

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,

Complainant,

v.

AVISTA CORPORATION d/b/a AVISTA
UTILITIES,

Respondent.

DOCKET UE-240006 and UG-240007
(*Consolidated*)

EXHIBIT SNS-2

Qualifications

July 3, 2024

SHAYLEE STOKES

(206) 880-0116 | shaylee@wapartnership.org

Professional Experience

Director of The Energy Project

Washington State Community Action Partnership

Sept 2023 -

Olympia, WA

Senior Manager of Energy Programs, Energy Program Manager

Hopelink

Jan 2019 – Aug 2023

Redmond, WA

- Lead and guide a team of 30+ in the day to day administration of LIHEAP, PSE HELP, LIHWAP, and sub-programming aimed to reduce energy burdens of low and limited income households.
- Collaborate with executive leadership to align program objectives with overall agency goals, including annual strategic planning and budget processes for 4.5-6.5 million dollar annual assistance budget.
- Act as SME and positive model for program and process improvement initiatives for both external and internal drivers of change (i.e. internal database upgrades, new program integrations, etc)
- Advocate for our region's low income/vulnerable community members to state and utility representatives; engage vendors, utilities, city staff and other agency partners in program advocacy.
- Supervise a team of supervisors and program admins, hold hire/fire authority for the Energy Department, and troubleshoot personnel and performance issues as they arise.

Energy Program Lead

Hopelink

Nov 2015 - Dec 2018

Redmond, WA

- Train and support front-line staff & act as reference point for program policies and procedures.
- Administer scheduling database and weekly upload & pay list procedures.
- Primary contact for vendors, clients, and agency staff through program email.
- Proof Energy Assistance grant applications for accuracy/contract compliance & approve for payment.
- Lead summer departmental improvement projects, represent department in larger agency initiatives and committees.

Previous Titles-File Reviewer, Program Specialist

Hopelink

Sep 2010 - Nov 2015

Bellevue & Kirkland, WA

- Conduct interviews with a diverse range of low-income clients, collect necessary documentation, and award energy assistance grants.
- Proof Energy Assistance applications for completeness and accuracy, then approve for payment.
- Maintain relationships with energy vendors, employers and volunteers.
- Follow state, agency, and program policies and procedures; update/sustain multiple client databases.
- Administer outreach efforts for the department.
- Perform general administrative tasks and office work while keeping up with an extremely fast paced and self-directed workload.

Education

Certificate: Principles Of Market Research

University Of Georgia

Online coursework with focus on research design, data collection, analysis, and reporting.

2018
Athens, GA

Bachelor of Arts: Socio-Cultural Anthropology

University Of Washington

Graduated with Distinction & Minor in Women's Studies

Departmental Honors Undergraduate Thesis Presented at the 2010 UW Research Symposium: "Buying in' to Middle Class: A Study of Material Standards of Living in the Seattle Area"

2010
Seattle, WA