

# Income Qualified EE Advisory Committee North

Tuesday, December 11, 2018

10:00 am – 2:15 pm

ComEd – Chicago Training Center  
3536 S. Iron Street, Chicago, IL

***If you are not available to attend in-person, please register for the webinar:***

**<https://register.gotowebinar.com/register/3297749126389515523>**

Dial-in: (415) 930-5321 (audio PIN shown after joining)

Access code: 503-895-516

*Note: Participants can use their telephone or computer mic & speakers (VoIP).*

<b>Time</b>	<b>Agenda Item</b>	<b>Discussion Leader</b>
10:00 – 10:20 am	<b>Opening and Introductions</b> <ul style="list-style-type: none"><li>• Introduction of new <i>Vice President of Customer Channels</i> at ComEd, Erica Borggren.</li></ul>	Annette Beitel, Facilitator
10:20 – 10:40 am	<b>Overview of Key Feedback from CBOs</b> <ul style="list-style-type: none"><li>• The Facilitation Team has been meeting individually with CBOs to request feedback on a variety of topics related to IQ programs. Theo will provide an overview of key feedback.</li><li>• Q&amp;A</li></ul> <b>Purpose:</b> To educate the Committee on key feedback from CBOs.	Theo Okiro, Facilitation Team
10:40 – 11:40 am	<b>Overview of Income Qualified EE Marketing and Outreach</b> <ul style="list-style-type: none"><li>• Utilities present results to date of 2018 marketing and outreach strategies for IQ programs.</li><li>• Utilities provide an overview of key 2019 marketing and outreach plans – are there any new tactics being piloted next year?</li></ul>	Karin Konrath, ComEd; Jackie Nagel, Nicor Gas; Omayra Garcia, Peoples Gas – North Shore Gas

Time	Agenda Item	Discussion Leader
	<p><b>Purpose:</b> To educate Committee participants about marketing and outreach plans and tactics; answer questions; request feedback.</p>	
11:40 – 12:20 pm	<p><b>Small Group Breakout – Feedback on Marketing and Outreach</b>  <b>11:40 – 12:00 pm</b></p> <ol style="list-style-type: none"> <li>1. Do you have feedback about utility marketing and outreach plans for IQ programs in 2019?</li> <li>2. What is the best way to reach IQ customers in the communities you represent?</li> <li>3. What barriers exist to reaching customers?</li> <li>4. Should EE marketing and outreach be coordinated with IL Solar for All? If so, how?</li> </ol> <p><b>Overview of Feedback</b>  <b>12:00 – 12:20 pm</b></p> <ul style="list-style-type: none"> <li>• Small Groups Provide Feedback</li> </ul> <p><b>Purpose:</b> To engage participants in a small group discussion and report back to the IQ North Committee.</p>	All
12:20 – 12:50 pm	<b>Lunch (provided)</b>	
12:50 – 1:45 pm	<p><b>Northern Illinois Utility Updates for 2019</b></p> <ul style="list-style-type: none"> <li>• <u>ComEd</u>: Income Qualified Updates for 2019</li> <li>• <u>Peoples Gas &amp; North Shore Gas</u>: Income Qualified Program Updates for 2019</li> <li>• <u>Nicor Gas</u>: Winter Preparedness + 2019 Income Qualified Program Delivery</li> <li>• Q&amp;A</li> </ul> <p><b>Purpose:</b> To educate participants about 2019 income qualified</p>	Molly Lunn, ComEd; Jackie Nagel, Nicor Gas; Omayra Garcia, Peoples Gas – North Shore Gas

Time	Agenda Item	Discussion Leader
	program activities; answer questions.	
1:45 – 2:05 pm	<p><b>2018 Survey Results and 2019 Committee Plan</b></p> <ul style="list-style-type: none"> <li>• Key 2018 IQ North activities.</li> <li>• Overview of IQ North participant survey results.</li> <li>• Overview of IQ North activities for 2019.</li> <li>• Q&amp;A</li> </ul> <p><b>Purpose:</b> To educate participants about 2018 survey results and provide an overview of key IQ North Committee activities for 2019.</p>	Theo Okiro, Facilitation Team; Annette Beitel, Facilitator
2:05 – 2:15 pm	<b>Closing and Next Steps</b>	Annette Beitel, Facilitator

**Meeting Materials**

- Facilitation Team Presentation: Key Feedback from CBOs.
- IQ North Utility presentations: 2018 Marketing and Outreach Results; 2019 Overview of Marketing and Outreach Plans.
- IQ North Utility presentations: Northern Illinois Utility Updates for 2019.
- Facilitation Team Presentation: Survey Results, Key 2018 activities and 2019 Committee Plan.
- IQ North 2019 Committee Plan (draft).