

Caroline Palmer, Principal Associate

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PROFESSIONAL EXPERIENCE

Synapse Energy Economics, Cambridge, MA. *Principal Associate*, June 2024 – present.

- Conduct analysis and provide expert witness and consulting services on behalf of public interest clients in regulatory proceedings, on topics including electric utility class cost of service, revenue allocation, advanced rate design, avoided cost methodology, and distributed generation interconnection and planning.

Strategen Consulting, Oakland, CA. *Senior Manager*, 2024; *Manager*, 2023 - 2024; *Senior Consultant*, 2021 - 2022; *Consultant*, 2019 - 2021.

- Conducted analysis and provided expert witness and consulting services to state regulatory commissions, state consumer advocates, and non-profits to advance the public interest in regulatory decision-making around electricity service, pricing, and decarbonization.

Metropolitan Area Planning Council Boston, MA. *Clean Energy Fellow*, 2017.

- Provided technical assistance to Massachusetts local government on renewable energy technology and energy planning.

Fulbright Foundation Athens, Greece. *Fulbright Research Fellow*, 2015 – 2016.

- Designed and conducted original, independent research on renewable energy policymaking and implementation in the context of Greece's severe economic crisis

Meister Consultants Group (now Cadmus), Boston, MA. *Analyst*, 2014 – 2015.

- Performed research and writing for renewable energy policy design, analysis, and implementation.

EDUCATION

University of California, Berkley, CA

Master of Public Policy – Energy Policy, 2019

Georgetown University, Washington, DC

Bachelor of Science in Foreign Service – Science, Technology, and International Affairs, 2013

TESTIMONY

Connecticut Public Utilities Regulatory Authority (24-10-04) Direct Testimony, Surrebuttal Testimony, and Cross-examination of Caroline Palmer (Cost-of-Service Study/Rate Design) regarding Application of The United Illuminating Company to Amend Its Rate Schedules. On behalf of The Office of Consumer Counsel. February 13, 2025, March 24, 2025, and May 6, 2025.

New Hampshire Public Utilities Commission (DE 24-070) Direct Testimony and Cross-examination of Caroline Palmer (Cost-of-Service Study/Rate Design) regarding Public Service Company of New Hampshire d/b/a Eversource Energy Request for Change in Distribution Rates. On behalf of the NH Office of Consumer Advocate. January 23, 2025 and June 4, 2025.

Massachusetts Department of Public Utilities (D.P.U. 24-195 D.P.U. 24-197) Direct and Surrebuttal Testimonies of Caroline Palmer and Thanh Nguyen addressing the EV Infrastructure Program mid-term modification filings from the electric distribution companies. On behalf of The Office of the Attorney General. April 4, 2025 and May 27 2025.

Missouri Public Service Commission (WR-2024-0320). Direct Testimony of Caroline Palmer (Cost-of-Service Study/Rate Design) regarding Missouri-American Water Company's Request for Authority to Implement a General Rate Increase for Water and Sewer Service. On behalf of Consumers Council of Missouri. December 20, 2024.

Missouri Public Service Commission (ER-2024-0319). Direct Testimonies and Surrebuttal Testimony of Caroline Palmer (Revenue Requirement and Cost-of-Service Study/Rate Design) regarding Union Electric Company d/b/a Ameren Missouri's Tariffs to Adjust Its Revenues for Electric Service. On behalf of Consumers Council of Missouri. December 3, 2024, December 17, 2024, and February 14, 2025.

Nova Scotia Utility and Review Board (M11874). Direct Testimony of Caroline Palmer regarding costs incurred to implement the Renewable to Retail market. On behalf of Counsel to Nova Scotia Utility and Review Board. November 1, 2024.

Maine Public Utilities Commission (Docket No. 2024-00137). Direct Testimony and Cross-examination of Caroline Palmer and Eric Borden regarding Stranded Cost Rate Design. On behalf of the Maine Office of the Public Advocate. October 1, 2024 and January 10, 2025.

New York Public Service Commission (Cases 24-E-0322 & 24-G-0323): Direct Testimony of Caroline Palmer, Melissa Whited, and Ben Havumaki regarding the Rates, Charges, Rules and Regulations of Niagara Mohawk Power Corporation d/b/a National Grid for Electric and Gas Service. On behalf of the Utility Intervention Unit (UIU) of the New York Department of State's Division of Consumer Protection. September 26, 2024.

Massachusetts Department of Public Utilities (D.P.U. 23-150): Direct Testimony, Surrebuttal Testimony, and Cross-examination of Caroline Palmer and Ron Nelson regarding Petition of Massachusetts Electric Company and Nantucket Electric Company, each d/b/a National Grid, pursuant to G.L. c. 164, § 94 and 220 CMR 5.00, for Approval of a General Increase in Base Distribution Rates for Electric Service and a

Performance-Based Ratemaking Plan. On behalf of the Massachusetts Office of the Attorney General. March 29, 2024, May 3, 2024, and May 20, 2024.

North Carolina Utilities Commission (Docket No. E-7, Sub 1276): Direct Testimony of Caroline Palmer regarding the Application of Duke Energy Carolinas, LLC, for Adjustment of Rates and Charges Applicable to Electric Service in North Carolina and Performance-Based Regulation. On behalf of the North Carolina Attorney General's Office. July 19, 2023.

Oklahoma Corporation Commission (Case No. PUD 2022-000093.): Adoption of Direct Testimony and Cross-examination regarding the Application of Public Service Company of Oklahoma, for an adjustment in its rates and charges and the electric service rules, regulations, and conditions of service for electric service in the state of Oklahoma and to approve a formula-based rate proposal. On behalf of AARP. May 22, 2023.

Maine Public Utilities Commission (Case No. 2022-00152): Direct Testimony and Surrebuttal Testimony of Caroline Palmer, Nikhil Balakumar, and Ron Nelson regarding the Central Maine Power Company's request for Approval of a Rate Change - 307 (7/30/23). On behalf of the Maine Governor's Energy Office. December 2, 2022 and April 6, 2023.

Massachusetts Department of Public Utilities (D.P.U. 21-91): Direct Testimony and Cross-examination of Caroline Palmer and Ron Nelson regarding the Petition of NSTAR Electric Company d/b/a Eversource Energy for approval of its Phase II Electric Vehicle Infrastructure Program and EV Demand Charge Alternative Proposal. On behalf of the Massachusetts Office of the Attorney General. January 5, 2022, and March 22, 2022.

Massachusetts Department of Public Utilities (D.P.U. 21-90): Direct Testimony and Cross-examination of Caroline Palmer and Ron Nelson regarding the Petition of Massachusetts Electric Company and Nantucket Electric Company, each d/b/a National Grid, for approval of its Phase III EV Market Development Program and EV Demand Charge Alternative Proposal. On behalf of the Massachusetts Office of the Attorney General. January 5, 2022, and March 22, 2022.

Massachusetts Department of Public Utilities (D.P.U. 21-92): Direct Testimony and Cross-examination of Caroline Palmer and Ron Nelson regarding the Petition of Fitchburg Gas and Electric Light Company d/b/a Unitil for approval of its EV Infrastructure Program, EV Demand Charge Alternative Proposal, and Residential EV Time-of-Use Rate Proposal. On behalf of the Massachusetts Office of the Attorney General. January 5, 2022, and March 22, 2022.

PUBLICATIONS

Yuang, C., M. Whited, T. Nguyen, S. Schadler, R. Anderson, W. Dejeanlouis, C. Palmer, C. Mattioda, A. Glaser Schoff, S. Koester, J. Hittinger, P. Eash-Gates. 2024. *Utility Engagement Playbook for Industrial Customers: Addressing Power Sector Barriers to Electrification*. Synapse Energy Economics and World Wildlife Fund for Renewable Thermal Collaborative.

Palmer, C. 2019. *Using Low Carbon Fuel Standard Proceeds from EV Adoption to Improve the Efficiency of Electricity Rates*. Berkeley Public Policy Journal.

PRESENTATIONS

Palmer, C. 2022. Utility Transportation Electrification from a Consumer Advocate Perspective. NASUCA Mid-Year Meeting. Indianapolis, IN.

Palmer, C. 2017. Integration of renewable energy in Greek energy markets: A case study. 2nd HAEE International Conference. Athens, Greece.

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