

**Income Qualified Energy Efficiency Advisory Committee:  
2018 Committee Plan – North  
Draft (updated 3/20/18)**

Committee Category	Committee Members and/or Participants
<b>Facilitation Team</b>	Annette Beitel Celia Johnson TBD – Senior Policy Analyst or Policy Analyst
<b>Leadership Team – North</b>	<ul style="list-style-type: none"> <li>• <u>Community Leader</u><sup>1</sup>: Pastor Vance, Faith in Place</li> <li>• <u>Convening Utility Leader</u>: Molly Lunn, ComEd</li> <li>• <u>Nicor Gas</u>: Chris Vaughn or Mike King</li> <li>• <u>Peoples Gas – North Shore Gas</u>: Omayra Garcia or Christina Pagnusat</li> <li>• Others TBD, as invited by ComEd</li> </ul>
<b>Convening Utility Leader</b>	<ul style="list-style-type: none"> <li>• <u>ComEd</u>: Molly Lunn</li> </ul>
<b>Illinois Commerce Commission</b>	<ul style="list-style-type: none"> <li>• Danisha Hall, Bureau Chief, External Affairs</li> <li>• Jennifer Morris, Economist and Energy Efficiency Lead</li> </ul>
<b>Advisory Committee Members</b>	<ul style="list-style-type: none"> <li>• Representatives of electric and gas utilities</li> <li>• Representatives of Community Based Organizations (CBOs)</li> <li>• Representatives of Income Qualified energy efficiency program implementation contractors</li> </ul>
<b>Meeting Frequency</b>	<p><u>Leadership Team Meetings (North)</u>: Approximately six (6) meetings per year (excluding August and December), following Advisory Committee North meetings.</p> <p><u>Advisory Committee Meetings (North)</u>: Approximately six (6) meetings per year (excluding August and December).</p> <p><u>Joint (North-South) Advisory Committee Meetings</u>: As needed, per direction of joint North and South Leadership Teams.</p>
<b>Commencement Date</b>	January 1, 2018
<b>Conclusion Date</b>	December 31, 2018
<b>Deliverable(s)</b>	Topic-specific deliverables are summarized in Section II, Topics to Address.
<b>Attachments</b>	N/A

<sup>1</sup> “Community Leaders” means non-financially interested persons or organizations identified by the Convening Utility who will serve on the Leadership Team. Financially interested persons or organizations are not eligible to serve as Community Leader(s). “Financially interested” means an entity that receives \$25,000 or more per year from contracts to implement Income Qualified energy efficiency programs.

## **I. Objectives**

Objectives for Advisory Committee North meetings in 2018 include the following:

1. Recruitment and outreach to CBOs: Conduct outreach to CBOs to encourage participation in 2018 meetings. Conduct ongoing outreach to solicit feedback and input on annual plans and monthly meetings (both by phone and in-person).
2. Conduct Diversity Training: Provide training to Leadership Teams, Advisory Committee members, and other interested participants (pending space availability).
3. Conduct “Introductory” Meeting with Community Based Organizations (CBOs): Organize, conduct outreach for and facilitate an “introductory” meeting with CBOs and Advisory Committee members.
4. Input on Serving Communities: Conduct outreach and solicit input from regional community leaders and CBOs on the needs of and how to better serve disadvantaged communities in northern Illinois through Income Qualified (IQ) energy efficiency programs.
5. Input on Marketing and Outreach: Solicit input on marketing and outreach, including what channels are best to reach customers.
6. Input on Job Creation and Workforce Diversity: Solicit input on job creation in disadvantaged communities and workforce diversity initiatives to provide jobs and other economic benefits.
7. Provide Quarterly Updates: Utilities to provide to Committee quarterly program progress updates.
8. Other Topics: Solicit input on other relevant topics, including those identified in the stipulated agreements (e.g., non-energy benefits, eligibility criteria, implementation contractors).

## **II. Outreach to Community-Based Organizations**

Conducting outreach to Community-Based Organizations (“CBOs”) is important to the success of the Income Qualified Advisory Committee. The facilitators will develop a long-term outreach plan in 2018 to recruit strong participation in the Committee.

## **III. Membership**

Income Qualified Advisory Committee North meetings include the members identified in the Future Energy Jobs Act:<sup>2</sup> Representatives of electric (ComEd) and gas utilities (Nicor Gas, Peoples Gas – North Shore Gas); representatives of Community-Based Organizations (CBOs); and representatives of Income Qualified energy efficiency program implementation contractors.

“Community-Based Organizations” are defined as *private or public not-for-profit organizations, including volunteer organizations, located in an Illinois community, that provides services to citizens within that community and the surrounding area.*

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<sup>2</sup> See 220 ILCS 5/8-103(B)(c).

Membership in the Advisory Committee North will be approved by the Leadership Team. CBOs will be asked to complete a Membership Application, with approval by the Leadership Team. Other interested stakeholders may participate in the Advisory Committee North as observers, however there may be meeting topics that will be open only to CBOs and program implementers. There may also be meeting topics that will be closed to financially interested parties (e.g. current program implementers).

A SAG Working Group will be established to address Income Qualified topics that may not be of interest to CBO members. However, CBO members will be invited to participate.

#### **IV. Topics to Address**

This section summarizes issues that will be addressed in Advisory Committee North meetings in 2018. Pre-work, tasks and deliverables are identified for each issue. Additional issues will be addressed, as time and resources permit.

##### **Topic 1: Diversity Training**

- Educate and solicit input from the Leadership Team, Advisory Committee Members, and Interested Participants (space available) about diversity, and how diversity can be productively and respectfully discussed in the context of Illinois IQ energy efficiency programs.

##### **Pre-Work:**

- With input from Leadership Team:
  - Identify trainer and training objectives;
  - Create invitee list and reach out to invited parties; and
  - Finalize agenda, approach and meeting space.

##### **Tasks:**

- Organize Diversity Training meeting, anticipated to be held in the first quarter of 2018.

##### **Deliverables:**

- Facilitators to prepare a summary of key points on how diversity should be discussed, addressed, etc. through EE. This summary will include follow-up questions and action items identified by Advisory Committee members.

##### **Topic 2: Assessing Wants and Needs of Economically Disadvantaged Communities**

- Solicit input from economically disadvantaged community leaders on their wants and needs regarding Income Qualified energy efficiency programs.
- Questions to address:
  - Who are the community leaders?
  - What work are the CBOs doing?
  - What are the needs of communities?
  - Are there any gaps?

- How can utility EE programs better serve economically disadvantaged communities?

**Pre-work:**

- Facilitators to work with Leadership Team and other Advisory Committee Members to ensure the appropriate CBOs and regional leaders are on the distribution list for the Advisory Committee.
- Facilitators to reach out to CBOs and local leaders to solicit interest and participation in the Advisory Committee:

**Tasks:**

- Presentation from utilities and/or IQ energy efficiency program implementers on how they will serve economically disadvantaged communities.
- Facilitated discussion to solicit input from CBOs and community leaders on serving the community.

**Deliverables:**

- Facilitators to prepare a summary of input, recommendations and follow-up items from CBOs and local leaders on serving the community.
- Facilitators to update the tracking document to identify open issues and action items.

**Topic 3: Marketing and Outreach**

- Discuss marketing and outreach, including new and innovative strategies to overcome barriers and reach eligible customers.
- Questions to address:
  - What marketing and outreach strategies and channels will provide the best avenue to reach customers?
  - What strategies work best for underserved/harder to reach customers (e.g., Latino community)?
  - What messages are most compelling?

**Pre-work:**

- N/A

**Tasks:**

- Facilitated presentation of utility marketing plans for 2018, including feedback.
- Facilitated discussion on marketing and outreach barriers.
- Questions to address:
  - What strategies have been used previously?
  - What has worked; what hasn't worked?
  - How can programs successfully reach eligible customers?
- Facilitated discussion on innovative strategies to overcome barriers, including examples from other jurisdictions.

**Deliverables:**

- Facilitators to prepare a summary of input and recommendations on marketing and outreach.
- Facilitators to update the tracking document to identify open topics and action items.

**Topic 4: Quarterly Reporting****Pre-work:**

- N/A

**Task(s):**

- Development of a metric to be added to quarterly energy efficiency reports filed with the Commission that reports the number of businesses and employees based in economically disadvantaged communities hired to assist in the delivery of energy efficiency programs.
- Utilities to present program updates on a quarterly basis and send Quarterly Reports for circulation to the Advisory Committee.

**Deliverable(s):**

- Facilitators will post Quarterly Reports on the Advisory Committee website.
- Utilities will include new workforce metric in Quarterly Reports.
- Facilitators will prepare a summary of comments following meetings where Quarterly Reports are presented.

**Topic 5: Local and Diverse Job Creation for Economically Disadvantaged Communities**

- Solicit input and identify best practices on how to develop EE jobs in economically disadvantaged communities.
- Solicit input and identify best practices on how to increase diversity in EE jobs, particularly contractors and trades, to identify and reach local diverse business enterprises.

**Pre-work:**

- Facilitators to work with the Leadership Team to identify and reach out to community leaders with experience in this area to present and lead discussions in the Advisory Committee.
- Facilitators to research and summarize best practices from other jurisdictions on local and diverse job creation.

**Tasks:**

- Presentations from community leaders on effective strategies for building jobs in disadvantaged communities.
- Presentation from implementation contractor on Market Development Initiative activities for 2018.
- Facilitated discussions to solicit input from CBOs and community leaders on how to create jobs and increase diversity.

**Deliverables:**

- Facilitators to prepare a summary of input, recommendations, best practices research, and actions/goals for 2018.
- Facilitators to update the tracking document to identify open issues and action items.

**Topic 6: Non-Energy Benefits (NEB)**

**Pre-work:**

- N/A

**Tasks:**

- Facilitated discussion related to NEBs research that the ComEd evaluator will be conducting and other related research, with opportunity for feedback from the Advisory Committee.
- Determine if/how this topic will continue to be included in future Advisory Committee discussions (or addressed through other forums, e.g., SAG or formation of SAG Working Group).

**Deliverables:**

- Facilitators to prepare a summary of input and recommendations.
- Facilitators to update the tracking document to identify open issues and action items.

**Topic 7: Eligibility Criteria**

**Pre-work:**

- N/A

**Task(s):**

- Utilities to include 2018 eligibility criteria for each IQ program in their introductory presentations at January meeting
- If deemed of importance to Committee members (particularly CBOs with non-financial interest), at July meeting, utilities will present proposed 2019 eligibility criteria for each IQ topic will be revisited with facilitated discussion:
  - Feedback on criteria?
  - Feedback on documentation?
  - Discuss barriers and strategies for program participation.

**Deliverable(s):**

- Facilitators will prepare a summary of comments/responses following meetings.
- Facilitators to update the tracking document to identify open issues and action items.

**Topic 8: Implementation Contractors**

**Pre-work:**

- Utilities will identify: 1) Which vendors were selected for IQ program implementation; and 2) Which vendors are non-profit or government agencies that have existing relationships with economically disadvantaged communities.

**Task(s):**

- In the Committee kick-off meeting, utilities will include in their introduction of 2018 programs: 1) Which vendors were selected for IQ program implementation; and 2) Which vendors are non-profit or government agencies that have existing relationships with economically disadvantaged communities.
- If deemed of importance to Committee members (particularly CBOs with non-financial interest), the topic will be revisited with facilitated discussion of direct contracting with independent third parties.

**Deliverable(s):**

- Facilitators will prepare a summary of comments/responses following meetings.
- Facilitators to update the tracking document to identify open issues and action items.

**V. Schedule**

Table 1 below summarizes the Advisory Committee North schedule for 2018. The Advisory Committee will meet approximately every other month. The Leadership Team will meet before each Advisory Committee meeting to discuss follow-up and prepare for the next meeting. The facilitators may shift topics to accommodate the discussion of additional issues. The facilitators will circulate an agenda approximately one (1) week in advance of each meeting. Regional topics (North/South) will be scheduled on a statewide basis, as needed.

<b>Table 1: Advisory Committee North 2018 Schedule</b>		
<b>Date</b>	<b>Agenda</b>	<b>Next Steps</b>
<b>Tues., March 20</b> 3:00 – 4:00 pm Leadership Team Teleconference	<b><u>Leadership Team Meeting #1</u></b> • Review agenda and structure for Meeting #1.	Facilitators to circulate agenda and 2018 North Committee Plan.
<b>Tues., April 3</b> 10:00 am – 3:00 pm Chicago, IL	<b><u>Kick-off: Meeting #1</u></b> • Introductions • 2018 utility Income Qualified programs, including overview of implementation contractors • 2018 proposed topics and feedback discussion • Facilitated discussions + input from members	Facilitators to summarize feedback and action items.  Facilitators to send a poll on preferred meeting locations.

<b>Table 1: Advisory Committee North 2018 Schedule</b>		
<b>Date</b>	<b>Agenda</b>	<b>Next Steps</b>
<b>Week of April 17</b> Leadership Team Teleconference Timing TBD	<b><u>Leadership Team Meeting #2</u></b> <ul style="list-style-type: none"> <li>• 2018 proposed topics and discussion.</li> <li>• Draft of utility responses to feedback from Meeting #1.</li> <li>• Prepare for Meeting #2.</li> </ul>	Facilitators to prepare a summary of Leadership Team feedback.
<b>Meeting Date TBD</b> (anticipated during Q2 2018) Location TBD	<b><u>Diversity Training Meeting</u></b> All Advisory Committee participants are encouraged to attend this Diversity Training meeting, led by an expert in the field. This training will help participants gain cultural awareness of diversity issues that impact economically disadvantaged utility customers.	TBD
<b>Tues., May 1</b> 10:00 am – 2:00 pm Chicago, IL	<b><u>Meeting #2</u></b> <b>Serving the Community</b> <ul style="list-style-type: none"> <li>• What are the needs of communities? What are barriers to serving eligible customers? Are there any gaps?</li> <li>• Facilitated discussions + input from members</li> </ul> <b>Marketing and Outreach</b> <ul style="list-style-type: none"> <li>• What are barriers to reaching customers? Innovative strategies in other jurisdictions to overcome barriers?</li> <li>• Facilitated discussions + input from members</li> </ul>	Facilitators to summarize feedback and action items.  Utilities to prepare additional responses to feedback, as needed.
<b>Week of June 4</b> Leadership Team Teleconference Timing TBD	<b><u>Leadership Team Meeting #3</u></b> <ul style="list-style-type: none"> <li>• Draft of utility responses to feedback.</li> <li>• Prepare for Meeting #3.</li> </ul>	Facilitators to prepare a summary of Leadership Team feedback.
<b>Tues., June 19</b> 10:00 am – 2:00 pm Chicago, IL	<b><u>Meeting #3</u></b> <b>Quarterly Reports</b> <ul style="list-style-type: none"> <li>• Utilities present Q1 reports</li> <li>• Facilitated discussions + input from members</li> </ul> <b>Workforce Development and Diversity</b> <ul style="list-style-type: none"> <li>• Overview of current utility initiatives.</li> <li>• Overview of current utility tracking. How should this be tracked going forward? What are possible metrics to report on jobs and diversity?</li> <li>• Facilitated discussions + input from members</li> </ul> <b>Non-Energy Benefits</b> <ul style="list-style-type: none"> <li>• Overview of NEBs research</li> <li>• Facilitated discussions + input from members</li> </ul> <b>Mid-Year Survey</b>	Facilitators to summarize feedback and action items.  Utilities to prepare additional responses to feedback, as needed.  Facilitators to circulate survey / CBOs to complete.

<b>Table 1: Advisory Committee North 2018 Schedule</b>		
<b>Date</b>	<b>Agenda</b>	<b>Next Steps</b>
<b>Week of July 30</b> Leadership Team Teleconference Timing TBD	<b><u>Leadership Team Meeting #4</u></b> <ul style="list-style-type: none"> <li>• Draft of utility responses to feedback.</li> <li>• Prepare for Meeting #4.</li> </ul>	Facilitators to prepare a summary of Leadership Team feedback.
<b>Tues., Sept. 11</b> 10:00 am – 2:00 pm Chicago, IL	<b><u>Meeting #4</u></b> <b>2019 Eligibility Criteria</b> <ul style="list-style-type: none"> <li>• U.S. Census Tract Data and secondary compliance methods</li> <li>• Facilitated discussions + input from members</li> </ul> <b>Implementation Contractors</b> <ul style="list-style-type: none"> <li>• Follow-up on February discussion; direct contracting topic.</li> <li>• Facilitated discussions + input from members</li> </ul> <b>Serving the Community</b> <ul style="list-style-type: none"> <li>• Follow-up on April discussion.</li> <li>• Facilitated discussions + input from members</li> </ul>	Facilitators to summarize feedback and action items.  Utilities to prepare additional responses to feedback, as needed.
<b>Week of October 8</b> Leadership Team Teleconference Timing TBD	<b><u>Leadership Team Meeting #5</u></b> <ul style="list-style-type: none"> <li>• Serving the community – draft of utility responses to feedback.</li> <li>• Marketing and outreach – draft of utility responses to feedback.</li> <li>• Prepare for Sept. Meeting</li> </ul>	Facilitators to prepare a summary of Leadership Team feedback.
<b>Tues., Oct. 23</b> 10:00 am – 2:00 pm Chicago, IL	<b><u>Meeting #5</u></b> <b>Quarterly Reporting</b> <ul style="list-style-type: none"> <li>• Utilities present Q2 reports</li> <li>• Facilitated discussions + input from members</li> </ul> <b>Marketing and Outreach</b> <ul style="list-style-type: none"> <li>• Follow-up on April discussion.</li> <li>• Facilitated discussions + input from members</li> </ul>	Facilitators to summarize feedback and action items.  Utilities to prepare additional responses to feedback, as needed.
<b>Week of Nov. 12</b> Leadership Team Teleconference Timing TBD	<b><u>Leadership Team Meeting #6</u></b> <ul style="list-style-type: none"> <li>• Quarterly Reporting – draft of utility responses to feedback.</li> <li>• Marketing and outreach – draft of utility responses to feedback.</li> <li>• Prepare for November Meeting</li> </ul>	Facilitators to prepare a summary of Leadership Team feedback.
<b>Tues., Dec. 4</b> 10:00 am – 2:00 pm Chicago, IL	<b><u>Meeting #6</u></b> <b>Workforce Development and Diversity</b> <ul style="list-style-type: none"> <li>• Follow-up from July discussion</li> <li>• Facilitated discussions + input from members</li> </ul> <b>2019 Proposed Topics</b>	Facilitators to summarize feedback and action items.  Facilitators to prepare draft 2019 Committee North Plan.  Utilities to prepare additional

<b>Table 1: Advisory Committee North 2018 Schedule</b>		
<b>Date</b>	<b>Agenda</b>	<b>Next Steps</b>
	<ul style="list-style-type: none"> <li>• Facilitator presents proposed topics</li> <li>• Facilitated discussions + input from members</li> </ul> <p><b>Year-End Survey</b></p> <ul style="list-style-type: none"> <li>• Future topics and suggestions for 2019</li> <li>• Value / satisfaction of 2018 meetings</li> </ul>	<p>responses to feedback, as needed.</p> <p>Facilitators to circulate survey / CBOs to complete.</p>
<p><b>Date TBD</b> Leadership Team Teleconference Timing TBD</p>	<p><b>Final Leadership Team Meeting for 2018</b></p> <ul style="list-style-type: none"> <li>• Workforce development and diversity – draft of utility responses to feedback.</li> <li>• Discuss draft 2019 Income Qualified North Committee Plan</li> </ul>	<p>Facilitators to prepare a summary of Leadership Team feedback.</p> <p>Facilitators to finalize 2019 Committee North Plan.</p> <p>Facilitators to prepare Advisory Committee Annual Report, summarizing meetings and successes.</p>