

Be Utility²⁰²⁵Wise



Embracing Collective Solutions: Empowering Stability in Our Communities

November 21, 2025

Red Lion Inn
4751 Lindle Road
Harrisburg, PA 17111

Embracing Collective Solutions: Empowering Stability in Our Communities

Registration 9 – 9:30 a.m.
Welcome & Special Remarks 9:30 – 9:45 a.m.

Scams All Around Us: Don't Take the Bait
9:45 – 10:30 a.m.

State Veteran Services and Programs
10:30 – 11 a.m.

BREAK
11 – 11:15 a.m.

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

**Connecting Communities to Food Bank Resources:
Program Overview & Policy Updates**
11:45 a.m. – 12:15 p.m.

Lunch & Networking
12:15 – 1:15 p.m.

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

Utility Assistance Programs & Check Your Knowledge
1:45 – 2:45 p.m.

Winter Heating Costs & Utility Shopping
2:45 – 3:15 p.m.

Complete Evaluations, Raffle, Closing
3:15 – 3:30 p.m.

AGENDA



9 – 9:30 A.M.

REGISTRATION & BREAKFAST

9:30 – 9:45 A.M.

WELCOME & SPECIAL REMARKS

Stephen DeFrank – PAPUC Chairman

Kimberly Barrow – PAPUC Vice Chair

9:45 – 10:30 A.M.

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!

KEYNOTE SPEAKER:

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

10:30 – 11 A.M. STATE VETERANS 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:

James Stafford – Veterans Services Specialist, PA Department of Military Veterans Affairs, Southeast PA Region

11 – 11:15 A.M.

BREAK

11:15 – 11:45 A.M.

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.

PRESENTER:

Madi Keaton – Energy Justice Coordinator, PA Utility Law Project

11:45 A.M. – 12:15 P.M.

**CONNECTING COMMUNITIES TO FOOD BANK
RESOURCES: PROGRAM OVERVIEW & POLICY UPDATES**

This session will provide an in-depth overview of the Central Pennsylvania Food Bank’s programs and services, with a focus on effective referral practices to ensure individuals and families have access to nutritious food. Participants will gain insights into the Food Bank’s network, eligibility criteria, and referral processes to better support their communities. The session will also include the latest updates on State and Federal budget developments and their implications for charitable food assistance across Pennsylvania.

PRESENTER:

Tara Davis – SVP/Chief Programs Officer, Central PA Food Bank

12:15 – 1:15 P.M.

LUNCH

1:15 – 1:45 P.M.

LIHEAP UPDATE

A representative 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:

Meghan Merchant – Human Services Analyst, PA Department of Human Services

1:45 – 2:45 P.M.

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:

Kristen Kelly – Regulatory Programs Manager, PPL Electric Utilities
Shadia Maurtua – Energy Conversation Analyst, FirstEnergy/Met-Ed
Kathy Iglar – Manager, Universal Services Programs, UGI Utilities Inc.
Tammy Ravier – Customer Outreach Education Coordinator,
Columbia Gas of PA
Jessica Rice – Sr. Customer Advocacy Representative, PA American
Water Company
Rita Black – Community Assistance Programs Director, Aqua
Judy McCoy-Jordan – Customer Service Director, Veolia Water

2:45 – 3:15 P.M.

WINTER HEATING COSTS & UTILITY SHOPPING

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 of Competitive Market Oversight, PAPUC

3:15 – 3:30 P.M.

COMPLETE EVALUATIONS, RAFFLE, CLOSING



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**Please complete your evaluation.
Your feedback is important to us!**

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.

NOTES





2025 Committee Members

Pennsylvania Public Utility Commission

Christina Chase-Pettis
Shari Williams

FirstEnergy

Virgil Kennedy
Shadia Maurtua

PPL Electric Utilities

Kristen Kelly
April Petras

Pennsylvania American Water

Nancy Smeltz
Jessica Rice

UGI

Abby Scott

Veolia Water

Judy McCoy Jordan

Columbia Gas

Tammy Ravier

Aqua

Rita Black

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