



PAPUC  
presents

# Be UtilityWise

Tri-Region - Harrisburg  
2023

*Pathway to Resiliency*

*November 17, 2023*

*Red Lion Inn*

*4751 Lindle Rd.*

*Harrisburg, PA 17111*

# CONFERENCE AGENDA

*“Partnering to Promote Consumer Awareness, Utility Education,  
and Healthy Living in Pennsylvania”*

# PROGRAM

9:00 – 9:30 a.m.

Registration/Breakfast

9:30 – 9:45 a.m.

Welcome/Special Remarks

**Chairman Stephen M. DeFrank**  
PA Public Utility Commission

*Be Utility Wise Program Moderators:*

**Christina Chase-Pettis & Shari Williams**  
Senior Communications Specialists,  
PA Public Utility Commission

9:45 – 10:30 a.m.

Electric, Gas and Water Customer Service Programs

*Panelists* **Kristen Kelly**

PPL Electric Utilities, Regulatory Programs Specialist

**Gabrielle Watts-Turner**

UGI Utilities Inc., Universal Service Program Administrator

**Nicole Frankenberry**

Met-Ed/First Energy, Assistant Business Analyst

**Tammy Ravier**

Columbia Gas of PA, Customer Outreach Education  
Coordinator

**Jessica Rice**

PA American Water Company, Sr. Compliance Analyst,  
Manager of H2O Assistance Program

**Judy McCoy-Jordan**

Veolia Water, Customer Service Director

**Rita Black**

Aqua, Community Assistance Programs Director

**\*\* Be Utility Wise Program Award\*\***

# AGENDA

10:30 – 11:00 a.m.

## LIHEAP Policy Updates

*Presenter* **Meghan Merchant**

PA Department of Human Services, SNAP Policy Unit  
Division of Federal Programs and Program Management

11:00 – 11:15 a.m.

## BREAK

11:15 – 11:45 a.m.

## Contact 211

*Presenter* **Christine Marriott**

CONTACT Helpline, Executive Director

11:45 a.m. – 12:15 p.m.

## PA Utility Law Project - PULP

*Presenter* **Elizabeth Marx, Esq.**

PA Utility Law Project, Executive Director

12:15 - 1:15 p.m.

## LUNCH

1:15 – 1:45 p.m.

## Central PA Food Bank Services

*Presenter* **Tara Davis**

Central PA Food Bank Agency, Senior Vice President &  
Chief Programs Officer

1:45 – 2:15 p.m.

## Winter Heating Cost & Utility Shopping

*Presenter* **Dan Mumford**

PA PUC, Director of Competitive Market Oversight

2:15 – 2:45 p.m.

## Office of Consumer Advocate Services

*Presenter* **Taylor Doyle**

PA Office of Consumer Advocate, Consumer Liaison

2:45 – 3:00 p.m.

## Closing

*Complete Program Evaluation and Raffle*



Please let us know your opinion of today's program.  
Scan the QR code and complete the survey!



Thank you for attending our  
2023 Tri-Region Be Utility Wise Conference!

### Tri-Region Be Utility Wise Planning Committee Members

**Christina Chase-Pettis**  
PA Public Utility Commission

**Tammy Ravier**  
Columbia Gas of PA

**Kristen Kelly**  
PPL Electric Utilities

**Shadia Maurtua**  
FirstEnergy

**April Petras**  
PPL Electric Utilities

**Jessica Rice**  
PA American Water Company

**Gabrielle Watts-Turner**  
UGI Utilities, Inc.

**Judy McCoy-Jordan**  
Veolia Water

### Special Thanks to Our Supporters

