

Income Qualified North Energy Efficiency Advisory Committee: 2019 Plan

Final Draft (updated 02/27/19)

| Committee Category | Committee Members and/or Participants |
|---|--|
| Facilitation Team | Theodora Okiro – Facilitator Celia Johnson – Facilitation Manager Annette Beitel – Senior Facilitator |
| Utility Leadership Team – North | <ul style="list-style-type: none"> • <u>Community Representative and Leader</u>: TBD • <u>Convening Utility – ComEd</u>: Molly Lunn • <u>Nicor Gas</u>: Chris Vaughn and Mike King • <u>Peoples Gas – North Shore Gas</u>: Omayra Garcia and Christina Pagnusat • Others TBD, as invited by Leadership Team |
| IQ North Advisory Committee Participants | <ul style="list-style-type: none"> • Representatives of electric and gas utilities • Representatives of Community Based Organizations (CBOs) and Community Action Agencies (CAAs) • Representatives of Income Qualified energy efficiency program implementation contractors |
| Meeting Frequency | <p><u>Leadership Team Meetings (North)</u>: Regular planning meetings will be held monthly with the IQ North Leadership Team.</p> <p><u>Advisory Committee Meetings (North)</u>: Approximately three (3) in-person meetings per year (excluding August). Meetings are expected to be held at the beginning and end of the year, with a mid-year check-in.</p> <p><u>Working Group Meetings</u>: IQ North Working Group meetings will be established for issue-specific topics. 4 meetings will initially be scheduled with subsequent meetings scheduled as-needed</p> |
| Deliverable(s) | Topic-specific deliverables are summarized in Section II, Topics to Address. |
| Website | www.IQAdvisoryCommittee.com |
| Attachments | N/A |

I. Objectives

Objectives for Advisory Committee North meetings in 2019 include the following:

1. Recruitment and Outreach to CBOs: Continue conducting one-on-one outreach and “Lunch + Learn meetings¹ with CBOs to encourage participation in 2019 meetings and understand their feedback on IQ programs.
2. Program Feedback Working Group: Convene a new working group to address program feedback on topics that include, but are not limited to, the following: program design, program implementation, program marketing and outreach, etc.
3. Job Creation, Workforce Diversity and Economic Development Working Group: Convene a new working group to address topics related to workforce and business development locally and where possible in income eligible communities. This will include attending to related topics specifically teed up in utility stipulations.
4. Addressing Hard-to-Reach Populations: Solicit input for opportunities to better reach “hard-to-reach” IQ customer populations (e.g., ESL residents, undocumented residents) with IQ energy efficiency programs.
5. IQ North Utility Progress Updates: Utilities to provide program progress updates on a regular basis.

II. Outreach to Community-Based Organizations

Conducting outreach to Community-Based Organizations (“CBOs”) will continue to be a priority to ensure the success of the IQ North Committee. The facilitation team developed a long-term outreach plan in 2018 that will continue to be utilized in 2019 in recruiting strong participation in the Advisory Committee. The facilitation team anticipates meeting with CBOs and CAAs twice per calendar year and will share feedback with the IQ North leadership team and the Advisory Committee.

In 2019, the facilitation team will also institute a ‘Lunch + Learn’ mobile meeting concept as a component of the CBO outreach activities. With this new outreach component, the facilitation team will access existing CBO networks to introduce the Committee and to continue to engage and solicit feedback from CBOs in their communities.

III. Participation

IQ North Committee meetings include those specifically identified in the Future Energy Jobs Act:² 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.

¹ “Lunch + Learn” meetings will be outreach meetings organized in CBO communities with multiple CBOs in attendance. The purpose of these meetings will be to assess feedback and “bring the Committee to the community.”

² See 220 ILCS 5/8-103(B)(c).

“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.*

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).

IV. Committee Process

To ensure the success of the Committee, a leadership team comprising of representative utilities oversees the IQ North Committee. Leadership team members are responsible for reviewing and approving agendas and speakers; approving member requests for the Advisory Committee; participating in pre-meeting planning with the facilitators; providing input on presenters; attending Committee meetings; helping the facilitators select key issues for the Committee to address; helping facilitate and solicit input on specific topics during meetings; and providing feedback on framing issues.

Advisory Committee meetings are facilitated by the facilitation team (Future Energy Enterprises, LLC). The facilitation team is responsible for developing agendas with input from the leadership team, organizing and presiding over meetings, maintaining and circulating meeting notes, updating the tracking document with feedback from meetings, identifying open issues and action items. All follow-up documents are posted on the website. In 2019, the leadership team will develop an effective procedural system for closing out outstanding issues and feedback in the tracking document.

Additional facilitation team tasks include: conducting outreach to CBOs, conducting research to support topic-specific issues that are addresses by or raised in IQ North meetings or working groups as needed, tracking and coordinating with other related Income Qualified efforts, and producing reports summarizing activities and accomplishments of IQ North Committee and individual working groups.

The facilitation team will circulate an end-of-year survey to assess the Committee’s feedback on 2019 activities. The facilitation team will also frequently consider utilizing surveys to assess Committee feedback on future topics. Surveys may also be circulated to Working Group participants to determine feedback on discussion topics and working group structure.

V. Topics to Address

This section summarizes topics that will be addressed in the IQ North Committee in 2019. Pre-work, tasks and deliverables are identified for each topic. Additional topics will be addressed as time and resources permit.

Topic 1: Feedback from CBOs

- Share a summary of feedback from CBOs on income qualified EE programs.

Pre-work:

- The facilitation team created a long-range outreach plan for CBO recruitment. The facilitation team will continue to meet with CBOs in 2019 with the goal of increasing participation and engagement in the IQ North Committee.

Task(s):

- Mid-year and end of year presentations from the facilitation team with a summary of key feedback from CBOs.
- The facilitation team will also review the possibility of reporting to the IQ North Committee on CBO participation rates and the geographic distribution of IQ North Committee participants.

Facilitator Deliverable(s):

- Facilitators to provide detailed feedback from CBO outreach meetings to the IQ North leadership team on a regular basis.
- Facilitators to present a summary of key CBO feedback, anticipated twice per year (mid-year meeting and end of year meeting).

Topic 2: Program Feedback Working Group

- Topics in the Working Group are anticipated to include bill assistance and affordability, energy burdens, program design, program marketing and outreach, other program topics.
- The Goal of the Program Feedback Working Group will be the following:
 1. Identify how features of Income Qualified Energy Efficiency (EE) Programs such as, program design; program implementation; program participation; program marketing and outreach; and other aspects of EE programs can be best optimized for the benefit of IQ Customers.
 2. Make recommendations based on Working Group findings of how to best optimize Income Qualified Energy Efficiency (EE) Programs.

Pre-work:

- Facilitators analyzed outstanding feedback and questions from 2018 meetings, survey input, and CBO outreach to identify the sub-topics to be addressed in the Program Feedback Working Group.
- Facilitators to circulate a survey to working group participants to solicit feedback on additional suggested on working group discussion topics and desired structure of the working groups.

Task(s):

- Facilitators to continue to conduct outreach meetings to implementers and CBOs to gather input and feedback on IQ EE programs.
- Facilitated discussions to solicit input and reach consensus around Working Group findings and final recommendations related to sub-topics.

Facilitator Deliverable(s):

- The facilitation team will prepare an End of Year Report summarizing 2019 activities and accomplishments from Working Group Meetings; and oversee the creation of an Action Plan for 2020.

IQ North Committee Deliverable(s):

- Working Group participants will assist in the compilation of the following deliverables for the Program Feedback Working Group:
 - Findings and recommendations related to sub-topic areas and how to best optimize Income Qualified Energy Efficiency (EE) Programs.
 - Action Plan for 2020.

Topic 3: Job Creation, Workforce Diversity and Economic Development Working Group:

- Topics in the Working Group are anticipated to include: local and diverse job opportunities and training, local and diverse business development and training, goals and measurement, coordination with existing training resources and efforts, and best practices.
- These topics adhere to the stipulations stated in each of the IQ North utilities stipulation agreements. The stipulations are addressed below.
- The *Northern Illinois Gas Company aka Nicor Gas Company's 2018-2021 Energy Efficiency Settlement Stipulation Plan's* section on Workforce Development and Supplier Diversity states that Nicor Gas acknowledges the importance of fostering economic activity in Illinois through the use of energy efficiency dollars to support Illinois-based jobs through the following steps:
 1. Nicor Gas shall investigate ways to integrate workforce development initiatives, in coordination with ComEd and other workforce development entities, including, if practicable, IHWAP, within its Market Transformation program as described in the EEP 2018-2021.
 2. Nicor Gas shall engage in discussions within the Income Qualified Advisory Committee convened pursuant to Section 8-103B© of the Act ("Income Qualified Advisory Group") aimed at increasing the diversity and number of locally-based trainees, vendors, and employees of the energy efficiency workforce within the Nicor Gas territory and integrating workforce development initiatives, as described above.
 3. Nicor Gas shall collaborate with stakeholders to develop reporting metrics on diverse vendor activity as part of its quarterly reporting requirements.

- The *North Shore Gas Company and The Peoples Gas Light and Coke Company Stipulated Settlement of their Energy Efficiency Plan*'s section on Workforce Development and Reporting states that the company shall work in good faith to consult with, and reach consensus with the Income Qualified Advisory Committee on issues including but not limited to the following:
 1. Diversity in training and hiring of individuals for energy efficiency from economically disadvantaged and diverse communities; including training offered through the IHWAP program necessary to increase capacity to deliver services in the Companies territories;
 2. Discussion and establishment of goals and best practices outside the context of Docket No. 17-0309, in consultation with the Income Qualified Advisory Committee and other job training initiatives, for increasing the diversity and number of locally-based trainees, vendors and employees of its energy efficiency workforce, and for establishing tracking methodologies for reporting purposes. NS/PG will coordinate and consult with the Income Qualified Advisory Committee, IHWAP, and other workforce development program administrators to establish best practices and methodologies for attracting, training, and employing diverse candidates for the 2018-2021 Plan and other workforce development efforts.
- The *ComEd 2018-2021 Energy Efficiency and Demand Response Settlement Stipulation Plan*'s section on Workforce Development and Supplier Diversity states the following:
 1. ComEd agrees to work with the Income Qualified Advisory Committee in the 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.
 2. ComEd agrees to discuss and establish goals and best practices outside the context of Docket No. 17-0312, in consultation with the Income Qualified Advisory Committee and other job training initiatives for increasing the diversity and number of locally-based trainees, vendors and employees of its energy efficiency workforce, and for establishing tracking methodologies for reporting purposes. ComEd will coordinate and consult with the Income Qualified Advisory Committee, IHWAP, and other workforce development program administrators to establish best practices and methodologies for attracting, training, and employing diverse candidates for the EE 2018-2021 Plan and other workforce development efforts.
 3. Job training in economically disadvantaged and diverse communities within its service territory that is supported by ComEd's efficiency program portfolio funding, including training offered through the IHWAP program necessary to increase capacity to deliver services in ComEd's territory.
- **Accordingly, the goal of the Workforce Development Working Group will be to:**
 1. Identify how utility EE workforce and business development efforts can be optimized for the benefit of income eligible and diverse communities.

2. Make recommendations based on Working Group findings of how to best optimize Utility workforce and business development efforts.
3. Address key workforce related items articulated in utility stipulations.

Pre-work:

- Facilitators to circulate a survey to working group participants to determine feedback on working group discussion topics, deliverables and desired structure of the working groups.

Task(s):

- Identification of key sub-topics to be addressed.
- Presentations related to these sub-topics.
- Facilitated discussions to solicit input and reach consensus around Working Group findings and final recommendations related to sub-topics.

Facilitator Deliverable(s):

- The facilitation team will develop an End of Year Report summarizing 2019 activities and accomplishments from Working Group Meeting, as well as an Action Plan for 2020.

IQ North Committee Deliverable(s):

- Working Group participants will assist in the compilation of the following deliverables for the Workforce Development Working Group:
 - Findings and recommendations on each sub-topic area.
 - Action Plan for 2020.

Topic 4: Addressing Hard-to-Reach Populations

- Solicit input from the IQ North Committee and Community-Based Organizations representing “hard-to-reach” IQ customer populations on their specific wants, needs and barriers they may face to participating in Income Qualified energy efficiency programs.
- Questions to address:
 - Who should be getting served and reached with Income Qualified EE programs, but is currently not getting served?
 - What are the needs of these communities?
 - What are the unique challenges, barriers and needs that these “hard-to-reach” IQ customer populations face?
 - What are the unique approaches for successfully engaging these “hard-to-reach” IQ customer populations?
 - What has been done to address these barriers and gaps?
 - What are their perceptions and/or understanding of energy efficiency programs?

Pre-work:

- Facilitators to work with leadership team to understand the breadth of influence and/or limitations utilities possess to satisfactorily address hard to reach IQ customer populations.
- IQ North Utilities to review and examine data on who the “hard-to-reach” IQ customer populations are.
- IQ North Utilities and facilitators to conduct research on where “hard-to-reach” IQ customer populations are located, and the resources required to assess and engage them.
- IQ North Utilities and facilitators to seek to identify what portion of the population the “hard-to-reach” IQ Customers makes up prior to discussion at the IQ North Meetings.
- Facilitators to work with leadership team and other Advisory Committee Members to ensure the appropriate CBOs and community leaders are on the distribution list for the Advisory Committee.
- During in-person outreach meetings with CBOs, facilitators will work with CBOs on best modes of outreach to “hard-to-reach” IQ Customer populations based on the populations they serve.
- Facilitators to reach out to CBOs and local leaders to solicit interest and participation in the Advisory Committee:

Task(s):

- Facilitated discussion on how utilities will feasibly address “hard-to-reach” IQ customer populations with Income Qualified EE programs, with a request for feedback from CBOs.
- Presentation(s) from CBOs on how best to assess “hard-to-reach” IQ customer populations and reach them with Income Qualified EE programs.
- Facilitated discussion to solicit input from CBOs and community leaders on serving these communities.

Facilitator Deliverable(s):

- Facilitators to prepare a summary of input, recommendations and follow-up items from CBOs community leaders on addressing “hard-to-reach” IQ Customer populations.

IQ North Utilities Deliverable(s):

- Summary of committee recommendations on identifying and better reaching “hard-to-reach” IQ Customers and communities, plus utility responses and/or PowerPoint presentation.

Topic 5: Quarterly Reporting**Pre-work:**

- N/A

Task(s):

- Utilities to present program progress updates on a regular basis to the IQ North Committee.

IQ North Utilities Deliverable(s):

- Utilities to prepare final quarterly reports approximately 45 days after the end of each quarter. Quarterly reports will be presented at Large Group meetings and posted by the facilitation team on the Income Qualified Advisory Committee website: www.IQAdvisoryCommittee.com.

Facilitator Deliverable(s):

- Facilitators will prepare a summary of questions and follow-up on progress updates.
- A month prior to Utility updates to the Committee, Facilitators will provide top items³ to include, based on feedback from previous meetings.

VI. Illustrative Schedule

Table 1 below summarizes the Advisory Committee North illustrative schedule for 2019. The Advisory Committee will meet approximately three times in 2019. The Advisory Committee meeting in February will be in Naperville, and July and December will tentatively be in Chicago.

Prior to each Advisory Committee meeting, the facilitation team will meet with the leadership team. These meetings will be convened to discuss the meeting agenda and other preparatory deliverables for the upcoming meeting. The facilitators will circulate an agenda approximately two weeks in advance of each advisory meeting.

The schedule also features the approximate meeting months for the two (2) working groups. The working groups will meet via teleconference and will be led by the facilitation team. This meeting structure is subject to change as needed, depending on feedback from working group participants. 4 working group meetings will initially be scheduled with subsequent meetings scheduled as-needed. Each working group meeting will take place every 6 weeks.

These meeting dates are preliminary. The facilitation team will ensure that the eventual dates for each meeting will not conflict with any other Illinois Committee processes such as: The Illinois Stakeholder Advisory Group and IQ South Advisory Committee Meetings.

| Table 1: Advisory Committee North 2018 Illustrative Schedule | | |
|---|--------------------------------------|--|
| Date | Agenda | Preliminary Next Steps |
| February Naperville, IL | IQ North Committee Meeting #1 | Facilitators to summarize feedback and action items. |

³ These items will be based on feedback from prior meetings on what information and updates the Committee would like to learn.

Table 1: Advisory Committee North 2018 Illustrative Schedule

| Date | Agenda | Preliminary Next Steps |
|---|--|---|
| | | Utilities to prepare additional responses to feedback, as needed. |
| <p>April Teleconference</p> | <p>Program Feedback Working Group Meeting #1</p> | Facilitators to summarize feedback and action items. |
| <p>April Teleconference</p> | <p>Workforce Development Working Group Meeting #1</p> | Facilitators to summarize feedback and action items. |
| <p>June Teleconference</p> | <p>Program Feedback Working Group Meeting #2</p> | Facilitators to summarize feedback and action items. |
| <p>June Teleconference</p> | <p>Workforce Development Working Group Meeting #2</p> | Facilitators to summarize feedback and action items. |
| <p>July Location: Chicago</p> | <p>IQ North Committee Meeting #2</p> | <p>Facilitators to summarize feedback and action items.</p> <p>Utilities to prepare additional responses to feedback, as needed.</p> |
| <p>September Lunch and Learn Meeting Location: TBD</p> | <p>Workforce Development Working Group Meeting #3</p> | Facilitators to summarize feedback and action items. |
| <p>September Lunch and Learn Meeting Location: TBD</p> | <p>Program Feedback Working Group Meeting #3</p> | Facilitators to summarize feedback and action items. |
| <p>November Teleconference</p> | <p>Workforce Development Working Group Meeting #4</p> | <p>Facilitators to summarize feedback and action items.</p> <p>Facilitators to develop action plan for 2020 in collaboration with Working Group Lead.</p> <p>Facilitators and Working Group Lead to compile final recommendations on Sub-topic areas.</p> |
| <p>November Teleconference</p> | <p>Program Feedback Working Group Meeting #4</p> | <p>Facilitators to summarize feedback and action items.</p> <p>Facilitators and Working Group Lead to compile final</p> |

Table 1: Advisory Committee North 2018 Illustrative Schedule

| Date | Agenda | Preliminary Next Steps |
|--|---|--|
| | | <p>recommendations on Sub-topic areas.</p> <p>Facilitators to develop action plan for 2020 in collaboration with Working Group Lead.</p> |
| <p>December Chicago, IL</p> | <p>IQ North Committee Meeting #3</p> | <p>Facilitators to summarize feedback and action items.</p> <p>Facilitators to prepare draft of 2020 Committee IQ North Plan.</p> <p>Utilities to prepare additional responses to feedback, as needed.</p> |