

**Program Feedback Working Group (IQ North)  
2019 Meetings  
Tracking Working Group Feedback  
Updated 06-26-2019**

**Overview of Tracking Document:**

\*\*This tracking document includes a summary of suggestions/feedback and open questions from IQ North Progra Feedback Participants.  
\*\*The IQ North facilitators will update the tracking document after each meeting to ensure that feedback from all participants is taken into account and that next steps can be tracked for future meetings.  
\*\*Key topics for 2019 are identified below, as described in the IQ North 2019 Working Group Plan. Additional topics and discussion will also be captured in this tracking document, as needed.

**Program Feedback Working Group Meeting #2: June 10, 2019**

Meeting Date	Topic	Follow-up/Action Items	Relevant Stakeholder(s)	Response/ Next Steps	Status (Open/Closed)	Follow-Up Notes
Meeting #2: 06/10/19	New York City's Shine A Light on Your Utility Rights Poster	Michelle (IACAA) believes that the poster will be useful for CAAs. IACAA can present the poster at their energy committee. Perhaps a survey could be deployed to the CAAs	IACAA	The facilitators will work with IACAA on this		
			AG's Office	The facilitators will work with the AG's Office on this		
		The facilitators will work with Karen Lussion to determine next steps with the poster				
Meeting #2: 06/10/19	Customer Experience Maps	The facilitators will assess the opportunity to discuss arrears as a future topic	Delta Institute, THAW			
		The facilitators will whether ComEd can have a pilot with CAAs + CBOs to see how mapping can help them at a local level.	ComEd, IACAA			

**Program Feedback Working Group Meeting #1: April 2, 2019**

Meeting Date	Topic	Follow-up/Action Items	Relevant Stakeholder(s)	Response/ Next Steps	Status (Open/Closed)	Follow-Up Notes
Meeting #1: 04/02/19	IQ Programs	The facilitators will invite non-utility related programs such as the Chicago Bungalow Association and Call for Ideas recipients to present on their programs.	Chicago Bungalow Association; Call for Ideas recipients			
		The facilitators will coordinate with Elevate Energy to present about bundling and coordination of services, this may be presented at a future meeting (clarify with Elevate which services they believe can be bundled).	Elevate Energy			
		The facilitators will gather utility responses on how other programs and services are braiding offerings	Utilities			
		At a future meeting, Utilities will present programs (the top programs selected via the survey) and the working group will discuss areas for improvement.	Utilities			
Meeting #1: 04/02/19	Integrating Income Qualified EE Programs with Other Customer Assistance Programs	The facilitators will coordinate with Elevate, IPA and the AG office to understand what they are doing to prevent scams in the low-income communities.	Elevate Energy; IPA; AGs Office	The HEAT bill was recently passed to protect customers from ARES. It was sponsored and supported by Elevate Energy and AG's Office		
		The facilitators will explore with utilities how EE offerings can be better integrated or leveraged with programs targeting IQ customers.	Utilities			
Meeting #1: 04/02/19	Energy Efficiency Education and Providing Information to Customers	Nick Horras of Resource Innovations will include a question on how CAAs would like to support to do outreach on weatherization and solar in an upcoming survey. He will share the outcome with the working group at a later meeting.	Resource Innovations			
		At the next large group in-person meeting, Elevate's IL Solar for All Grassroots outreach RFP efforts will be shared.	Elevate Energy			
Meeting #1: 04/02/19	Addressing In-Home Repairs	The facilitators will reach out to Rebuilding Together to better understand their referral network with CEDA.	Rebuilding Together; CEDA	Rebuilding Together will present at the Sept 2019 meeting.		
		The facilitators will reach out to the utilities and Citizen's Utility Board to understand if there are there any efforts by the utility to educate consumers on avoiding utility scams.	Utilities; Citizens Utility Board	ComEd and CUB have robust efforts to educate IQ customers on scams	Closed	

<p>Meeting #1: 04/02/19</p>	<p><b>Addressing Other IQ Customer Barriers to Participation</b></p>	<p>The facilitators will reach out to organizations (Latinx Churches, World Relief Chicago for Refugee Resettlement, and organizations currently partnering with utilities) mentioned that work with immigrants and refugee populations to assess opportunities to collaborate with utilities.</p>	<p>Latinx Churches; World Relief Chicago for Refugee Resettlement; and organizations currently partnering with utilities</p>			
		<p>The facilitators will reach out to the utilities to verify that they are not asking customers for social security information to open utility accounts.</p>	<p>Utilities</p>	<p>ComEd and PG-NG ask customers for their SSN to open accounts</p>	<p>Closed</p>	
		<p>To understand gaps in IQ Customer user experience, the facilitators will follow-up with the utilities to understand how current low-income customers are utilizing information via their online accounts and what apps they are considering for IQ customers to enhance user experience.</p>	<p>Utilities</p>			