

Tracy M.B. Smetana

Work Experience

Energy Affordability Office Director – MN Department of Commerce (February 2023 – Present)

- Oversaw affordability and equity programs, including Energy Assistance Program, Weatherization Assistance Program, state and federal rebate programs, Telecommunications Access Minnesota
- Led efforts to reduce the energy burden for all Minnesota households to under five percent through effective and equitable solicitation, development, and implementation of energy programs for income-eligible households throughout Minnesota
- Member of National Energy Assistance Directors' Association: <https://neada.org/>
- Member of National Association for State Community Services Programs: <https://nascsp.org/>

Community Faculty – Metropolitan State University (May 2019 to Present)

- Taught graduate course: Public Administration Foundations

Public Utility Rates Evaluation Supervisor, MN Department of Commerce (Dec 2021 – Feb 2023)

- Supervised a team of 10 Public Utility Financial Analysts responsible for advocating on behalf of the public interest in matters before the Public Utilities Commission
- Collaborated with internal and external stakeholders to identify and implement process improvements
- Member of National Association of State Utility Consumer Advocates Consumer Protection Committee: <https://www.nasuca.org/>

Energy Assistance Program Planner – MN Department of Commerce (Aug 2017 – Dec 2021)

- Provided lead worker assistance to state Energy Assistance Program (EAP) staff
- Directed the program performance auditing process
- Participated in contracting, budgeting, and allocation for statewide EAP funds
 - Federal fiscal year grant amount of nearly \$300 million
 - Contracted with 28 local Service Providers
- Managed EAP long- and short-term planning efforts
- Examined EAP internal controls practices to identify gaps and to implement improvements
- Member of national Low-Income Home Energy Assistance Program Performance Management Implementation Work Group: <https://liheappm.acf.hhs.gov/>
- Member of National Energy Assistance Directors' Association: <https://neada.org/>

Programs Coordinator - MN Public Utilities Commission (Feb 2017 – Aug 2017)

- Administered Minnesota's statewide Cold Weather Rule (CWR) in accordance with Minnesota Statutes and Rules
- Reviewed utility filings to ensure compliance with statutes, rules, and Commission orders
- Represented the Commission at public hearings on telecommunications, energy rates, and energy facilities permitting matters before the Commission
- Provided technical assistance to utility companies regarding all aspects of Minnesota's utility customer service rules

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Consumer Affairs Office (CAO) Supervisor - MN Public Utilities Commission (Aug 2016 – Feb 2017)

- Directed, led, supported, supervised, and evaluated CAO activities and programs; coordinated activities with other Commission business units and other state agencies
- Managed the Commission's dispute resolution and mediation services for customers of regulated gas, electric, and telephone utilities
- Designed, developed, administered, and evaluated public information and outreach programs to educate consumers and enhance stakeholder participation in Commission programs and processes

Public Advisor - MN Public Utilities Commission (Nov 2012 – Aug 2016)

- Developed and administered a statewide program for informing the general public and affected stakeholders about the Commission's decision-making process for energy facilities requiring Commission approval under Minnesota statutes and rules

Program Performance Auditor – MN Department of Commerce (Dec 2011 – Nov 2012)

- Audited and monitored Low-Income Home Energy Assistance Program (LIHEAP) local service provider activities to determine compliance with federal LIHEAP laws and state LIHEAP policies
- Analyzed auditing and monitoring data to develop findings, recommendations, and corrective actions
- Assisted with state LIHEAP policy development

Lead Consumer Mediator - MN Public Utilities Commission (Apr 1997 – Dec 2011)

- Assisted with supervision of two consumer complaint mediators and six administrative staff
- Created and delivered training for new and existing staff
- Investigated consumer complaints regarding electric, natural gas, and telephone utilities
- Administered Minnesota's Cold Weather Rule in accordance with Minnesota Statutes and Rules
- Prepared reports to assist Commission with rulemaking, legislative, and policy initiatives
- Served as Commission liaison for Governor's Office and Legislators' Constituent Services

Education

- **M.A., Public Administration** - Metropolitan State University, St Paul MN
- **B.A., Psychology** - University of St Thomas, St Paul MN