Income Qualified EE Advisory Committee South
Tuesday, April 17, 2018
10:00 am – 2:10 pm
Attendee List and Meeting Notes

iHotel & Conference Center
1900 S. 1st Street
Champaign, IL 61820

Attendee List (in-person)
Annette Beitel, Facilitation
Celia Johnson, Facilitation
Kristol Simms, Ameren Illinois, IQ South Leadership Team
Dalitso Sulamoyo, Champaign County Regional Planning Commission, IQ South Leadership Team
Stacy Gloss, Indoor Climate Research & Training, University of Illinois
Wayne Thompson, Tri-County Opportunities Council
Marty Wilkinson, Tri-County Opportunities Council
Sophia Markowska, Midwest Energy Efficiency Alliance (MEEA)
Leah Scull, MEEA
Ashley Palladino, Resource Innovations
Karen Lusson, IL Attorney General’s Office
Mike King, Nicor Gas
Tisha Burnside, Resource Innovations
Jenny George, Leidos, Inc.
Paulette Haamlin, Western Egyptian Economic Opportunity Council
Ron Markus, BCMW Community Services
Sue Castleman, BCMW Community Services
Agnes Mrozowski, Ameren Illinois
Peggy Dugger, Madison County Community Development
David Goodrich, Madison County Community Development
Tim Manock, Western Illinois Regional Council
Jamika Welch, Resource Innovations
Angele Thibodeaux Burns, East Central Illinois Community Action Agency
Shaun Johnson, WM Energy
Carla Walker-Miller, WM Energy
Lisa Benson, Champaign County Regional Planning Commission
Kevin Bushur, CEFS
Cathy Feltner, ERBA
Denny Stevens, ERBA
Michael Hunter, Champaign County Regional Planning Commission
Deb Perry, Ameren Illinois
Scott Allen, Citizens Utility Board (CUB)
Tracey Kreipe, Illinois Valley Economic Development
Holly Spears, SEEL
Cindy Shepherd, Faith in Place
Tara Murray, Decatur Macon County Opportunities Corporation (DMCOC)
Karla Jordan, DMCOC
Devin Day, Smart Energy Design Assistance Center (SEDAC)
Anthony Santarelli, SEDAC
Patrick Sullivan, SEDAC
Amy Martin, Illinois Association of Community Action Agencies (IACAA)
Michelle Pulce-Flynn, IACAA
Phil Gentry, IACAA

Attendee List (by phone)
Esther Beard, Community Organizing and Family Issues
Chad Beckmann, Peoria Citizens Committee for Economic Opportunity (PCCEO)
McFarland Bragg, PCCEO
James Douglas, MCS Community Services
Alan Elliott, Opinion Dynamics
Lisa Garner, Two Rivers Regional Council of Public Officials
Becky Pruden, Two Rivers Regional Council of Public Officials
Aimee Gendusa-English, CUB
Cheryl Miller, Ameren Illinois
Jennifer Morris, ICC Staff
Chris Neme, Energy Futures Group, on behalf of NRDC
Lauren Pashayan, Land of Lincoln Legal Assistance Foundation
Jennifer Rister, Wabash Area Development
Anita Russell, Community Action Partnership of Central Illinois
Chantal Savage, East Central Illinois Community Action Agency
Spencer Skinner, Illinois Housing Development Authority
Chris Vaughn, Nicor Gas
Jim Jerozal, Nicor Gas
Lavannya Pulluveetil Barrera, Environmental Defense Fund

Meeting Notes

Introductions (Annette Beitel)

- Leadership Team: Dr. Dalitso Sulamoyo; Kristol Simms

Overview of Key 2018 Topics (Annette Beitel)

- The primary objective is feedback from participants. Meetings will focus on roundtable discussions and surveys will be sent following meetings to request additional feedback.
- The facilitators will share meeting notes and a tracking document after each meeting, tracking suggestions and open questions.
- The facilitators are open to suggestions and/or feedback on the process and feedback on any additional topics that should be covered this year.
Small Group Roundtable
1. How are you showing up?
2. What type of work does your organization do?
3. What would you like to see out of involvement in this Committee?
4. Discuss feedback on the IQ South Plan – are there additional topics that should be addressed in 2018?

Small Group 1 – Amy Martin, IL Association of Community Action Agencies (IACAA)
- The Committee should provide an opportunity for input, discussion, action items, accountability, and feedback.
- Ensure that programs are customer-centric. The customer’s needs should come first.
- Representation of underserved communities.
- Better access.
- Transparency and awareness.
- Provide services to customers and ensure there is collaboration between services.
- Ensure that the jobs being developed are in the communities that are being served by programs.
- Training opportunities; the cost of training can be a barrier. Training in technical fields is expensive. Making sure resources are available for those that need training.
- Track the impact of what we are doing; establish benchmarks.
- Evaluation at the end of each year.

Small Group 2 – Shaun Johnson, WMES
- Provide information on economic development.
- Ensure that the Committee gets feedback from Community Action Agencies (CAAs). Programs would have been better if CAAs were consulted in the beginning of the program planning process.
- Provide continuous learning; help drive suggestions to improve programs.
- How can we “stack” incentives? Provide links to other services for customers.
- Provide a more comprehensive approach to customers.
- Energy is the ability to do work.
- Help customers take action.
- Do broad planning and workforce planning.
- Help people manage energy through education.
- Do an optimization exercise at the end of the year (for example, which ideas are the best that can be implemented in programs?)

Small Group 3 – Agnes Mrozowski, Ameren Illinois
- Opportunity to voice opinions and learn.
• Important to consider that CAAs offer a variety of programs beyond weatherization, such as: Head Start; senior programs; domestic abuse; economic development; literacy classes; early childhood; etc.
• Additional topics to address: HVAC; concerns about staffing and training; the exclusion of mobile homes from programs; other EE programs from Ameren Illinois that can be recommended to CAA clients.
• Concern that current programs do not include eligibility for mobile homes.
  o Ameren IL is looking into what measures could be made available for mobile homes.

Small Group 4
• Additional CAA programs: Foster grandparent programs, block grants, community development, etc.
• Participants are interested in understanding the Ameren IL service territory; there are some areas of the state with a mixture of utilities.
• Ensure there is open dialogue between Ameren Illinois and people in the community.
• Encourage feedback from participants.
• What has changed since the last EE Plan? Committee participants haven’t been involved in all of the meetings. There has been some confusion about overlapping meetings.
• Ensure that incentives and program budgets are being maximized.
• Ensure that participants understand their expectations.
• Ensure that participants are good stewards of the funds.
• Minimize multiple visits to customer’s homes.
• Ensure that vendors are working together.
• Keep ourselves accountable as a Committee.
• Be prepared to connect customers with other utility services, outside of EE.

Small Group 5
• Interest in learning about the Committee Plan; understanding the plan.
• Interest in providing policy input.
• Interest in understanding income qualified programs vs. low income programs.
• Participants are interested in being heard; ensure that feedback is incorporated.
• Offer more programs.
• Interest in an effective Committee process.
• An effective Committee will provide clarity and support on programs; track and suggestions; and ensure that participants are being heard.
• Ensure that consumers understand the programs.
• Provide additional measures for customers.
• Consider best practices.
Icebreaker (Dr. Dalitso Sulamoyo; Kristol Simms)

- Small group discussion – in-person Committee participants split into two groups.

Committee participants anonymously answered the question: “My biggest fear for this committee is that…”

- It will be rushed, not allowing for the best quality outcome.
- I will be outed as someone who doesn’t know much about energy efficiency.
- People will feel they are not being heard.
- The participants (community members and CAAs) feel as though their voices aren’t heard in the design of the programs.
- We won’t make a difference.
- Perspectives of disadvantaged people are overlooked in favor of more important concerns.
- No accountability – no actual progress being made and no measurement of that progress.
- The voices of the people we all intend to reach are either not represented or not heard or ignored.
- That this program will not reach its stated goals.
- No real documented plan; spinning in a circle.
- Everyone here is putting forward all this time and effort and this initiative will fail.
- Our work will not be taken seriously or implemented.
- Changes will not be made to help us implement this new program with weatherization.
- Client will not be served complete energy updates.
- Additional office work; no additional staff.
- The ideas, feedback, and input provided at an expense to the participants who show up and do the work at these meetings will not translate to actions on behalf of the utilities.
- This Committee will be duplicative of other efforts and/or will not produce tangible or actionable results.
- The Ameren IL incentive program will be very burdensome for our employees regarding the tracking, reporting and payout.
- Each organization will take the best ideas and use them to compete against each other instead of collaborating.
- Services won’t be available for most vulnerable customers due to program design and restrictions.
- There will be many meetings but minimal results.
- We just meet for the sake of meeting and nothing ever changes or progresses.
- The input from direct service providers, in particular Community Action Agencies, are not given weight or not considered in the implementation of the income qualified programs.
- All parties will not come to an agreement on the next priority action items.
- Not getting all of the information up-front.
- We fail, and the state takes the funding and funnels it back through an agency.
- A voice is not heard.
• The customers needs are not important, and the focus is not directed in the area(s) needed most.
• We focus our efforts on what we think underserved communities need rather than what they think they need.
• Some people won’t get the help or reach that they need, either because of a failure to adequately communicate information, or worse, because the effort to communicate information to hard-to-reach customer groups never occurs.
• Good suggestions and ideas will not be implemented.
• The Committee will host several meetings, but never really be heard by the utilities.
• Ameren Illinois does not listen to the needs of CAAs and its customers to provide a successful program.
• The status quo will be perpetuated, and these meetings are an exercise in recordkeeping.
• Paperwork will take too much time away from actual work.
• We will not accomplish anything, and the time spent here will be wasted.
• None of the recommendations, feedback, input etc. from this Committee’s membership of community-based organizations will make it to implementation and “business as usual” will continue.
• We will take on too much change and we will hinder the process of improvement.

Additional notes on icebreaker exercise:
• Suggestions:
  o Provide an opportunity for training and education on EE.
  o Small group “field trips” –
    ▪ Home/site visits to understand EE programs.
    ▪ Visit a CAA to understand how they work and the opportunities they provide.
  o Non-technical education opportunities – policy, utility operations.
  o Leverage other outreach/marketing efforts. For example, CUB provides outreach on EE programs and works with CAAs.

Ameren IL Presentation – Overview of IQ Programs; Market Development Initiative (Kristol Simms)
• Ameren IL presented an overview of income qualified EE programs. Comments and questions are summarized below.
• Single Family Program
  o Ameren IL currently includes a requirement that landlords not increase rent for 12 months following participation in an EE program.
  o Suggestion on single family programs with rental properties – consider a requirement that the landlord not raise the rent outside of a normal rate increase.
  o Renters benefit in safety and comfort; reduced energy bills.
  o Suggestion – Add a requirement that the landlord will not evict the tenant without just cause; this is a DCEO requirement. It is within a rental agreement.
• Home Efficiency Income-Qualified Program
  o Program offerings for up to 300% of poverty level (moderate income) and up to 200% poverty level (this is the channel served by Community Action Agencies).
• Is it an eligibility requirement that customers not be delinquent on their bills?
  o No, this is not a requirement for EE programs. This requirement was related to on-bill financing.
  o Agreement that this should not be a requirement. If it was, the majority would be disqualified from participating.
• Home Efficiency Program – Income Qualified
• Lighting Discounts
• Thermostat Rebate
  o There will be a more robust smart thermostat program launched soon.
  o This is currently a retail rebate, where the customer buys the thermostat themselves and gets a rebate. Ameren IL will consider another model where the customer doesn’t pay directly for the thermostat.
  o Ameren IL understands the installation cost issue, where contractors charge a fee to install thermostats.
  o Barrier to using smart thermostats: Guaranteeing access to WiFi since that is a feature of the smart thermostat.
  o Can this program be connected to other energy saving programs (real time pricing, A/C cycling?)
• Multifamily Program
  o What is available for multifamily customers?
    ▪ Direct install
    ▪ Common area comprehensive improvements
• Appliance Recycling Program
  o Existing refrigerator units will be picked up and recycled; customers receive $ in exchange for recycling.
  o Ameren IL is working with IHWAP – DCEO has approved allowing utility recycling. Proof of recycling is required per IHWAP standards.
• Market Development Initiative
  o Credit and Collections initiative – how does that connect to the diversity initiative?
  o Example of reaching under-served customers – working in collaboration with credit and collections team to engage them, offer them add-on services
  o How will Ameren IL ensure the jobs actually reach those in under-served communities?

**Summer Internship/Work Program (Kristol Simms)**
• Ameren IL is looking for people that are interested in exposure to EE careers; plan is to offer 10-15 internships.
• Ameren IL is reviewing responses to the internship survey and will reach out to interested organizations.
• Ameren IL will provide an EE curriculum to summer interns.
Suggestions and Questions:
- Online component/webinar
- Career examples – “this is how I got to where I am”
- Is Ameren IL offering a job training program?

Action Item: Ameren IL is interested in feedback about what should be included in the internship curriculum. Facilitators will send out a survey capturing the questions on the agenda.

Additional Discussion:
- There is an interest in workforce diversity efforts.
- Ameren IL has experienced challenges reaching underserved communities.
  - How will job development be tracked? Ameren IL is working with one of their community partners to do this.
  - Ameren IL’s vendors track the employees they hire. The next step is to figure out how to track the underserved communities
- How is “diversity” defined?
  - Race, gender, veterans, disabled, etc.
  - Additional diversity suggestions:
    - Returning citizens after incarceration
    - Socio economic status
    - Long-term unemployment
    - Foster care alumni (Solar for All jobs pipeline includes this)
    - High school education
  - Action Item: Come up with a list of tracking and diversity qualifications for future discussion and feedback.
- How can we leverage the work we are doing in weatherization and EE with carbon offsets? How can we address this through policy in Illinois? The Committee should consider this.
- ComEd is doing a kit program with Community Agency Agencies, with LIHEAP. Suggestion that Ameren IL should explore offering a similar program.

Next Steps (Annette Beitel, Facilitator)

Notes and Tracker: The facilitators will organize notes and add follow-up items in a tracker. This will be shared with the IQ South Committee.

Member Application: The facilitators will share the Member Application for per diem stipends to community-based organizations.

Follow-Up Survey: The facilitators will circulate a follow-up feedback survey to the IQ South Committee. Survey responses are due by (add date).

Summer Internship/Work Survey: The facilitators will circulate a follow-up internship survey to request feedback on the summer internship program and the EE curriculum that Ameren IL plans to provide this summer. Survey responses are due by (add date).
**Additional community-based organizations:** If you have input on additional groups that should participate, please send to Celia.Johnson@FutEE.biz.

**Upcoming meetings:** The IQ South Leadership Team will review meeting dates and provide an update soon.

**General Feedback:** If anyone has any feedback or questions about the IQ South Committee or the meeting structure, please contact Celia Johnson (Celia.Johnson@FutEE.biz).