

# Massachusetts Continuing Legal Education, Inc.

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## MLRI: Utilities--Advocacy for Low-Income Households in Massachusetts

**Product Number:** 2250051P01

**Date(s):** Thursday, 1/16/2025, 12:45 pm - 3:15 pm

**Location:** MCLE Conference Center, Ten Winter Place, Boston

**CLE Credits:** 2 substantive credits, 0 ethics credits

**Online Materials:** [www.mcle.org/programs](http://www.mcle.org/programs)      **Access Code:** pfuT7

### Agenda

12:45pm - 12:50pm	<b>Welcome and Introduction</b> Jenifer Bosco, Esq., <i>National Consumer Law Center Inc (NCLC)</i> , Boston Jeremiah Battle, Esq., <i>National Consumer Law Center Inc (NCLC)</i> , Boston
12:50pm - 1:10pm	<b>Establishing Utility Service, Basic Rules</b> Jenifer Bosco, Esq., <i>National Consumer Law Center Inc (NCLC)</i> , Boston
1:10pm - 1:35pm	<b>Utility Consumer Protections</b> Jeremiah Battle, Esq., <i>National Consumer Law Center Inc (NCLC)</i> , Boston
1:35pm - 1:55pm	<b>Reducing Utility Bills</b> Jenifer Bosco, Esq., <i>National Consumer Law Center Inc (NCLC)</i> , Boston
1:55pm - 2:00pm	<b>Break</b>
2:00pm - 2:15pm	<b>Paying Utility Bills</b> Jenifer Bosco, Esq., <i>National Consumer Law Center Inc (NCLC)</i> , Boston
2:15pm - 2:40pm	<b>Competitive Energy Supply - Protecting Consumers</b> Panel
2:40pm - 2:55pm	<b>Other Utility Issues, Including Water and Telecommunications</b> Jeremiah Battle, Esq., <i>National Consumer Law Center Inc (NCLC)</i> , Boston
2:55pm - 3:15pm	<b>"Ask the Experts" Q&amp;A Session and Key Takeaways</b> Panel