

Be UtilityWise²⁰²⁵

OFFICIAL PROGRAM

UTILITY & HUMAN SERVICES
CONFERENCE



**“Embracing Collective Solutions:
Empowering Stability in Our Communities”**

October 29, 2025

**Holiday Inn Johnstown Downtown
250 Market Street
Johnstown, PA**



Embracing Collective Solutions: Empowering Stability in Our Communities

Registration & Breakfast
8:30 – 9 a.m.

Welcome & Special Remarks
9 – 9:15 a.m.

Scams All Around Us: Don't Take the Bait
9:15 – 10 a.m.

State Veteran Services and Programs
10 – 10:30 a.m.

BREAK
10:30 – 10:45 a.m.

Impact of Energy Insecurity
10:45 – 11:15 a.m.

Utility Assistance Programs & Weatherization - Check Your Knowledge
11:15 – 12:15 a.m.

Lunch & Networking
12:15 – 1:15 p.m.

2025-26 LIHEAP Update
1:15 – 1:45 p.m.

Navigating the Emergency Shelter Allowance
1:45 – 2:05 p.m.

Winter Energy Pricing & Regulatory Insights
2:05 – 2:35 p.m.

Complete Evaluations, Raffle, Closing
2:35 – 3 p.m.

AGENDA



8:30 - 9 AM

REGISTRATION & BREAKFAST

9 – 9:15 AM

WELCOME & SPECIAL REMARKS

Christina Chase-Pettis - Senior Communications Specialist,
PA Public Utility Commission

9:15 – 10 AM

KEYNOTE SPEAKER

Mary Bach - AARP Pennsylvania Volunteer, Chair, Consumer
Issues Task Force

SCAMS ALL AROUND US: DON'T TAKE THE BAIT!

Many consumers, especially seniors, possess homes, income, and savings, making them prime targets for criminals. Scammers impersonate government officials, businesses, and even loved ones to exploit vulnerabilities. AARP consumer advocate Mary Bach will provide awareness and offer tips on recognizing and protecting yourself from scams. Remember, if you can spot a scam, you can stop it!

10 - 10:30 AM

STATE VETERAN SERVICES AND PROGRAMS

A representative from the Pennsylvania Department of Military and Veterans Affairs (PA DMVA) will outline the benefits and resources available to veterans, service members, and their dependents, including financial assistance. The session will also cover the PA VETConnect program that connects veterans with resources and services they need.

PRESENTER:

Zackary Portser - Veterans Services Specialist, Southwest PA Region,
PA Department of Military Veterans Affairs

10:30 – 10:45 AM

BREAK

10:45 – 11:15 AM

IMPACT OF ENERGY INSECURITY

This session will explore how Pennsylvania’s energy and utility policies intersect with economic security for low-income households, emphasizing the need for affordable and reliable service. The presentation will focus on the causes of energy insecurity as well as the consequences of loss of service and utility debt. The presenters will also discuss the legal and regulatory tools available to protect vulnerable consumers.

PRESENTERS:

Lauren Berman - Senior Staff Attorney, PA Utility Law Project

Elizabeth Marx - Executive Director, PA Utility Law Project

11:15 AM -12:15 PM

UTILITY ASSISTANCE PROGRAMS – CHECK YOUR KNOWLEDGE Q&A

Join us for an engaging session focused on the Utility Assistance and Weatherization programs. Utility representatives will share valuable insights and assistance resources, share conservation strategies, and answer questions about their offered programs. This session will feature an interactive Q&A game designed to enhance your understanding of Utility Assistance Programs and guidelines. Get ready to learn and engage!

PRESENTERS:

Lynda Krivoniak - Assistant Business Analyst, FirstEnergy

Danielle Stelzer - Consultant, Customer Relations Specialist, Peoples Natural Gas

Tammy Ravier - Customer Outreach Education Coordinator, Columbia Gas of PA

Marcus Dryburgh - Chief Auditor, PeakHomeIQ

12:15 – 1:15 PM

LUNCH

1:15 – 1:45 PM

2025 LIHEAP UPDATE

Representatives from the Department of Human Services (DHS) will provide in-depth updates on the Low-Income Home Energy Assistance Program (LIHEAP) for the upcoming LIHEAP season. This session will deliver the latest program guidelines, eligibility requirements, application process and any changes to benefits to ensure understanding and access to the LIHEAP.

PRESENTERS:

Holly Burkhart - Income Maintenance Administrator., Department of Human Services, Cambria County Assistance Office

Judy Letzo - Income Maintenance Caseworker/LIHEAP Supervisor, Department of Human Services, Cambria County Assistance Office

1:45 – 2:05 PM

NAVIGATING THE EMERGENCY SHELTER ALLOWANCE

This session will delve into the Emergency Shelter Allowance; a vital resource designed to assist homeless and near-homeless families. Attendees will gain insight into the program’s objectives, including the prevention of eviction and foreclosure, and the financial assistance available for those in crisis. The presenter will provide an opportunity to deepen your understanding of emergency shelter assistance and explore ways to effectively connect families with emergency housing resources.

PRESENTER:

Joe Boone - Income Maintenance Caseworker Supervisor, Department of Human Services, Cambria County Assistance Office

2:05 - 2:35 PM

WINTER ENERGY PRICING AND REGULATORY INSIGHTS

As we enter the winter heating season, this session will explore electric and natural gas pricing along with important winter termination regulations. Participants will learn about “safe shopping” rules for competitive energy services, including what to look for when making choices. Additionally, there will be vital information on how to identify and avoid utility imposters, ensuring informed and secure energy decisions.

PRESENTER:

Dan Mumford - Director, Office of Competitive Market Oversight, PA Public Utility Commission

2:35– 3 PM

COMPLETE EVALUATION/RAFFLE/CLOSING



**Scan Here to Complete
our Program Evaluation**

Our Keynote Speaker

MARY BACH



Mary Bach is a long-time, nationally recognized, independent Consumer Advocate. As a volunteer, she is also Chair of the AARP Pennsylvania Consumer Issues Task Force.

A former high school teacher, Mary was elected Murrysville Councilwoman for four years, and then elected Franklin Regional School Board Member for eight years. She has numerous television and radio credits, including appearances on the "Today Show," "Good Morning America," "Donahue," and "Dateline," as well as many segments on local TV programs and talk-radio shows. She has been a featured speaker or workshop presenter at numerous state, national, and international conferences on a wide variety of consumer issues. She appears monthly on ABC27's "GoodDayPA" in Harrisburg, PA, providing the FraudWatch segments, and weekends doing the "FraudWatch Minute." She is also a frequent guest on "Focus on Aging Adults" on PCN-TV.

Mary has been on the forefront of telemarketing issues, from the consumer's perspective. She is Vice President of the Scanning Certification Advisory Board, helping to set industry standards for retail pricing accuracy at the checkout. She has had Governor's appointments to three statewide committees. She is now in her third term as a member of the PUC's Consumer Advisory Council, representing the general public. She was honored as 1999 National Consumer of the Year at the National Press Club in Washington, D.C., and also has received the Jefferson Award Bronze Medal. In 2004, she was awarded AARP's prestigious Andres Award, the organization's highest honor for community service. In 2006, the Pennsylvania Association of Weights and Measures named their annual consumer award after her, "The Mary Bach Consumer of the Year Award," for her efforts in promoting marketplace fairness. In 2016, she received the AARP "Ethel Award for Community Outreach." In 2018, she was honored by AARP nationally as one of 12 "Superstar Volunteers" and was the recipient of the AARP 2018 National Trailblazer Award. In 2019, she was honored with the Westinghouse SURE Lifetime Achievement Award. Mary is the mother of two, and the grandmother of four. She resides in Murrysville, PA.



2025 Committee Members

Christina Chase-Pettis

PA Public Utility Commission

Shari Williams

PA Public Utility Commission

Holly Burkhart

Department of Human Services
Cambria County Assistance Office

Danielle Stelzer

Peoples Natural Gas

Lynda Krivoniak

FirstEnergy (Penelec)

Judi Letzo

Department of Human Services
Cambria County Assistance
Office

Cindy O'Connor

Catholic Charities
Diocese of Altoona-Johnstown

Tammy Ravier

Columbia Gas of PA/MD/VA

Alexa Mapstone

Columbia Gas

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