

NCLC's Open Energy and Utility Q&A Hours

“Open Energy and Utility Q&A Hours” is an informal, virtual space in which folks who work with low-income utility customers across the Commonwealth can gather with NCLC’s energy unit attorney advocates – Jenifer Bosco, Charlie Harak, and Jeremiah Battle – to:

- ask specific questions about intakes you are working on/issues your clients are facing;
- ask general questions about MA utility law and our Stay Connected training materials; or
- share information about what you are seeing in the field and offer your own insights and assistance to us in the low-income utility advocacy community.

We will be beginning each session with a short 10-15 minute presentation on a timely topic, and will occasionally bring in guest experts to help us respond to questions. Check on our website to see as presentation topics and guests are announced.

FAQs:

[How is this different from NCLC’s Low-Income Utility Rights Course?](#)

Unlike our [free formal course](#), “Open Energy and Utility Q&A Hours” are intended to be a low-commitment option for advocates to ask questions, share information, and learn from each other.

[What will “Open Energy and Utility Q&A Hours” look like?](#)

NCLC “Open Energy and Utility Q&A Hours” will take the form of open Zoom meetings. Similar to open office hours held by professors, the intent is to allow folks to be able to ‘drop in’ for as little or as long as you are able.

[What kinds of questions are appropriate to bring?](#)

Bring your questions about utility consumer protections, discount utility rates, shut-offs, Fuel Assistance, door-to-door electricity marketing, or other issues related to energy and utilities (please keep any client or consumer information confidential). Examples of topics from this past year:

- An elder client having trouble turning on new gas service due to a balance in their name at a past address.
- A mother of a chronically ill child received a termination notice due to unaffordable bills.
- A low-income client, not coded as such, received a termination notice.

[What kind of comments are appropriate to bring?](#)

Really anything that you are seeing in the field and is affecting your clients related to energy, utilities or broadband is incredibly helpful for NCLC’s advocacy – it not only helps us determine where we should focus our education and outreach, but where we should be focusing our advocacy efforts.

[I am new to utility consumer advocacy; how much do I need to know before attending?](#)

We are here to support all levels! If you are truly a beginner and have time, we do suggest that you have a look through our training materials, and familiarize yourself with them prior to attending ([training recording](#), [manual](#), [materials packet](#), [PowerPoint](#)).