**9:00am to 10:00am:**

Nicole Moore, Chief of the Consumer Services Division. (45 min presentation)

* Overview of Customer Service Audits
* New changes for audits of small gas companies
* Best Practices for consumer protections
* Time for Q & A (15 min.)

**10:15am to 11:15am:**

Jennifer Mocniak, Utility Specialist/Barbara Bossart, Chief of the Reliability and Service Analysis Division. (45 min. presentation)

* Overview of Enforcement Actions/Action Plans (timelines, modifications, waivers)
* Trend Analysis – Top complaint issues
* Minimum Gas Service Standards Rule Review Timeline and Process
* Time for Q & A (15 min)

**11:30am – 12:30pm: Lunch**

**12:30pm to 1:30pm:**

Tonja Stewart, Low Income Program Specialist. (60 min.)

* Review of the Commission’s Winter Reconnection Order
* Review of 211 Assistance
* Best Assistance Outreach Practices

**1:30pm to 2:15pm:**

* Roundtable Discussion w/ Q&A