

# EAAC Meetings

Speaker Bios



Michigan Public Service Commission

# ZOE AHLSTROM

Manager  
Energy Assistance Programs  
Consumers Energy



Zoe Ahlstrom is the Manager of Energy Assistance Programs for Consumers Energy.

As part of Consumers Energy Revenue Operations team, Zoe leads efforts to improve the customer experience and successfully support customers. She is responsible for long term planning, operations, and partnerships with state and federal agencies to improve energy assistance in Michigan.

Zoe has been with Consumers Energy for 3 years. Before joining Consumers Energy, she served in the Michigan State Senate and Michigan House of Representatives. Zoe currently serves on the Coalition to Keep Michigan Warm executive board and the National Energy & Utility Affordability Coalition (NEUAC) advisory board.

# ANNE ARMSTRONG CUSACK

Director  
Customer Assistance Division

Michigan Public  
Service Commission



Anne Armstrong Cusack is Director of the Customer Assistance Division for the Michigan Public Service Commission. She has a passion for public policy, which she has filled by serving the public in a variety of positions including as the Executive Director of the Michigan Agency for Energy, Associate Director of the Governor's Office of Urban Initiatives, the Governor's West and Southwest Michigan liaison, and Administrator for Special Projects for the Department of Community Health and Policy Advisor for Governor John Engler.

Anne previously chaired the Michigan Commission on Community Action and Economic Opportunity and facilitated strategic planning for Michigan Hospitals at the Voluntary Hospitals of America. She has served on a variety of boards including the Disability Advocates of West Michigan, the Michigan Domestic Violence Prevention and Treatment Board, the Michigan Board of Medicine, and as an elected Commissioner at the Grand Rapids Public Library Board where she served as president.

# TAMMY BAIR

Departmental Manager

Michigan Department of  
Health and Human  
Services



Tammy Bair has worked for the Michigan Department of Health and Human Services (MDHHS) for over twenty-one years and is currently a departmental manager. She spent the first ten years as a caseworker in Kent and Ionia counties before working in MDHHS' Central Office as the Manager of the State Emergency Relief (SER) program, the Low-Income Home Energy Assistance Program (LIHEAP) as well as the Michigan Energy Assistance Program (MEAP).

[LINKEDIN](#)

# TASHA BALL

Data and Performance  
Manager of 211

United Way for Southeastern  
Michigan



United Way  
for Southeastern Michigan



Tasha Ball is currently the Data and Performance Manager of 211 for United Way for Southeastern Michigan. She oversees the performance of six counties with the largest population of people in Michigan.

Tasha's background at United Way started in the utility assistance program and she later moved to manage the 2-1-1 department. As the Data and Performance Manager of 211, she works to ensure UWSEM's data integrity and quality, as well as overseeing the day-to-day operations of the contact center.



# AMY BANDYK

Executive Director  
Citizens Utility Board



Amy Bandyk serves as the Executive Director of the Citizens Utility Board (CUB) of Michigan. She joined CUB of MI at its inception in 2018 and is passionate about energy affordability and supporting the transition to clean, renewable energy for her family and fellow Michigan residents.

Amy was born and raised in Michigan and moved to Washington, D.C. shortly after graduating from Michigan State University with high honors and a B.A. in communication. There, she joined a strategic communications firm where she worked for government, non-profit, trade association and corporate clients on many different issues affecting consumers. She then went to work for a telecommunications trade association as the Director of Advocacy Communications. Later she was a consultant to a consumer group advocating for residential utility ratepayers in the Upper Peninsula of Michigan until CUB of MI was formed.

[BIO](#)

# KRISTEN BOLDS

Program Director  
Community Assistance  
St. Vincent de Paul



Kristen Bolds has over 15 years of experience as a non-profit professional leading programs aimed at providing basic needs and self-sufficiency services. Her experience includes leading teams in collaborating to bring life to ideas for solving social problems by designing user-centered solutions, and by taking them from concept through to execution. She has been working in the utility assistance space since 2013. She presented some of her work at NEUAC in a presentation “Teaming Up to Provide Self-Sufficiency Services for Low-Income Customers” in 2016.

Kristen is a former director of 2-1-1, United Way for Southeastern Michigan and is the current director of Energy Assistance Programs at St. Vincent de Paul.

[LINKEDIN](#)

# ELAINA BRAUNSCHWEIG

Departmental Analyst  
Rates and Tariff Section

Michigan Public Service  
Commission



Elaina Braunschweig is an analyst in the Rates and Tariff Section of the Michigan Public Service Commission. Elaina has specialized in ratepayer-funded low-income assistance credits alongside her normal participation in rate cases as a rate designer. She is also an active member of the Diversity, Equity, and Inclusion Committee at the MPSC.

Elaina is a past recipient of the Germany Fulbright English Teaching Assistantship Grant.

[LINKEDIN](#)



# DAVID CARROLL

Managing Director  
APPRISE, Inc.

Applied Public Policy Research  
**APPRISE**  
Institute for Study and Evaluation



David Carroll is the Managing Director and Co-Founder of APPRISE as the project director for energy program evaluations at Apprise. He works with the Federal LIHEAP Program Office on low-income energy research and policy issues, and designs and implements survey research projects that deliver high quality and reliable information for decision makers. He has more than 30 years of experience in energy research with an expertise in evaluation study design and implementation, performance measurement, policy analysis, and survey research.

His most recent project is directing the Performance Management Technical Assistance for the Federal LIHEAP Program office, overseeing research and policy studies for NYSERDA, and conducting program evaluation and survey research for state agencies, utilities, and nonprofit organizations.

[BIO](#)

# MARIA CHRISTIAN

Principal Analyst  
Customer Service Operations

DTE Energy

**DTE**



Maria Christian is a senior strategist at DTE Energy and develops strategies focusing on policy, compliance, and programs for energy assistance, seniors, and low-income customers. She previously held an operations analyst position at DTE Gas.

Maria participates in mentorship programs and numerous volunteer opportunities sponsored by DTE. She is also actively involved with DTE's Diversity Equity and Inclusion workgroups. Maria is a member of the Women of DTE's Energy Resource Group where she holds the role as producer for the DTE View networking program.

Prior to joining DTE in 2012, Maria served as project coordinator for Global Crossing, and as a consultant with RCI Communications.

# WANDA CLAYVON- JONES

Manager, MEAP Grant Section

Michigan Public Service  
Commission



Wanda Jones is the manager of the Michigan Energy Assistance Program (MEAP) Grant Section at the Michigan Public Service Commission. She began her career as an auditor for technical services section in 1987. Since that time she has acquired extensive knowledge in regulation and compliance.

Wanda has fond memories of working with her MPSC family over the years, particularly advising previous Commissioners on regional wholesale markets issues, planning the Mid-America Regulatory Conference, and participating in delegations to Abuja, Nigeria, for the National Association of Regulatory Utility Commissioners and the United States Agency for International Development.

# ROGER COLTON

Principal

Fisher, Sheehan &  
Colton

Public Finance and General  
Economics



Roger Colton directs FSC's work in the firm's Boston office. He is an attorney and economist and specializes in regulatory economics, community planning, affordable housing, consumer protection, poverty economics, and fair housing.

Roger is best known for providing assistance in the design, implementation and evaluation of cutting-edge poverty programs.

[BIO](#)





# JAMIE CURTIS

Grant Administrator  
MEAP Section

Michigan Public  
Service Commission



Jamie Curtis is currently a Grant Administrator for the State of Michigan at the Michigan Public Service Commission, and is responsible for administering, monitoring, and implementing grants and contracts for the Michigan Energy Assistance Program (MEAP). She is currently serving as a co-chair of the Affordability, Alignment and Assistance Subcommittee of the Energy Affordability and Accessibility Collaborative at the MPSC. She is also a member of Governor Whitmer's Michigan Poverty Task Force on the Benefits Subcommittee. In addition, Jamie presented at and has contributed to the development of recommendations by the U.P. Energy Task Force.

Jamie has worked in the energy assistance field with project management responsibilities for the past nine years. Prior to her current role, she served as the Director of Energy Assistance at The Salvation Army, where she served two terms as chair of the Coalition to Keep Michigan Warm.



# BRIANA DUBOSE

Director  
Strategic Community  
Initiatives



Briana DuBose is the Director of the Strategic Community Initiatives department at EcoWorks. She is the program administrator for community-scale energy usage benchmarks including residential and commercial sectors. Briana serves on the City of Detroit Green Task force as the co-chair of the Climate Action Subcommittee.

Briana has extensive experience in the energy sector working with county and city governments to improve local sustainability policies. She has managed various initiatives to bring energy efficiency statewide, supporting municipalities, universities, school districts, and hospital systems.

[BIO](#)

# GABE DUSENBURY

Section Head  
Rate Financial Analysts  
Colorado Public Utilities  
Commission



Gabe Dusenbury serves as the Section Head of the Rate Financial Analysts at the Colorado Public Utilities Commission. Gabe has been with the Colorado PUC for 10 years, working on a range of matters including transportation, water, gas, and electric rate cases and infrastructure riders.

More recently he has been involved in a triennial review of the PUC's low-income Percentage of Income Payment Programs (PIPP); an emergency rule making to allow greater PIPP participation for a jurisdictional Commission utility; and a permanent rulemaking in light of the triennial review recommendations and legislation passed by the Colorado legislature during the 2021 session.

[LINKEDIN](#)

# NIKI FANJOY

Division Director for Heat and  
Energy Programming

TrueNorth  
Community Services



Niki Fanjoy is the Division Director for the Heat and Energy Assistance program at TrueNorth Community Services. This will be her 7th year working closely with the MPSC, MDHHS and the other MEAP grantees to connect clients to emergency heat and energy needs as well as walking alongside them on their path towards self-sufficiency.

For the 2019-2020 grant year, TrueNorth's empower program helped provide direct assistance payments for 9,505 households.

[LINKEDIN](#)

# AL FREEMAN

Assistant to Director  
Energy Resources Division

Michigan Public Service  
Commission



Al Freeman works as an assistant to the Division Director in the Energy Resources Division at the Michigan Public Service Commission. He has worked at the MPSC for over 12 years. In his tenure, he has worked in the energy markets area representing the Michigan PSC at FERC, MISO and PJM. Additionally, he spent time as an executive adviser to the Commissioners.

Over the years, Al has acquired extensive knowledge in electric vehicle charging. He is also a co-leader of the Diversity, Equity, and Inclusion Committee at the MPSC.

# AIMEE GENDUSA- ENGLISH

Project Director  
Energy Partnerships

National Community  
Action Partnership



Aimee Gendusa-English is a project director for the Energy Partnerships Project at the National Community Action Partnership.

Aimee began her career in 2000 as a LIHEAP intake worker and community organizer with a group called Affordable Power to the People in Chicago. She then worked at Community Economic Development Association of Cook County, and Citizens Utility Board (CUB) of Illinois where she participated in the development, launch and oversight of the IL LIHEAP Percentage of Income Payment Plan (PIPP). She also served on the state's LIHEAP/WAP Policy Advisory Council as well as the Illinois Income Qualified Energy Efficiency Stakeholder Advisory Group, which oversaw the process of braiding utility EE funds into the IL WAP program.

Aimee has extensive experience speaking to and training various audiences and is a dedicated advocate and advisor for any gas, electric or phone related concern, in particular those affecting at-risk populations. She is passionate about weatherization, community action, and energy justice.



# KAREN GOULD

Manager, Energy Waste  
Reduction Section

Michigan Public Service  
Commission



Karen Gould is the manager of the Energy Waste Reduction Section at the Michigan Public Service Commission. Karen acquired her accounting degree at Davenport University and began her career as an auditor for the grants department at the MPSC in 2006. She has spent the last 12 years regulating the utilities' Energy Waste Reduction programs since the inception of Public Act 295 requiring these programs.

# REKA HOLLEY- VOELKER

Manager, Communications  
Section and Tribal Liaison

Michigan Public Service  
Commission



Reka Holley Voelker is the Manager of the Communications Section at the Michigan Public Service Commission where she also serves as the Commission's Liaison to the Legislature and Michigan's 12 Federally recognized Tribes. In her role, she oversees the Commission's external communications and outreach efforts, advises on numerous policy issues, and serves as the main point of contact for members of the Legislature and the Tribes.

Reka joined the Commission staff in 2019 following more than two years at the Michigan Agency for Energy (MAE) where she served both the MAE and the MPSC as the Energy and Legislative Ombudsman. She previously served as the Legislative Director for a member of the Michigan House of Representatives and, prior to her service in the legislature, served as the Program Director for the Michigan Conservative Energy Forum.

# RYAN HOUCK

Manager  
Business Services

SEMCO Energy Gas  
Company



Ryan Houck is the Manager of Business Services at SEMCO Energy Gas Company. He is responsible for data analysis and reporting, business process auditing, and low-income energy assistance.

Ryan has worked for SEMCO for eight years. In his current position, Ryan plays an integral role in the development and administration of various assistance programs, along with participating in multiple low-income advocacy groups to support customer self-sufficiency.

# GINA KOSTOFF

Energy Efficiency Residential  
Liaison Manager

Indiana Michigan Power



Gina Kostoff is the Energy Efficiency Residential Liaison Manager at Indiana Michigan Power.

Gina is a community leader with over 20 years experience leading organizations to find cost-effective people focused solutions to challenges.

[LINKEDIN](#)

# JOSEPH MAGEE

Energy Policy Manager

Pennsylvania Public  
Utility Commission



Joe Magee has over 16 years of experience working in programs serving low-income households, including eight years working with the Pennsylvania Public Utility Commission. Joe has previously worked as a policy analyst for Pennsylvania's Low-Income Home Energy Assistance Program (LIHEAP).

Since 2013, he has advised the PA PUC on utility universal service program issues as both a policy analyst and the manager of the Energy Policy Unit in the PUC's Bureau of Consumer Services.



# MONICA MARTINEZ

Principal & Chief Policy  
Development Strategist

Ruben Strategy Group  
Consulting



Monica Martinez serves as principal of Ruben Strategy Group LLC. With Ruben Strategy, she works with major national associations, non-profits, coalitions, and businesses to help develop their markets, create strategic pathways to solutions, and empower their organizations. She specializes in limited income energy solutions, the utility of the future, and workforce development engagement.

Monica also serves as a board member with ACEEE, and a spokesperson for the Coalition to Keep Michigan Warm.

Monica previously served in key positions in state government - former Michigan Public Service Commissioner; Deputy Director for Legislative Affairs for the office of the Governor; Senior Policy Advisor in the Michigan Senate. In those capacities she helped formulate and implement Michigan's first renewable energy standard and Michigan's first fund designed for low-income energy customers.

[LINKEDIN](#)

# ANDREW MCNEALLY

Energy Efficiency Program  
Administrator

UPPCO



Andrew McNeally is the Energy Efficiency Program Administrator at Upper Peninsula Power Company (UPPCO) where he is directly responsible for the administration, contractor management, implementation oversight, marketing, and regulatory filing and reporting of their Energy Waste Reduction (EWR) Plan.

Andrew joined UPPCO in 2016 bringing 11 years of utility experience from Maine where, in 2012, he supported the cold climate heat pump pilot program that is operated by Efficiency Maine. Andrew's knowledge and passion for heat pump technology has been a beneficial addition to UPPCO's EWR plan, which they began self-administering in January 2018.

Andrew represents UPPCO on the Low-income Energy Waste Reduction Workgroup Steering Committee and the Michigan Energy Assistance Program Workgroup. He has collaborated with Superior Watershed Partnerships to provide audits using the US DOE Home Energy Rates System (HERS) and developed UPPCO's Energy Assistance, Self-sufficiency & Education (EASE) Affordable Payment Program.



# KATRINA METZLER

Executive Director

National Energy & Utility  
Affordability Coalition

neuac

NATIONAL ENERGY & UTILITY AFFORDABILITY COALITION



Katrina Metzler is the Executive Director for NEUAC. She has dedicated her career to community service and advocating for those most in need. She has a wide range of experience in the fields of energy, education and poverty-fighting programs spanning more than 20 years. As an advocate at the local, state and now federal level, she has supported legislation for programs such as LIHEAP, WAP, CSBG and SEP.

Previous positions include the Family, Adult and Children First Council, and the National Association for State Community Services Programs (NASCSPP). She also worked for the State of Ohio and managed one of the largest Weatherization programs in the country.

Ms. Metzler was appointed to the State Energy Advisory Board in 2013 serving the Assistant Secretary for Energy, where she provided critical assistance to improve access to services and program delivery. She also was the Director of New Business Development at Pickaway County Community Action Agency and coordinated an adult education program at the county level for 14 years.

[BIO](#)

# SHAMA MOUNZER

Integration Executive Director

Wayne Metropolitan  
Community Action  
Agency



Shama Mounzer is the integration Executive Director at Wayne Metropolitan Community Action Agency. At the WMCAA, Shama is responsible for strategic leadership and operational oversight of integration and is focused on promoting mission and increasing effectiveness of key programs to service low-income families in Wayne County.

Shama is consistently designing, leading and implementing social services programs to eliminate poverty and empowering communities to be strong, healthy and thriving. She envisions communities where all people have hope and opportunities to realize their full potential.





# BRIANA PARKER

Policy Manager  
Elevate Energy



**ELEVATE** ENERGY  
Smarter energy use for all



Briana Parker is a policy manager at Elevate Energy. In her position, Briana designs and implements programs that reduce costs, protect the environment, and ensures the benefits of clean and efficient energy use reach those who need them most. She also co-chairs the Diversity Racial Equity & Inclusion (DREI) committee and works to ensure diversity in the energy efficiency workforce in Michigan.

Before joining Elevate Energy, she studied law, worked as a social worker and volunteered for almost a decade as an organizer/ advocate at Michigan Welfare Rights Organization, a union for public recipients and low-income workers in the state of Michigan with the goal to fight to eliminate poverty in the United States. While volunteering income communities, Briana learned to advocate for affordable energy, water, and housing.

Briana is also a board member for Advancing Women in Energy.

[BIO](#)



# TANYA PASLAWSKI

Senior Fellow  
Center for Partnerships and  
Innovation,  
National Council on Electricity  
Policy

National Association of  
Regulatory Utility  
Commissioners



[LINKEDIN](#)

Tanya Paslawski specializes in energy policy development, analysis and advocacy. She currently serves as Senior Fellow for the Center for Partnerships and Innovation at NARUC.

Most recently, Tanya was a Senior Consultant and 5 Lakes Energy where she focused on policies advancing clean energy, emerging technologies and equity. She also served as Director of Strategic Initiatives for the Institute for Energy Innovation and Michigan Energy Innovation Business Council, specializing in cutting-edge research.

For nearly two decades in the energy industry, Tanya has worked in both the public and private sector on behalf of the MPSC, Direct Energy, ITC Holdings, the Organization of MISO States, and as President of the Michigan Electric and Gas Association. She has held positions working with state regulatory commissions and legislatures, MISO, FERC, and various stakeholder industry groups. She also served in as an advisor to two chief executives.

Tanya currently serves as Secretary of Advancing Women in Energy and Vice President of the Midwest Chapter of the Energy Bar Association.

# TREMAINE PHILLIPS

Commissioner

Michigan Public  
Service Commission



Tremaine L. Phillips was appointed by Governor Gretchen Whitmer to the Michigan Public Service Commission on September 9, 2019. His term ends on July 2, 2025.

Prior to his appointment, Commissioner Phillips worked in the public and private sectors to accelerate the nation's transition to clean, renewable, and reliable energy resources. Most recently, he served as the Director of Cincinnati 2030 District, leading the organization to become one of the largest and most engaged 2030 Districts in the country. As Vice President of Strategic Initiatives for EmpowerSaves, a Columbus-based energy efficiency data analytics and marketing company, he was recognized in 2016 as an emerging clean energy leader through the Midwest Energy News's "40 Under 40" award. He previously worked for the Prima Civitas Foundation, the State of Michigan's Department of Energy, Labor, & Economic Growth, and the Michigan Environmental Council. He also spent a summer in Washington D.C. as an intern with the Obama Administration's White House Council on Environmental Quality, working to advance climate and clean energy policies, including the Clean Power Plan. [BIO](#)

**KELLY  
ROSE**

Chief Housing Solutions  
Officer

Michigan State Housing  
Development Authority

Michigan State Housing Development Authority

**MSHDA**



Kelly Rose works at the Michigan State Housing Development Authority where she oversees the Asset Management and Rental Assistance and Homeless Solutions Divisions that address the needs of the public in accessing quality housing. She works collaboratively with communities and Authority partners to seek solutions to counteract housing insecurity, financial barriers and homelessness.

The Rental Assistance and Homeless Solutions (RAHS) Division administers the Federal Housing Choice Voucher program across the state and provides rental assistance to approximately 28,000 families. RAHS also oversees the Federal Emergency Solutions Grants for the balance of state and provides leadership to Michigan's Campaign to End Homelessness.

[LINKEDIN](#)

# SEAN SCANE

Program Director  
MEAP and CERA Operations

United Way for Southeastern  
Michigan



Sean Scane oversees the MEAP and CERA programs at United Way SE Michigan and ensures they are connecting their clients to opportunities for long-term outcomes.

Sean has worked in various roles at United Way within the utility assistance department over the last 6 years and has helped strengthen and innovate the program to increase their impact.

[LINKEDIN](#)



United Way  
for Southeastern Michigan

# H. LUKE SHAEFER

Faculty Director  
Professor and Associate Dean  
Program Consultant

University of Michigan



Luke Shaefer is the Hermann and Amalie Kohn Professor of Social Justice and Social Policy and Associate Dean for Research and Policy Engagement at the Gerald R. Ford School of Public Policy at the University of Michigan.

At U-M, Luke is also a professor of social work and the inaugural director of Poverty Solutions, an interdisciplinary, presidential initiative that partners with communities and policymakers to find new ways to prevent and alleviate poverty. Through his role at Poverty Solutions, Luke acts as a special counselor on anti-poverty policy to the director of the Michigan Department of Health and Human Services.

Shaefer's research on poverty and social welfare policy in the United States has been published in top peer-reviewed academic journals.

[BIO and cited works](#)



# ANGELA STERNER

Director  
Energy Assistance Services  
The Salvation Army



Angela has worked at The Salvation Army for more than ten years serving in various positions within energy assistance. Since April 2018 she has been in the role of the Energy Assistance Services Director.

Angela participated in the Michigan Public Service Commission workgroup that revised the utility billing rules to provide protections for vulnerable customers. She currently serves on the National Energy and Utility Affordability Coalition (NEUAC) Board and on the executive committee of Michigan's Coalition to Keep Michigan Warm.

# BETHANY STUTZMAN

Community Solutions Director

United Way  
of Jackson County



Bethany Stutzman is the Community Solutions Director at the United Way of Jackson County. Bethany has over 17 years of experience at the United Way including managing the MEAP grant; system change advocacy; collaboration and program planning; community development; delivering trainings on topics such as outcome development and Collective Impact; and program evaluation.

[LINKEDIN](#)

# MARY WILKINS

Divisional Social Services  
Director and Program  
Consultant

The Salvation Army



Mary Wilkins currently serves as a Program Consultant for The Salvation Army from her home in northern Michigan. She is a social service professional with more than 30 years' experience serving the needs of low-income households.

For more than half her career, Mary has been directly involved with The Salvation Army's state-wide Energy Assistance Services in Michigan as well as overseen housing, SUD treatment, financial assistance, food security and other programs as a Divisional Social Services Director.

During her tenure she had been an active participant in the Coalition to Keep Michigan Warm, participated in Senator Caswell's low-income energy work group, and most recently has served on the executive committee of the National Energy and Utility Affordability Coalition (NEUAC).