I. Opening Remarks – Commissioners; Mike Grant, Executive Director (10 mins)

II. Summary of Low Income Programs – Oregon Housing and Community Services (OHCS) (30 mins)
   - Information on the available low-income programs, and how these programs work
   - The current funding picture, including existing funding sources and additional expected funding
   - Barriers or challenges facing low-income recipients accessing low-income programs

   Speakers – TBD

III. Present State – Customer and Utility Perspectives (45 mins)

   Impact of COVID-19 on service to low-income customers
   - Ability to pay
   - Growing arrearages
   - Service issues
   - Demographic data associated with each of the items above

   Speakers
   - Utilities - John McFarland, PGE, Natasha Siores, NW Natural Gas, Justin Palfreyman, NW Natural Water, Brant Wolf, Oregon Telecommunications Association, Tre Hendricks, CenturyLink, (25 minutes)

   Break (10 mins)

IV. Future State – Customer and Utility Perspectives (45 mins)

   What does economic recovery state look like?
   - Potential issues and concerns as disconnection moratoriums are lifted
   - Ideas to mitigate those challenges and concerns
Speakers

- Customer Advocates – Bob Jenks, Citizens Utility Board (20 minutes)

V. Invited Comments from Impacted Communities (30 mins)
- Oriana Magnera, Verde
- Hannah Cruz & Jay Ward, Energy Trust of Oregon
- Sherrie Villmark, Community Energy Project

VI. Next Steps and Closing Remarks – OPUC (TBD) (10 mins)