing homelessness through the provision of rental assistance, utility assistance and other bundled services using various case management strategies.

Session 2C: Seasonal Hold Period

*Arizona Public Service
Tucson Electric Power
UniSource Energy Services*

ROOM: FIESTA BALLROOM III

This session is offered twice (10:20 a.m. and 11:20 a.m., same presentation repeated)

This session will review the customer experience and communication plan for the days and weeks following the seasonal hold period. To ensure the safety and well-being of our customers, we have suspended shutoff for all residential customers with past-due balances June 1 through October 15. October 16, the hold will be lifted and the process of identifying and working with accounts with a past-due balance will begin. We are here to work with our customers and help them bring their account to current. Learn more about changes APS, TEP and UES have made and how you can get involved to assist customers with paying their past-due bills.

1:00 p.m.

General Session

Census 2020: What Everyone Needs to Know

Susan Hallett, City of Phoenix

ROOM: FIESTA BALLROOM

Community Action Agencies and many other state and local programs rely on federal funding distributed according to population-based formulas. This means the number of residents counted in your community directly impacts the amount of federal funding you may receive. When residents are undercounted due to lack of awareness, lack of housing, fear and/or hiding, and difficulty in reaching certain populations, Arizona loses critical funding needed to ensure the safety, well-being and prosperity of all of our citizens. This session will provide a brief update on current Census 2020 activities and timelines; national, regional and local partners involved; and how each participant can do their part to make the Census 2020 successful for all Arizona residents.

1:25 p.m.

General Session

Refilling When You're Running on Empty — How to Practice Passionate Self-Care

*Silver Rose,
Silver Rose Enterprises, LLC*

ROOM: FIESTA BALLROOM

In this stress-filled world, we rarely lose sight of how to care for *others* but too often lose sight of how to take care of *ourselves*. In this exploration of how to practice self-care, you will find yourself laughing in recognition as Silver takes you on a fast-paced journey of discovery. Using humor, stories and videos, participants will learn (a) how we sabotage our own well-being, (b) some simple ways we can make our work (and personal) lives better right now, and (c) how to model this behavior for others.

2:45 p.m.

Breakout Session: Enjoy the Expos

Utility Expo

ROOM: LOBBY

Representatives from multiple utilities will be available to give you the latest on regulatory and policy updates, available programs and services and answer all utility-related questions.

Keynote Speaker Expo

ROOM: LOBBY

Have burning follow-up questions for the luncheon keynote speakers? Continue the conversation at the expo!

AZUP SUMMIT SPEAKERS

Ashli Bintz

Ashli Bintz is the Program Manager for Coconino County Community Services. She holds a B.S. in Psychology and Criminology and Criminal Justice from NAU. Ashli manages grant compliance and oversees each program within the social services division. Prior to working for Community Services, she served as the Wellness Case Manager and Youth Council Advisor at the American Indian Community House in New York City.

Shawna Fellenz

Shawna Fellenz has over 25 years of experience with social service and community action programming, including grant writing; program design, development and implementation; data collection; compliance; and reporting. She has a B.A. in Sociology and has continued her education with training in resiliency, mental health first aid, nonprofit management, leadership, and communication across barriers.

Teresa Gault

Teresa Gault, Lead Caseworker for Coconino County Community Services, holds a bachelor's degree in Business and Accounting and has been with Community Services for the past 15 months. She delivers direct service to consumers seeking assistance, supervises caseworkers, and provides direct support to the Program Manager. Teresa previously worked for the Department of Health and Human Services in Montana as a Social Services Specialist providing public assistance benefits to low-income communities.

Susan Hallett

Susan Hallett is Deputy Human Services Director for the City of Phoenix, where she oversees the state's largest Community Action Agency serving over 10,000 households through three family services centers, 15 senior centers, the Senior Nutrition Program and the Volunteer Income Tax Assistance Program. She is a recognized human services expert with over 30 years of experience working with vulnerable populations and designing programs to facilitate their safety, self-sufficiency and independence.

Sandra A. Mendez

Sandra Mendez is Assistant Director for the Maricopa County Human Services Department. She has over 30 years' experience administering social service programs targeted at low-income individuals and families. Previously, she served as the State Services Director with the National Association for State Community Services Programs. Sandra is the Treasurer for Wildfire (formerly the Arizona Community Action Association) and a member of the Maricopa County Emergency Food and Nutrition Program's Governing Board.

Lisa Schumacher

Lisa Schumacher is passionate about serving and guiding others with the tools and knowledge that can lead to enhancing their lives. She has worked in a variety of environments and with different populations, from students and CEOs to college athletes and corporate athletes in the business world. Lisa currently works at APS in leadership and organizational development and has had a mindfulness practice for over 20 years.

Sheryl Steele

Sheryl Steele manages and oversees the Care1st Avondale Resource and Housing Center, the Avondale Senior Center and the Avondale Community Action Program. She attended Eastern Washington University and has a 14-year career in education and human services. Sheryl's passion for making lives better for every member of the community also includes recent work to support individuals facing homelessness. She also serves on the MAG Domestic Violence Council and the National Energy & Utility Affordability Coalition.

KEYNOTE SPEAKERS



Katrina Metzler

Katrina Metzler has dedicated her career to community service and advocating for those most in need. For more than 20 years, she has created, implemented and assessed poverty-fighting energy and education programs. As Executive Director for the National Energy and Utility Affordability Coalition, Katrina has led critical educational campaigns and research projects documenting the impact of the social safety net for energy affordability.



Silver Rose

Silver Rose has taken the wisdom gained from her recovery from 30 years of clinical depression and woven it into a powerful yet funny message. Her program promises to be both thought-provoking and life-changing. Originally from Boston, Silver majored in journalism and has held multiple corporate leadership positions. For over 10 years, she has been a professional speaker and humorist heading a consulting and executive coaching practice.



Kathy Senseman

Kathy Senseman spearheads Policy Development Group's legislative and regulatory efforts on behalf of her clients. Prior to joining PDG, she was part of the Southwest Gas Public Affairs team, where she became deeply involved with low-income issues and helped Wildfire, formerly operated as Arizona Community Action Association, privatize the DES-housed URRD Fund. Kathy serves on the Board of Wildfire and is Chair of the Home Energy Assistance Fund.

THANK YOU

We wish to thank our utility executives for sponsoring and supporting the AZUP Summit and our valued community partners who tirelessly serve our customers.

AZUP Summit Planning Committee

Celine Apo, *Southwest Gas Corporation*

Phil Byrum, *Tucson Electric Power
and UniSource Energy Services*

Colleen Feehery, *Salt River Project*

Edith Garcia, *Tucson Electric Power*

Stephanie Garcia, *Salt River Project*

Beth Huerta, *Global Water Resources Inc.*

Michelle Lehman, *Arizona Public Service*

Ralph Olvera, *Salt River Project*

Venus Ramirez, *Arizona Public Service*

Bonnie Temme, *Salt River Project*

Sonia Tafolla, *Electrical District No. 3*

Nikole White, *Tucson Electric Power
and UniSource Energy Services*

Kari Woodward, *Electrical District No. 3*

Arizona Utility Partners Mission Statement

Arizona Utility Partners work collaboratively to share the expertise of our industries for the benefit of the communities we serve. We agree that by working as a united coalition, we can more effectively assist our community partners and customers in understanding how our companies operate and how they can tap into the resources we provide.

