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Energy Affordability and Accessibility Collaborative Meeting #7

October 20, 2021
9:30 a.m. to 12:00 p.m.

[Join Microsoft Teams Meeting](#)

Phone Conference:+1 248-509-0316 ID: 761462030#

[Find a local number](#)

Agenda Items		
9:30am 5 min	Welcome/Agenda Review	Anne Armstrong - MPSC
9:35am 10 min	Guiding Values	Briana Parker – Elevate Briana DuBose - EcoWorks
9:45am 10 min	Community Concerns and Solutions	All
9:55am 50 min	The Customer Journey Utility Assistance Programs: Participation/Enrollment Q&A	Moderator: Elaina Braunschweig - MPSC AAA Subcommittee Lead Panelists: Consumers Energy DTE SEMCO UPPCO Indiana Michigan Power
10:45am 50 min	The Customer Journey Human Service Agency Processes Q&A	Moderator: Jamie Curtis - MPSC AAA Subcommittee Lead Panelists: Nicole Fanjoy - True North Angela Sterner - Salvation Army Sean Scane - United Way SE MI
11:35am 20 min	Brainstorming the Ideal Customer Journey	Moderator: Amy Bandyk – CUB of Michigan AAA Subcommittee Lead
11:55am 5 min	Subcommittee Updates – written Next Steps	Anne Armstrong - MPSC
12:00pm	Adjourn	

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