

Vulnerable Customer Leadership Council



FALL MEETING AGENDA

Tuesday, Oct. 8, 2024

7:30 – 8:30 AM	NETWORKING BREAKFAST	Republic Foyer
8:30 – 10:00 AM	MORNING SESSION ONE <ul style="list-style-type: none">○ Successes and Future Initiatives○ 2024 VC Utility Industry Benchmarking Survey Results○ CPS Presentation: Community Engagement	Texas F
10:00 – 10:30 AM	NETWORKING BREAK	Republic Foyer
10:30 AM – 12:00 PM	MORNING SESSION TWO <ul style="list-style-type: none">○ Guest Speaker -Tracie Boutte: Affordability○ Breakout Session 1: Affordability Strategies○ 2024 Chartwell Best Practice Silver, Bronze and Honorable Mention Award Winner Presentations (Enmax: Load Limiters; PG&E: Customer Service Outreach Team; LADWP: Customer Support Saturdays)	Texas F
12:00 – 1:30 PM	NETWORKING LUNCH	Texas F
1:30 – 3:00 PM	AFTERNOON SESSION ONE <ul style="list-style-type: none">○ Guest Speaker – Katrina Metzger: LIHEAP, Affordability○ Breakout Session 2: Topical Roundtables - Vulnerable Customer Energy Efficiency, Events and Community Partnerships; Fund raising and Disbursement Strategies and Equity Initiatives	Texas F
3:00 – 3:30 PM	NETWORKING BREAK	Republic Foyer
3:30 – 4:30 PM	AFTERNOON SESSION TWO <ul style="list-style-type: none">○ Problem Solving and Challenges	Texas F
4:30 PM	ADJOURN	
5:00 PM	NETWORKING RECEPTION	ROOM TBA