

Utility Rights Training  
January 18, 2024

Agenda

12:45 pm – 12:50 pm Welcome and Introduction Panel

12:50 pm - 1:10 pm Establishing Utility Service, Basic Rules  
Jenifer Bosco, Esq., National Consumer Law Center Inc (NCLC), Boston, Chair

1:10 pm - 1:35 pm Utility Consumer Protections  
Jeremiah Battle, Esq., National Consumer Law Center Inc (NCLC), Boston

1:35 pm - 1:55 pm Reducing Utility Bills  
Jenifer Bosco, Esq., National Consumer Law Center Inc (NCLC), Boston, Chair

1:55 pm – 2:00 pm Break

2:00 pm - 2:15 pm Paying Utility Bills  
Jenifer Bosco, Esq., National Consumer Law Center Inc (NCLC), Boston, Chair

2:15 pm - 2:40 pm Competitive Energy Supply - Protecting Consumers  
Jenifer Bosco and Jeremiah Battle, National Consumer Law Center Inc (NCLC), Boston

2:40 pm - 2:55 pm Other Utility Issues, Including Water and Telecommunications  
Jeremiah Battle, National Consumer Law Center Inc (NCLC), Boston,

2:55 pm - 3:15 pm "Ask the Experts" Q&A Session Panel