

CONSUMER AFFAIRS COMMITTEE	
Sunday, Feb. 13	
9:30 am – 4:30 pm	
9:30 am	INTRODUCTION OF COMMITTEE OFFICERS & WELCOME REMARKS <ul style="list-style-type: none"> • <i>NARUC President, Hon. Commissioner Marilyn Showalter, Chair Washington UTC</i> • <i>Hon Commissioner, Jorge Bauermeister, Puerto Rico TRB</i> • <i>Hon Commissioner, Clarence Rogers, Ohio PUC</i> • <i>Hon Commissioner, David Coen, Vermont PSB</i>
10:00 am	FEDERAL COMMUNICATIONS REPORT <ul style="list-style-type: none"> • <i>Dane Snowden, Chief Consumer & Governmental Affairs Bureau</i> • <i>John Muleta, Chief Wireless Telecommunications Bureau</i> • <i>Chris Olson, Deputy Chief Enforcement Bureau</i>
10:30 am	NARUC STAFF REPORT <ul style="list-style-type: none"> • <i>Brad Ramsey</i> • <i>Chris Mele</i> • <i>Brian Adkins</i>
11:00 am	IDENTITY THEFT IN UTILITY SERVICES: A CASE STUDY <ul style="list-style-type: none"> • <i>Hon Commissioner Wendell Holland, Pennsylvania PUC</i>
11:15 am	WIRELESS SERVICE ISSUES <ul style="list-style-type: none"> • <i>Moderator: Hon. Commissioner David Coen, Vermont PSB</i> • <i>Speakers TBA</i>
12:00 pm	BREAK
12:15 pm	WORKING LUNCH Implementing the Committee's Strategic Plan <ul style="list-style-type: none"> • <i>Moderator: Hon. Commissioner Jorge Bauermeister, Puerto Rico</i> • <i>John Wilhelm, NRRI</i> (Closed for Committee and Subcommittee members only)
1:30 pm	BREAK
1:45 pm	VOIP: CONSUMER IMPACT <ul style="list-style-type: none"> • <i>Hon Commissioner Ron Jones, Tennessee TRA</i>
2:15 pm	HOW VOIP IS LIKELY TO AFFECT TELEPHONE NUMBERING ISSUES <ul style="list-style-type: none"> • <i>Brent Struthers, NEUSTAR</i>
2:45 pm	HEARUSNOW: EMPOWERING CONSUMERS <ul style="list-style-type: none"> • <i>Morgan Jindrich, Consumers Union</i>
3:15 pm	HOW CONSUMERS ARE DEALING WITH HIGH ENERGY COSTS Discussion of nationwide survey of energy disconnection and bill arrearages <ul style="list-style-type: none"> • <i>Fran Sevel, NRRI</i> • <i>Mitch Miller, staff subcommittee</i>
3:45 pm	RESOLUTIONS <ul style="list-style-type: none"> • <i>Moderator: Hon Commissioner Jorge Bauermeister, Puerto Rico TRB</i>
4:30 pm	ADJOURN