

**Economically Disadvantaged Energy Efficiency
Stakeholder Advisory Committee
Subcommittee Plan
Discussion Draft (dated 4/19/2017)**

Subcommittee	Participants
Facilitation Team	Annette Beitel and Ashley Palladino, Future Energy Enterprises
Convening Subcommittee Members	<ul style="list-style-type: none"> • Ameren IL • ComEd
Co-Chairs / Co-Leads	<ul style="list-style-type: none"> • North: To be determined • South: To be determined
Procedures Committee Chair	<ul style="list-style-type: none"> • Delmar Gillus, Elevate Energy
Subcommittee Participants	<p>Gas Utilities:</p> <ul style="list-style-type: none"> • Nicor Gas • Peoples Gas – North Shore Gas (PG-NSG) <p>Other:</p> <ul style="list-style-type: none"> • 360 Energy Group • AARP • ADM Associates • AM Conservation Group • Applied Energy Group (AEG) • Blacks in Green • Building Research Council, University of Illinois Urbana – Champaign • Cadmus • C.E.F.S. Economic Opportunity Corporation • Chicago Bungalow Association • Chicago Housing Authority • Chicago Jobs Council • Citizens Utility Board • City of Chicago • City of Urbana • Claretian Associates • CLEAResult • CMC Energy Services • Community and Economic Development Association of Cook County (CEDA) • Community Investment Corporation

	<ul style="list-style-type: none"> • Cook County, Department of Environmental Control • Cook County Worker’s Benefit Council • Delta Institute • Department of Commerce and Economic Opportunity • DNVGL • Domus Plus • East Central Illinois Community Action Agency • Elevate Energy • Embarras River Basin Agency • Embertec • Energy Assistance Foundation • Energy Resources Center, University of Illinois at Chicago • Energy Savvy • Enterprise Community Partners, Inc. • Environmental Defense Fund • Environmental Law and Policy Center • Faith in Place • First Fuel • Franklin Energy • Gas Technology Institute • GDS Associates • Hispanic Housing Development Corporation • Illinois Area Agency of Aging • Illinois Association of Community Action Agencies (IACAA) • Illinois Attorney General’s Office • Illinois Commerce Commission (ICC) Staff • Illinois Energy Association • Illinois Environmental Council • Illinois Home Weatherization Assistance Program (IHWAP) • Illinois Housing Council • Illinois Housing Development Authority • Illinois People’s Action • Illinois Public Interest Research Group (ILPIRG) • Illinois Science & Energy Innovation Foundation • ISEIF • Itron • John A Logan College • Land of Lincoln Goodwill • Land of Lincoln Legal Assistance • Leidos • Little Village Environmental Justice Organization • Lockheed Martin • Madison County Community Development • MCR Performance Solutions • Metropolitan Mayors Caucus • Midwest Energy Efficiency Alliance • Midwest Worker’s Alliance
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	<ul style="list-style-type: none"> • Natural Resources Defense Council • Navigant • Opinion Dynamics • People for Community Recovery • Peoria Citizens Committee for Economic Opportunity, Inc. • Resource Innovations • Rockford Housing Authority • SEDAC • Seventh Wave • Shawnee Development Council • South Austin Coalition • Southwestern Illinois College • The Ortiz Group • Union of Concerned Scientists • VEIC • West Monroe Partners
Final Deliverable(s)	<p>Tracking Recommendations and Action Items; Responses</p> <ul style="list-style-type: none"> • Date, suggestion/action item • Utility-specific columns • Follow-up/Response
Commencement Date	April, 2017
Conclusion Date	<p>Phase 1 – Planning Period – Filing: April 1, 2017 – June 30, 2017</p> <p>Phase 2 – Planning Period – Implementation: July 1, 2017 – December 31, 2017</p> <p>Phase 3 – Implementation: January 1, 2018 – December 31, 2021</p>

I. Subcommittee Objectives

The statutory objective of the Economically Disadvantaged Energy Efficiency Stakeholder Advisory Committee (“Committee”) is to assist in the design and evaluation of the low-income programs (hereafter referred to as “economically disadvantaged programs”).

Additional objectives, establish through collaboration with participants of the Committee include:

- Collaborative design of best-in-class programs;
- Coordination of electric/gas programs and utility/state programs;
- Monitor performance of the economically disadvantaged energy efficiency programs;

- Participation by a critical mass of stakeholders;
- Coordination with the SAG, Technical Reference Manual (TRM), etc.;
- Flexibility to adapt to changing circumstances;
- Build trust within communities,
- Create transparency with the community,
- Create inclusion and participation in decision-making by the economically disadvantaged communities,
- Support community development,
- Program delivery responds to the needs of the economically disadvantaged population;
- Program design is tailored to needs of economically disadvantaged population;
- Programs are delivered by groups that have on-the-ground experience in low economically disadvantaged communities;
- Programs are monitored and optimized in an ongoing fashion, by stakeholders with strong ties to economically disadvantaged communities who can provide a continual gap analysis to find new marketing, outreach, design, and innovation opportunities;
- Programs provide consistency of offerings across geography and time, as appropriate, while still creating opportunities for improvement and understanding the utility's need to balance the portfolio;
- Marketing is coordinated across state programs to ensure consistency where appropriate;
- Program quality and funding levels do not diverge from the rest of the utility portfolios in an inequitable or substantively differential manner over time;
- Suppliers and contractors who serve economically disadvantaged programs are afforded opportunities to participate in the whole efficiency portfolio of programs, where applicable;
- Economically disadvantaged efficiency programs co-deliver and integrate with natural gas and solar programs and health and safety upgrades;
- Economically disadvantaged efficiency program marketing is coordinated across state programs to ensure program consistency; and
- Allocation of funding for economically disadvantaged programs is, at a minimum, commensurate with Section 8-103B of the Public Utilities Act, including ensuring that the allocation of dollars for economically disadvantaged programs is consistent with the revenue contributions of persons whose annual incomes are at or below 80% of the average median income of a utility's service territory;

The Procedures Committee will start to develop proposals for:

- Location(s) of meetings
 - Including which regions, and how frequently
- Frequency of meetings
- Day of the week and time of day

- Stakeholder decision-making processes (Governance)
- Ensuring transparency – agendas, minutes, etc.
- Governance – how stakeholders will make decisions for group recommendations.
- Initial Members: Delmar Gillus, Booker Vance, Juliana Pino, Anne McKibbon, Mary Ellen Guest, Lauren Pashoyan, Karen Lusson, seek utility contact (Mike Brandt?)

II. Process Rules and Guiding Principles

The Committee is a forum that allows parties to provide early input and ongoing input into the Portfolio Planning process and implementation, express different opinions, better understand the opinions of others, and foster collaboration and consensus, where possible and appropriate. All Committee participants will seek to follow the process rules and guiding principles described in this Project Plan, to foster communication and productive discussion and engage in consensus decision-making.

1. Participant Roles and Responsibilities

The following section describes roles and responsibilities of key participants.

Facilitation. Committee meetings will be facilitated by the SAG Facilitation Team who serve as independent facilitators. The SAG Facilitation Team duties include:

- **Meeting Facilitation:** Preside over meetings, develop agendas, complete background research, as needed and resources permitting, maintain the schedule, review draft meeting materials, and update the SAG website.
- **Tracking Open Items/Action Items:** Action items and open issues will be tracked by the SAG Facilitation Team during each meeting. An updated tracking document will be circulated to participants within five (5) Business Days following meetings, and will be available for download on the SAG website. Responses to open issues will also be circulated in advance of the next meeting.
- **Tracking Responses to Stakeholder Suggestions and Recommendations:** During Committee meetings, stakeholders will make specific suggestions and recommendations. SAG Facilitation will track the suggestions and recommendations and responses from the Portfolio Administrators. If a stakeholder makes a suggestion that is not listed on the “Suggestions and Recommendation” tracking sheet, it is the stakeholder’s responsibility to notify SAG Facilitation so that the recommendation and Portfolio Administrator Response can be memorialized. Program Administrators responses should include rationale for rejecting stakeholder suggestions and recommendations.
- **“Parking Lot” Issues:** SAG Facilitation will keep a list of issues/items that are raised during Committee meetings that are unable to be addressed. Such issues may include issues that are beyond the scope of the Committee, belong in another process or Subcommittee, are not ripe for decision and should be considered at a later date, not of general interest, etc. The SAG Facilitation Team will seek to identify another

venue for addressing issues that stakeholders raise that, for whatever reason, will not be addressed through the Committee.

Program Administrator Participation. Pursuant to Section 8-103B(c) of the Future Energy Jobs Bill (SB 2814), electric utilities shall “convene a low-income energy efficiency advisory committee to assist in the design and evaluation of the low-income energy efficiency programs.” The gas utilities subject to the requirements of Section 8-104 shall also participate. These Program Administrators will be providing identified deliverables to allow interested stakeholders to provide meaningful input in the design and evaluation of economically disadvantaged programs. In addition, they will respond to requests for stakeholder information, consistent with preserving confidentiality of customer and other confidential information, and assuming information is readily available and does not require significant processing or analysis to respond to stakeholder requests. Finally, Program Administrators are expected to respond to stakeholder suggestions and recommendations and provide rationale of stakeholder suggestions and/or recommendations that are not accepted.

Utilities’ Economically Disadvantaged Energy Efficiency Implementation Contractors. The statute does not define “low income EE contractors,” hereafter referred to as “economically disadvantaged EE contractors.” The Committee will establish a definition, as well as the roles and responsibilities of these participants, as noted in **VI. Description of Issues – Section 1.0 Meeting Logistics.**

Representatives of Community-Based Organizations. The statute does not define “community-based organizations.” The Committee will establish a definition, as well as the roles and responsibilities of these participants, as noted in **VI. Description of Issues – Section 1.0 Meeting Logistics.**

Illinois Commerce Commission (ICC) Staff. ICC Staff have a standing invitation to participate in the subcommittee, as they have responsibility for monitoring, on behalf of the ICC, responsible and prudent use of ratepayer funds.

2. Guiding Principles

The following Guiding Principles will be observed.

Collaboration. Committee meetings are intended to build trust and collaborative working relationships. Parties are encouraged to raise issues and voice concerns when they don’t support specific initiatives discussed at the Committee, and also offer constructive approaches and solutions where possible. Discussions should focus on the merits of an issue, rather than assertions of prior litigation positions or future speculation of litigation positions.

Prioritizing Issues. The SAG Facilitation Team will help facilitate prioritizing issues to be addressed through the Economically Disadvantaged Energy Efficiency Stakeholder Advisory Committee, with input from SAG participants.

More Guiding Principles to be discussed . . .

3. Process Guidelines

The following Process Guidelines will be observed.

Conflict of Interest Policy. Various SAG participants have raised concerns about stakeholder participation on sensitive issues that may arise during the Committee. A conflict of interest is present when a Committee participant, in the judgment of the SAG Facilitation Team, has a financial stake in a Committee discussion topic and participation of the financially interested party could have adverse consequences, such as hindering complete and frank discussions. Committee participants that have a conflict of interest in specific meetings topics must recuse themselves from participating in those meetings. Topics that may include conflicts of interest and the associated Committee participants include, but are not limited to, the following: 1) Discussion of proprietary and/or confidential information (e.g. current and prospective program implementers, contractors, and product representatives); 2) current and past program performance (e.g. current program implementers and contractors); 3) Future bids (e.g. current and prospective program implementers, potential bidders, and contractors); and 4) Evaluation performance and proposed changes (e.g. current and prospective independent evaluation contractors).

NOTE: Others to be developed through Procedures Subcommittee.

III. Schedule

The Economically Disadvantaged Energy Efficiency Stakeholder Advisory Committee will be approached in three phases, each with their own objectives, priorities and meeting schedules.

Phase 1 – Utility Filing Planning Period – April 1, 2017 – June 30, 2017

The first phase will focus on the convening of the Committee, and priorities identified for the utility filings, which will be submitted no later than June 30, 2017.

Phase 2 – Program Implementation Planning Period – July 1, 2017 – December 31, 2017

Following utility filings, the second phase will shift to planning for program implementation, which will begin on January 1, 2018.

Phase 3 – Program Implementation – January 1, 2018 – December 31, 2021

The third, and ongoing, phase will commence with the start of the new economically disadvantaged programs, beginning January 1, 2018.

Phase 1

Date	Agenda	Next Steps
<p>April 11, 2017 “Listening Post” Meeting Chicago, IL</p>	<ul style="list-style-type: none"> • Committee introduction • Electric utility presentations – ComEd and Ameren IL • Stakeholder questions and comments 	<ul style="list-style-type: none"> • Finalize Subcommittee Plan • Finalize Committee Participant list • Propose meeting schedule, agenda topics for Phase 1
<p>April 18, 2017 Wrap-Up Discussion from April 11 Teleconference</p>	<ul style="list-style-type: none"> • Conclusion of Ameren IL presentation • Wrap-up discussion on committee, utility presentations, next steps 	
<p>May 1 – 2, 2017 Full-Group SAG Meetings Chicago, IL</p>	<ul style="list-style-type: none"> • Economically disadvantaged program presentations by utilities to be included within the full group SAG meeting agenda 	
<p>May 15, 2017</p>	<ul style="list-style-type: none"> • Electric Utility Economically Disadvantaged Program Templates due 	
<p>May 23, 2017 Committee Meeting: Utilities’ Plan Review Springfield, IL</p>	<ul style="list-style-type: none"> • Discuss feedback on Draft Subcommittee Plan. • Review utility plan, stakeholder input • Seek to include gas and electric 	
<p>June 1, 2017</p>	<ul style="list-style-type: none"> • “Bridge Period” begins – transition of current DCEO programs to utilities 	
<p>June 6, 2017 Committee Meeting: Open Issues</p>	<ul style="list-style-type: none"> • Additional Feedback on draft Subcommittee Plan • Identify areas of consensus/non- 	

Chicago Metro, IL	consensus on program filings • Note: Utility filings due June 30, 2017	
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IV. Description of Issues

Section 1. Meeting Logistics/Procedural Issues

1. Participation and Roles

The statute specifically identifies who may participate in this subcommittee:

- Electric Utilities (ComEd, Ameren Illinois)
- Gas Utilities (Peoples Gas/North Shore Gas and Nicor Gas)
- Economically Disadvantaged EE Contractors
 - The statute does not define “Economically Disadvantaged EE Contractors”
 - Proposed Definition: “EE Contractors who have recent history of providing services to economically disadvantaged customers in Illinois.”
- Representatives of Community-Based Organizations
 - The statute does not define “Community-Based Organization.”
 - Proposed definition (based on federal definition in USCS Title 20)
 - “a public or private nonprofit organization of demonstrated effectiveness that (A) is representative of a community or significant segments of a community; and (B) provides valuable services to individuals in the community.”

In addition to the parties listed above, ICC Staff will have a standing invitation to participate in the subcommittee, as they have responsibility for monitoring, on behalf of the ICC, responsible and prudent use of ratepayer funds.

Participation will be generally open to all interested parties, with the exception of specific topics that may require limited participation, as noted below.

Open Issues:

1. Definition and identity of the “Economically Disadvantaged EE Contractors”; roles and responsibilities
2. Definition and identity of “Community-Based Organizations”; roles and responsibilities
3. What are the roles and expectations of participating organizations?
4. What types of topics should be limited to specific participants? What is the audience, and how is it defined, of those topics?

- a. For example, limiting discussions to non-financially interested parties regarding implementer selection; definition of “non-financially interested parties” is needed
5. For North/South-specific discussions and meetings, will participation be restricted to the region’s organizations, or will the meetings remain open and focus on region-specific topics?

2. Location

During Phase 1, meetings will be held in the identified locations below.

- May 23, 2017 – Springfield, IL
- June 6, 2017 – Chicago Metro

To allow in-person participation for participants throughout the state, the meeting location will rotate. Meetings will be held in the Chicago area, Peoria, Bloomington, Rockford, and Metro East, with the Procedures Committee identifying specific regions to target, and the frequency by region.

All meetings will include a call-in and webinar option for remote attendees.

Consideration will be made for the facility location, accessibility (e.g., from transit, parking availability, etc.) and capacity.

Open Issues:

1. Where should the meetings be held? Consideration to be made for:
 - a. Peoria
 - b. Springfield
 - c. Bloomington
 - d. Rockford
 - e. Metro East
2. How often should meetings be held in various regions?
3. What facilities are preferred and available for use?

3. Frequency and Schedule

Until utility plans are filed, Committee meetings will be held as frequently as is needed during plan and program design. Thereafter, SAG facilitation will establish a schedule based on subcommittee objectives, deliverables, and input from participants.

Open Issues:

1. Frequency of Phase 1 meetings:
 - a. April 11, 2017 – formation meeting, in-person, Chicago, IL
 - b. April 18, 2017 – teleconference, follow up to April 11
 - c. May 1 – 2, 2017 – full-group SAG meeting, to include economically disadvantaged topics, in-person, Chicago, IL
 - d. May 23, 2017 – utility plan review, in-person, Springfield, IL

- e. June 6, 2017 – consensus/non-consensus issues, in-person, Chicago Metro
 - f. Other teleconferences to be considered?
2. Frequency of Phase 2 meetings, after the June 30, 2017 filing?
 3. Frequency of Phase 3 meetings, through the implementation period of 2018-2021?

4. Meeting Rules and Procedures

In addition to participant roles, the Committee will establish rules and procedures for meeting scheduling, development, agendas, and participation.

Open Issues:

1. The Procedures Committee will identify items to address in the rules and procedures, and the process for establishing.

5. Regional Coordination and Considerations

As the committee is being convened statewide, specific considerations may be made for participation and coordination between the two utility territories, ComEd (North) and Ameren IL (South).

Open Issues:

1. Are there are issues or topics that may be best addressed in a regional meeting or working group?
2. Will the Committee convene regional/territory meetings or “working groups”?
 - a. If yes –
 - i. Who will be responsible for convening the meetings? Co-chairs/co-leads still to be named.
 - ii. Will participation in regional meetings be limited to current Committee participants within that region, open to all Committee participants, or open to others?
 - iii. How frequently will regional meetings occur?
 - iv. How will regional/territory meeting updates, outcomes, etc. be shared with the Committee?

6. Co-Chairs or Co-Leads

Region-specific co-chairs or co-leads will be established to ensure both the ComEd (North) and Ameren IL (South) regions are equally represented in the committee.

From select stakeholders: “we recommend that the Low-Income Efficiency Advisory Committee be co-led by two representatives of participating groups chosen by the advisory committee, with one co-leader coming from ComEd territory and one from Ameren territory to ensure geographically appropriate representation and coordination. These co-leaders would rotate on a 2-year schedule so that one co-leader changes to a representative of a different organization each year, with staggered overlaps to preserve facilitator knowledge for the new co-facilitator in each rotation. The proposing stakeholders believe that this will increase buy-in to the advisory group’s decision

making over time, giving each organization a personal stake in its success and by extension, in the success of the utility programs.”

Open Issues:

1. How will co-chairs or co-leads be selected?
2. What will be the duration of the term?
3. What will be the specific responsibilities? For consideration,
 - a. Meeting planning and agenda development
 - b. Reporting of regional updates
 - c. Engaging additional participants within the region

7. Structure: Coordination with “Large Group” SAG

Economically disadvantaged programs are integral to the entire energy efficiency portfolio. Thus, it will be important to coordinate activities of the committee with the activities of the “Large Group” SAG (“SAG”). Economically disadvantaged program topics that could be addressed through the SAG, as they are not specifically identified in the statute, include economically disadvantaged policies, best practices, and reporting.

It is important to note that not all Committee participants actively participate in the SAG. Every effort will be made to not duplicate efforts across the SAG and the Committee, ensuring the best use of each groups’ time.

Open Issues:

1. Which issues should be addressed by the SAG vs. the Committee?
2. How should the work of the SAG be coordinated with the Committee, and vice versa?
 - a. For example, when topics covered by the Committee are relevant to the SAG –
 - i. How will updates and information be shared (e.g., time allotted in SAG meetings, distributed via email, posted only on the website)?
 - ii. Who will be responsible (e.g. SAG Facilitation, Program Administrators, co-leads/champions)?
 - b. Alternatively, when topics are brought up in the Committee that are deemed appropriate for the SAG –
 - i. How will updates and information from the SAG be shared with the Committee (e.g., time allotted in Committee meetings, distributed via email, posted only on the website)?
 - ii. Who will be responsible (e.g. SAG Facilitation, Program Administrators, co-leads/champions)?

8. Other Issues

What other issues should be considered during the formation and initial implementation of the Economically Disadvantaged Energy Efficiency Stakeholder Advisory Committee?

Section 2. Substantive Topics for Committee to Consider

1. Economically Disadvantaged Program Design

ComEd and Ameren IL will present preliminary economically disadvantaged program designs, budgets, objectives, and measure lists for stakeholder review and feedback on April 11, 2017.

Open Issues:

1. When will subsequent discussions take place with the Committee on program updates, designs?
 - a. Full group SAG scheduled for May 1 – 2, 2017
 - b. Committee review of plans – May 23, 2017
 - c. Committee review of consensus/non-consensus issues – June 6, 2017
2. Program Administrator responses to stakeholder questions and proposals will be captured in the Subcommittee Deliverable.

2. Best-in-Class Program Design

During the planning phases for both the utility filings and implementation, various stakeholders have requested that best practices and successful programs, in Illinois and nationally, be leveraged whenever possible. The Committee will facilitate information sharing between participants and identify gaps that should be addressed within the Committee.

Open Issues:

1. What research of successful programs and best practices have Program Administrators considered to-date?
 - a. Can Program Administrators and stakeholders share findings for distribution to the Committee?
2. SAG Facilitation to coordinate additional presentations, with input from Program Administrators and other Committee participants on topics to prioritize.
3. Priority topics to be addressed:
 - a. Building trust in the community
 - b. Health and safety, home readiness improvements
 - c. Program evaluation
 - d. Non-energy benefits
 - e. Customer education
 - f. Branding

3. Program Coordination

Various stakeholders have encouraged joint delivery of gas and electric programs, as well as coordination with other economically disadvantaged programs, when possible. The Committee will serve as a forum to discuss opportunities for coordination, update stakeholders on coordination efforts, and identify gaps in coordination.

Open Issues:

1. How are electric and gas Program Administrators coordinating program design, development and implementation? What programs will be offered jointly and independently?
2. What processes and best practices can be leveraged for Program Administrators to coordinate with state/other programs?
3. What entities are not being leveraged or communicated with that should be considered?

4. Eligibility and Terminology

The income qualifications, and terminology, used by all programs should be clear, consistent, and understood by organizations and potential participants.

Open Issues:

1. What income qualification levels are used?
2. Who is responsible for income verification?
3. How is the community referred to?
 - a. Proposed – “Economically Disadvantaged.”
 - b. Other considerations:
 - i. Hardship area
 - ii. Income-eligible
 - iii. Enhanced
4. How are income ranges referred to? e.g., lowest range, low income, moderate income.

5. Program Performance Reporting

Various stakeholders are interested in regular updates on program performance, and an opportunity to discuss program improvements. The Committee will serve as a forum for Program Administrators to share results and solicit feedback from stakeholders on a more granular level than the SAG provides.

Open Issues:

1. Program Administrator reporting of program participation, updates, opportunities –
 - a. What specifics will be included in the report?
 - i. Participation numbers, savings, budget
 - ii. Marketing and outreach efforts and opportunities
 - iii. Coordination updates (other utilities, statewide, other economically disadvantaged programs)
 - iv. Program design improvements and innovation opportunities
 - b. Is a reporting template needed?
 - c. How frequently will program reports be provided, and in what format (e.g., quarterly; Committee presentations or written reports?)

2. Who will participate in Committee presentations (e.g. limited to Committee members, or open to the public)?

6. Feedback from Economically Disadvantaged Population

In an effort to best serve the economically disadvantaged population (“community”), various stakeholders have requested that programs obtain regular feedback from the community, and be able to adapt and respond to changing circumstances within the community. The Committee will allow collaboration and information across multiple organizations, and the opportunity to discuss opportunities to improve program delivery.

Open Issues:

1. What opportunities exist that will provide Program Administrators visibility to:
 - a. Customer segment trends
 - b. Status, changes to state/federal programs
2. How can Program Administrators solicit feedback from the community (e.g., direct from customers via customer surveys/focus groups, from community partners who interact with customers on a regular basis)?
3. What program elements are being considered/included in program design that address the specific needs of customers?
4. How can programs be adapted to respond to changes? (Ongoing)

7. Consistency in Offers

To continue the success of the prior programs that were implemented statewide, various stakeholders have requested an emphasis be placed on consistency in both offers (design, eligibility, etc.) and customer messaging/marketing. The Committee will allow community partners throughout the state to provide feedback on key program alignment and differences, and all participants to discuss opportunities for improvement.

Open Issues:

1. What program elements differ across regions?
2. How are differences communicated to community partners?
3. Are there opportunities to better align offers/messages?

8. Leveraging Existing Experience

The statute states, which various stakeholders have reiterated:

- **8-103(B)(c):** Implementation of energy efficiency measures and programs targeted at low-income households should be contracted, when it is practicable, to independent third parties that have demonstrated capabilities to serve such households, with a preference for not-for-profit entities and government agencies that have existing relationships with or experience serving low-income communities in the State.

The Committee will allow the opportunity for entities to share their experience and opportunities for collaboration, as well as Program Administrators to share implementation plans.

Open Issues:

1. How are Program Administrators leveraging the experience of entities with existing relationships or experience serving economically disadvantaged communities?
2. How can these entities best be leveraged?

9. Marketing and Outreach

A key objective of the Committee is to have coordinated marketing and outreach throughout the state, leveraging the experience and relationships of organizations currently working in the community.

Open Issues:

1. What best practices and partnerships can utilities leverage?
2. What are the various audiences?
3. Who are the messengers?
4. What tools are necessary?
5. How can neighborhoods, specific segments (e.g. customers with the greatest hardship, need) be targeted?

10. Job Development and Growth

Energy efficiency programs provide an opportunity to support job training and growth in economically disadvantaged communities.

Open Issues:

1. What best practices and partnerships can utilities leverage?
2. What are the roles of the Committee, utilities, etc. related to job development, training and growth?

V. Attachments

Economically Disadvantaged Energy Efficiency Stakeholder Advisory Committee Issues Tracker