



## **INCOME QUALIFIED NORTH ENERGY EFFICIENCY ADVISORY COMMITTEE - 2019 ANNUAL REPORT**

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## Glossary of Terms

<b>IQ</b>	Income Qualified
<b>EE</b>	Energy Efficiency
<b>FEJA</b>	Future Energy Jobs Act.
<b>IQ North Utilities</b>	Utilities involved in the IQ North Committee include ComEd, Nicor Gas, Peoples Gas, and North Shore Gas.
<b>ICC</b>	Illinois Commerce Commission
<b>SAG</b>	The Stakeholder Advisory Group
<b>CBO</b>	Community-Based Organization
<b>CAA</b>	Community Action Agencies

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## Scope of the Report:

This report is the Annual Report of the Income Qualified North (IQ North) Energy Efficiency Advisory Committee, which summarizes the activity of the Committee between January 2019 and December 2019.

The Income Qualified (IQ) Energy Efficiency Advisory Committee was established following passage of the Future Energy Jobs Act (FEJA) in 2016.

The mission of both Committees is to convene and receive input from Community-Based Organizations (CBOs), implementation contractors, utilities administering income qualified (IQ) energy efficiency programs in Illinois and other interested stakeholders on pressing energy needs facing income qualified customers and to develop energy efficiency programs that help address these needs.

There are two separate committees - The IQ North Advisory Committee covers ComEd, Nicor Gas, Peoples Gas & North Shore Gas utility service territories in northern Illinois. The IQ South Advisory Committee covers Ameren Illinois' utility service territory. The 2019 activities and impact areas of the IQ North Advisory Committee will be highlighted in this report.

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# Income Qualified EE Advisory North Committee: 2019 Annual Report

## I. Executive Summary

**Key Accomplishments:** In 2019, the IQ North Committee became more substantive and inclusive in its activities and output. The Committee made significant strides in the following topic areas via in-person Committee meetings and working group meetings:

1. Committee Process
  - i. Meeting Locations and CBO participation
  - ii. Meeting Structure
  - iii. Committee Deliverables
2. Addressing Underserved Populations – formerly “hard-to-reach” populations
3. Program Design Feedback
4. Workforce Development and Workforce Diversity

The IQ North Committee successfully convened stakeholders (IQ North Utilities, Program Implementers and Community Based Organizations) to discuss and receive input on addressing underserved IQ populations, program design feedback and workforce development and diversity. The Committee capitalized on the recommendations from 2018 and successfully delivered the following:

- a. **Achieved an increased participation** of 11 new CBOs compared to the previous year.
- b. **Maintained the continued engagement** of 11 CBOs and eight CAAs from the previous year.
- c. **Identified additional CBOs** to participate in the IQ North Committees.
- d. **Pinpointed innovative strategies for building trust** with and reframing energy efficiency for underserved IQ populations.
- e. **Developed actionable deliverables** in collaboration with IQ North Committee participants.
- f. **Prioritized a greater involvement of CBOs** in the Committee Process by hosting meetings in their spaces, presenting at meetings and greater overall coordination with the Committee.
- g. **Created two working groups** on specific topics to develop concrete policy recommendations.
- h. **Leveraged 2018 Committee feedback** into concrete and actionable program recommendations for IQ North utilities.

## II. Background of IQ North Committee

The Income Qualified Advisory Committee was established following passage of the Future Energy Jobs Act (“FEJA” or “Act”) in 2016, as applicable to individual utilities. The statutory requirements for low income energy efficiency programs are outlined in Section 8-103(B) of the Public Utilities Act for electric utilities and Section 8-104(e-5) for gas utilities. Electric utilities are directed by statute to convene a “low-income energy efficiency advisory committee”:

*The electric utilities shall also convene a low-income energy efficiency advisory committee to assist in the design and evaluation of the low-income energy efficiency programs. The committee shall be comprised of the electric utilities subject to the requirements of this Section, the gas utilities subject to the requirements of Section 8-104 of this Act, the utilities' low-income energy efficiency implementation contractors, and representatives of community-based organizations.<sup>1</sup>*

### **III. IQ North Committee Formation Process**

To fulfill the statutory mandate for the IQ North Committee, the facilitation team worked with the sponsoring utilities to develop the following key process elements for the Committee:

- i. Leadership Team
- ii. Committee Process and Structure
  - a. “Large Group” Committee Meetings
  - b. Detailed Tracking Document
  - c. IQ North Committee Website
- iii. Outreach Meetings with Community Based Organizations (CBOs)

#### **Leadership Team**

A leadership team was appointed to oversee the functions of the Advisory Committee and ensure its yearly success. The leadership team comprises of IQ North representative utilities (**ComEd, Nicor Gas, Peoples Gas – North Shore Gas**). In 2019, the leadership team also included Community Leader<sup>2</sup> Cheryl Johnson of People for Community Recovery (PCR)<sup>3</sup> and the facilitation team.

The IQ North 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. The facilitation team is solely responsible for organizing and presiding over meetings; maintaining and circulating meeting notes; updating the tracking document with feedback from meetings; identifying open issues and action items; conducting research on best practice and other select issues raised by the Committee.

#### **Committee Process and Structure**

The Committee process and structure was discussed during pre-formation meetings held from April 2017 to June 2017 and finalized in 2018. The facilitation team utilized the process discussed in these pre-formation meetings at the 2019 Committee meetings. In 2019, all the large group IQ North Committee meetings were held in-person.

Prior to the final meeting of 2019, the facilitation team circulated an end-of-year survey to solicit feedback from the first year of meetings. The results of this survey will be presented in 2020.

The facilitation team meticulously documented feedback and comments raised at these meetings

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<sup>1</sup> 220 ILCS 5/8-103(B)(c).

<sup>2</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 contractors to implement Income Qualified energy efficiency programs.

<sup>3</sup> PCR is an environmental justice advocacy group located in the Altgeld Gardens residences in Chicago.

in a detailed tracking document which was then circulated after each meeting and added to the Committee website. This process and structure are detailed below:

**a. “Large Group” Committee Meetings**

The Income Qualified (IQ) North Advisory Committee **met four times in-person, on the following dates:** February 8, 2019; July 11, 2019; October 30, 2019 and December 5, 2019. The meeting notes and topics are detailed in the Appendix.

**b. Committee Tracking Document**

A notable and valuable resource created for the IQ North Committee is the Committee Tracking Document. The purpose of the tracking document is to memorialize and ensure follow-up on Committee member feedback. The facilitation team updated the tracking document with IQ North Committee comments, follow-up items, action items and responses from meeting participants following each meeting. This made feedback for each topic or meeting objective easy to track and accessible for meeting attendees and IQ North utilities. The Tracking Document also ensured that all comments and inputs shared were compiled in one master document. The document was then circulated to IQ North Committee participants along with meeting notes and other documents approximately two weeks after each meeting.

**c. IQ North Website**

Another key resource developed and managed on behalf of the IQ North Committee in 2018 and continued to be updated in 2019 was the Income Qualified EE Advisory Committees [Website](#). Minutes of each meeting, meeting materials, IQ North tracking document and other resources are available on the IQ North section of the IQ Advisory Committee website. The availability and accessibility of IQ North Committee meeting notes and materials ensures that the Committee Process and discussions are public and transparent for meeting attendees and the general public at large.

**Outreach Meetings with Community Based Organizations (CBOs)**

An ongoing commitment of the IQ North Committee is the continued recruitment and outreach of CBOs to attend in-person Committee meetings. The purpose of this is to establish and sustain their representation at the Committee meetings.<sup>4</sup> The outreach meetings are also an opportunity to allocate time for feedback that would otherwise not be shared in the larger Committee meetings. This recruitment is conducted via one-on-one meetings with CBOs. The facilitation team conducted these meetings in 2019 and will continue to do so in the future. Accordingly, each meeting was held in-person at the CBOs’ offices. The value of arranging outreach meeting at CBO offices is for the facilitation team to be familiarized with the CBO community. In 2019, The facilitation team also attend community events to meet with and publicize the IQ North Committee to previously unengaged CBOs. A complete list of CBOs and community events engaged in 2019 is listed in Appendix B.

**IV. Key Topics Addressed in 2019**

In 2019, the topics discussed at IQ North Committee meetings led to innovative insights for IQ North utilities to continue enhancing program design and marketing techniques. Each meeting

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<sup>4</sup> The participation of these organizations is also vital as outlined by the FEJA Statutory Mandate.

topic discussed at 2019 IQ North meetings was developed from outstanding feedback at 2018 Committee meetings. The key meeting topics addressed are the following:

**a. Addressing Underserved Populations**

In 2018, Committee feedback revealed that certain IQ customer types are particularly underserved. To address this gap, the 2019 IQ North Committee Plan included a goal to *“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.”*

At the February 8<sup>th</sup> in-person Committee meeting, the topic was introduced, and the Committee was asked to answer the following questions:

1. Who should be getting served and reached with Income Qualified EE programs, but is currently not getting served?
2. What are the needs of these communities?
3. What are the unique challenges, barriers and needs that these “hard-to-reach” IQ customer populations face?

**At this meeting, the “underserved” IQ populations were identified as: Seniors, Multi-family and Public Housing Residents, the Latino Community and ESL Immigrants, Cost-Burdened Customers and Non-Urban IQ Residents.** Along with identifying the “hard-to-reach” IQ populations, the main takeaway was that while there is no uniform approach in reaching these populations, a common barrier is the necessity to build trust with them.

**Concurrently, CBOs had been identified by the IQ North Committee as “trusted messengers.”** As trusted messengers, CBOs are deeply embedded in their communities. Along with understanding the needs of their respective communities, they have achieved success in reaching and building trust with “hard-to-reach” IQ populations. These organizations are uniquely placed to provide insights on population-specific challenges plus successful strategies in reaching these IQ customers.

At the July 11<sup>th</sup> in-person Committee meeting, four CBOs from the Chicago - Cook County region and one from Lake County were invited to present their strategies for reaching the identified underserved IQ populations. The CBOs presenting on behalf of their respective population were **Chicago Bungalow Association** ([Latino/ESL community](#)), **People for Community Recovery** ([Multi-family and Public Housing Residents](#)), **Austin Coming Together** ([Cost-Burdened Households](#)), **Chicago Commons** ([Seniors](#)), **Community Action Partnership of Lake County** ([Non-Urban IQ customers](#)). Each CBO’s presentation addressed the following:

1. What are the unique approaches for successfully engaging these “hard-to-reach” IQ customer populations?
2. What has been done to address these barriers and gaps?
3. What are the perceptions and/or understanding of energy efficiency programs for these “hard-to-reach” IQ customer populations?

The CBOs' recommended their proven strategies for promoting participation, overcoming barriers and building trust with each underserved IQ populations. The core recommendations include:

- **Be mindful of educational gaps** when marketing and framing EE offers- a large percentage of “hard-to-reach” IQ customers have educational barriers.
- **Utilize clear and accessible language** when trying to reach “hard-to-reach” IQ customers.
- **Build strong relationships** with trusted messengers and community leaders.
- Consider **increasing one-on-one outreach** rather than mass marketing campaigns.
- Proactively **share utility-related information** and local activities with communities.
- **Shift focus from explicitly mentioning energy efficiency** when marketing to “hard-to-reach” populations
- Seek to **create positive customer service** interactions.

The takeaway from these recommendations is the inaccessible marketing language currently being used to reach underserved IQ Communities. At the October 30, 2019 in-person Committee meeting, two CBOs - **Citizens Utility Board (CUB) and Genius Lab** were invited to demonstrate these recommendations. The CBOs underscored their strategies to overcome educational barriers and reframe energy efficiency for underserved IQ communities. Genius Lab is creating a pipeline for students in disadvantaged communities to participate in the energy efficiency economy. The CBO educated the Committee on how a technology program is being leveraged to include energy efficiency education. CUB shared their “holistic” educational method which focuses on addressing the full energy-related needs of a customer. Both CBOs highlighted how innovative and creative methods can be utilized to market energy efficiency to IQ Communities. The presentations illustrated how energy efficiency can be reframed to IQ Customers. The CBOs also emphasized that outreach strategies can be innovative. These recommended strategies are:

- **Utilizing a “holistic” method to reframe energy efficiency.** CUB noted that most existing programs simply focus on marketing their individual programs but need to think about the customer’s holistic needs.
- **Leveraging existing programs** to include energy efficiency education.

At the December 5<sup>th</sup> in-person Committee meeting, the IQ North utilities responded to the collective CBO recommendations on reaching underserved IQ Communities. This topic and the Utilities’ consensus action for each recommendation will be further explored at IQ North meetings in 2020.

#### **b. Program Feedback Working Group**

The Program Feedback Working Group was created for the IQ North Committee to convene interested IQ North meeting participants to address IQ program-related topics including but not limited to energy efficiency education, in-home repairs, barriers to IQ customer participation and program marketing and outreach. The Program Feedback Working Group met three times in

2019 on the following meeting dates: April 2, 2019; June 10, 2019 and October 22, 2019. All meetings were held via teleconference.

The April 2<sup>nd</sup> meeting was a kick-off meeting introducing the working group purpose to the working group participants. The participants shared the most pressing program related needs faced by program implementers and CBOs. The topics included:

- **Integrating Income Qualified EE Programs with Other Customer Assistance** – How the IQ North Utilities can effectively integrate information about IQ EE programs with other customer assistance initiatives.
- **Energy Efficiency Education and Providing Information to Customers** – How to address the knowledge gap faced by IQ Customers and the importance of EE.
- **Addressing In-Home Repairs** – How the IQ North Utilities and the IQ North Committee can best coordinate resources and information to address in-home repairs prior to and during service delivery.
- **Addressing Other IQ Customer Barriers to Participation** – Fear of predatory programs, user experience and refugee participation.
- **IQ EE program design** – Optimizing existing IQ EE programs to best serve IQ Customers.

At the June 10<sup>th</sup> meeting, the working group participants assessed how the program design of IQ EE programs can be more weighted towards IQ customers' needs. The working group also reviewed a New York City EE Fact Sheet that integrates bill assistance with IQ EE programs. The fact sheet was presented by the Illinois Attorney General's Office. The working group found the artistic and colorful fact sheet to be attention grabbing and thus potentially valuable for the Illinois customer. However, it was suggested that **it is necessary to understand the experience of the Illinois customer to replicate the poster in Illinois.**

At the October 22<sup>nd</sup> meeting, the IQ North utilities solicited feedback on IQ program changes and recommendations for program design and implementation in 2020. The working group recommended the following for each utility:

#### **ComEd**

- **Affordable Housing New Construction Compliance Path** – Continue to promote opportunities for multi-family developers to participate in the program.

#### **Nicor Gas**

- **Contractor Channel** - Coordinate efforts with ComEd to streamline programs, offerings and reduce costs.
- **Weatherization Kits** – Assess opportunities to coordinate efforts with the other utilities.

#### **Peoples Gas – North Shore Gas**

- **IHWAP Program** – There needs to be more program materials for overall for the CAAs to explain program offerings.
- **Weatherization Kits** – Assess opportunities to coordinate efforts with the other utilities.

### **c. Workforce Development and Workforce Diversity Working Group**

The Workforce Development and Workforce Diversity Working Group was created for the IQ North Committee to convene IQ North meeting participants to further discuss, reach consensus on and develop policy and programmatic recommendations on workforce development topics with emphasis on WF topics identified in the IQ North utilities' stipulations. The Workforce Development and Workforce Diversity Working Group met two times in 2019 on the following meeting dates: May 20, 2019 and September 23, 2019. All meetings were held via teleconference.

The May 20<sup>th</sup>, 2019 was a kick-off meeting introducing the working group purpose to the working group participants. The working group topics were discussed and finalized. The participants

- **Optimizing Utility EE Workforce and Business Development Efforts** – Assessing how current utility workforce efforts can be best optimized and refined.
- **Addressing Workforce Needs for Illinois Home Weatherization Assistance Program (IHWAP) and Other IQ Programs** – Supporting CAA staff capacity during service delivery of IHWAP.
- **Supporting Job Development and Training Initiatives in IQ Communities** – Assessing how the EE workforce can be diversified by increasing the number of workers trained and hired from economically disadvantaged/diverse communities to become vendors, local-based trainees and employees of the EE workforce.
- **Workforce Development Best Practices** – Understanding some best practices in in solar and EE training programs that are transferrable to Illinois.
- **Workforce Development Metrics** – Commonly used metrics for tracking workforce development efforts.

At the September 23<sup>rd</sup> meeting, **Elevate Energy** presented to the working group on their lessons learned from their implementation of EE workforce development programs. Elevate Energy crucially identified key barriers hindering IQ communities from participating in the EE workforce. Some barriers include:

- **Training Resources** – Vital resources such as childcare, housing etc. are needed for supportive barriers
- **Job Placement** - Pathways are needed for industry, trades and union placement Jobs.
- **Transportation Barriers** – Transportation to training or job sites outside of Chicago is a barrier due to a lack of public transit or driver's license.
- **Returning Citizens Barriers** – There are barriers for returning citizen to gain and maintain work in solar.
- **Clean Energy Education** – On-going education is needed about the benefit of FEJA and EE jobs.

At this meeting, **Chicago Jobs Council (CJC)** presented a review of current workforce development efforts in Illinois. CJC presented on the gender and racial disparities in the Illinois workforce and how these impacts hiring/training efforts. CJC also presented a review of existing

metrics used to track the progress of workforce development programs. CJC educated the working group on commonly tracked workforce metrics. Commonly tracked metrics include:

- **Job Placement**
- **Retention (30, 60, 90-day benchmarks)**
- **Wages & Benefits**
- **# of clients enrolled in services**

The working group will discuss how to discuss these barriers and explore potential metrics at future meetings.

#### **V. Key IQ North Committee Accomplishments in 2019**

In the 2018 IQ North End-of-Year Report, the Committee reflected on opportunities to become more substantive in output. To accomplish this, the IQ North Committee received feedback from the Committee via in-person meetings, informal discussions and an end-of-year survey. The feedback revealed that the IQ North Committee should: enhance the participation of CBOs in the Committee process; create working groups to address discrete topics; develop actionable deliverables; translate feedback into actionable strategy changes for IQ North Utilities; rotate meeting locations across the Northern Illinois territory; convene meetings at CBO or CAA sites where practicable; and continue to discuss effective strategies for reaching IQ customers with energy efficiency programs. In 2019, the facilitation team responded to these Committee feedback and made significant strides in the following areas:

- a. Committee Process
  - i. Meeting Locations and CBO participation
  - ii. Meeting Structure
  - iii. Committee Deliverables
- b. Addressing Underserved Populations
- c. Program Feedback
- d. Workforce Development and Workforce Diversity

#### **Committee Process**

The IQ North Committee process was refined to increase the participation and sustained engagement of CBOs and CAAs across the Northern Illinois territory. This was achieved through coordinating with the organizations to host IQ North meetings at their spaces and present their community needs. IQ North meetings were also refined in the following ways:

- i. Meeting Location and CBO participation
- ii. Meeting Structure
- iii. Committee Deliverables

### i. Meeting Locations and CBO Participation

In 2019, the IQ North Committee enhanced its coordination with CAAs and CBOs and rotated meetings across the northern Illinois territory. The Committee responded to prior Committee feedback by collaborating with three CBOs to host IQ North meetings. Each CBO spotlighted their programs.

1. At the February 8, 2019 meeting, the IQ North Committee meeting was held in **Naperville** at the Nicor Gas facilities. All IQ North meetings had previously been held in Chicago.
2. At the July 11, 2019 meeting, the IQ North Committee meeting was hosted by a CBO and FEJA workforce grantee, **National Latino Education Institute (NLEI)**.
3. At the October 30, 2019 meeting, the IQ North Committee meeting was hosted by a CBO, the **Renaissance Collaborative (TRC)**.
4. At the December 5, 2019 meeting, the IQ North Committee meeting was hosted by a CBO and ComEd *Call for Ideas* (CFI)<sup>5</sup> winner, **Blacks in Green (BIG)**.



### ii. Meeting Structure

The Committee also maximized CBO and CAA participation by utilizing a panel structure to solicit and receive their feedback. At the July 11<sup>th</sup> meeting, five CBOs (**Chicago Bungalow Association, People for Community Recovery, Austin Coming Together, Chicago Commons, and Community Action Partnership of Lake County**) separately presented their strategies for reaching previously identified underserved IQ populations. After the final presentation, the CBOs were convened to participate in a panel discussion.

### iii. Committee Deliverables

The Committee developed an effective procedural system for closing out outstanding issues and feedback in the tracking document in 2019. The facilitation team evaluated outstanding feedback and “open items” from all IQ North meetings since 2018 in the tracking document. The feedback was categorized into 3 distinct topics: **Addressing Underserved IQ Populations, Energy Efficiency Education and Marketing and Outreach**. This led to the creation of an end-of-year memo on building trust with and successfully reaching IQ Communities. The memo was presented to the IQ North utilities for potential action in 2020. The Committee also developed a memo on Workforce Diversity in the **Illinois Energy Efficiency Industry**. The memo

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<sup>5</sup> With the passage of FEJA, up to \$6 million in annual funding was made available for efforts to focus on new and innovative ways to deliver energy efficiency savings to IQ customers. The purpose of CFI is to explore energy efficiency project ideas that incorporate new technology or innovative concepts.

summarized the business case for workforce diversity, the current state policies and initiatives supporting diversity and suggestions on supporting diverse suppliers.

### **Addressing Underserved Populations**

To best solicit opportunities to better reach underserved IQ populations, nine CBOs were invited to share their experiences at four in-person IQ North meetings. The CBOs' were given a platform to present and educate the Committee on their important history, mission, programs, communities and community needs. The CBOs also presented recommended strategies for promoting participation, overcoming barriers and building trust with each underserved IQ populations. This led to an increased understanding on how EE can be reframed for underserved IQ populations. The CBOs also illustrated creating strategies for reaching underserved customers. Some recommendations include leveraging existing non-EE programs and creating positive customer experiences.

### **Program Feedback**

The Program Feedback working group participants successfully identified IQ EE program gaps. The participants recommended critical areas to improve program delivery and optimize IQ customers' experiences when participating in these programs. The working group participants also recommended IQ programs (weatherization kits and utility IHWAP programs) where the IQ North utilities could better coordinate efforts.

### **Workforce Development and Workforce Diversity**

The Workforce development and workforce diversity working group participants successfully identified the barriers hindering IQ customers from participating in the EE workforce. The working group also discussed existing workforce development programs in Illinois and opportunities to replicate tracking efforts and diversity policy in EE workforce programs.

## **VI. Conclusion**

In 2019, the IQ North Committee made improvements in the process to maximize CAA and CBO participation. The Committee also received actionable feedback on key topics. In subsequent years, the IQ North committee intends to continue this substantive output while emphasizing community needs. This will be accomplished by focusing on the following:

- a. **Creating an inclusive environment** for CBOs to confidently share feedback and community needs.
- b. **Continuing to identify and solicit** the engagement of CBOs in the IQ North Committee.
- c. **Developing concrete policy** outcomes from working groups.
- d. **Participating in the SAG Portfolio Planning Process** for IQ North CBOs to provide to feedback on income qualified programs and ideas for the utilities to consider in the 2022-2025 EE Plans.
- e. **Assessing opportunities to better support** ComEd Call for Ideas Program. Implementers; program pilots and other community-based program implementers.
- f. **Recommending areas of programmatic** and strategy changes for IQ North utilities.
- g. **Promoting the participation of CAAs** in the IQ North Committee by organizing mobile "CAA Engagement" meetings.

## **Appendix A (i.)- Summary of In-Person Meetings**

This section will summarize the details of what was covered in each meeting. There were four in-person IQ North meetings in 2019 across different locations in the IQ North territory. These meetings are described below:

### Meeting 1

The first IQ North meeting was held on February 8, 2019 at Nicor Gas' facilities in Naperville. The purpose of the meeting was the following: (1) To introduce the Committee participants to Q North utilities' IQ EE program portfolios for 2019; (2) To introduce and familiarize Committee participants with the winning programs of ComEd's Call for Ideas initiative; (3) To educate Committee participants about the 2019 IQ North working groups and finalize goals, Leadership Team objectives and plan for 2019; (4) To introduce Committee Participants to the key 2019 IQ North topics; (5) To engage participants in a small group discussion and report back to the IQ North Committee.

### Meeting 2

The second IQ North meeting was held on July 11, 2019 at the National Latino Education Institute. The purpose of the meeting was the following: (1) To introduce the Committee to the host community-based organization, educate participants on NLEI's mission, initiatives and FEJA workforce training, and discuss any FEJA workforce development related challenges; (2) For invited CBOs to educate the Committee on proven strategies to build trust with and reach IQ populations previously identified as "hard-to-reach"; (3) For Committee members to provide feedback on building trust with underserved IQ populations. The invited CBOs also participated in a panel discussion after their presentation section.

The CBOs featured in the meeting were:

- **National Latino Education Institute**
- **Chicago Bungalow Association**
- **People for Community Recovery**
- **Austin Community Together**
- **Chicago Commons**
- **Community Action Partnership of Lake County**

### Meeting 3

The third IQ North meeting was held on October 30, 2019 at The Renaissance Collaborative. The purpose of the meeting was the following: (1) To introduce the IQ North Committee to the host community-based organization, to educate participants on TRC's mission, green workforce training initiatives and other community building efforts; (2) Solicit Committee feedback on the best ways to educate income qualified communities on energy efficiency; there were two CBO presentations; (3) To discuss and solicit input from the IQ North Committee on key Committee recommendations on core 2019 topics; (4) To educate the Committee on effective tracking methods for workforce development & job diversity, and discuss committee recommendations for metrics.

The CBOs featured in the meeting were:

- **The Renaissance Collaborative**
- **Genius Lab**
- **Citizens Utility Board**

#### Meeting 4

The final IQ North meeting was held on December 5, 2019 at Blacks In Green (BIG). The purpose of the meeting was the following: (1) To introduce the IQ North Committee to the host community-based organization; to educate participants on BIG’s mission, the Green Living Room and other energy efficiency education efforts; (2) For the IQ North Utilities to inform the Committee on how each Memo recommendations will be addressed; to seek to create consensus on “the action” to address each memo recommendation; (3) To educate the Committee on Navigant’s mapping findings of demographic and program data distribution in ComEd’s territory; discuss conclusions about current participation in ComEd’s IE programs; (4) To provide initial feedback on utility responses. The CBO featured in the meeting was: **Blacks In Green**

### **Appendix A (ii) - Summary of Working Group Meetings**

#### **Program Feedback Working Group**

##### Meeting 1

The first Program Feedback Working Group meeting was held on April 2, 2019. The purpose of the meeting was the following: (1) To provide an overview of the Working Group structure, plan and topics and request feedback; (2) To inform participants about results of the survey and how they will be incorporated into the 2019 program feedback working group structure; (3) To present the working group topics and discussion questions and for participants to begin to discuss how to address issues.

##### Meeting 2

The second Program Feedback Working Group meeting was held on June 10, 2019. The purpose of the meeting was the following: (1) To introduce participants to an integrated fact sheet from New York City that is being used to educate IQ customers on their rights, bill assistance and other pressing energy needs; (2) To discuss opportunities for replication and marketing in Illinois; (3) For the working group to discuss current efforts to address IQ customers’ needs using customer journey maps; (4) To recommend areas to improve the IQ customer experience when participating in IQ programs. The meeting presenters for this section were Delta Institute and ComEd.

##### Meeting 3

The third Program Feedback Working Group meeting was held on October 22, 2019. The purpose of the meeting was the following: (1) For ComEd to solicit feedback on the importance of efficient lighting for IQ Communities; (2) To educate the working group on recent TRM policy changes and how it affects program design and solicit feedback on additional programs; (3) For Nicor Gas to solicit feedback on community engagement strategies for Contractor

Channel Program and solicit feedback on customer awareness strategies for Weatherization Kits Program; (4) For Peoples Gas - North Shore Gas to solicit feedback on strategies used to address Public Housing Program challenges and request additional feedback on programs.

### **Workforce Development Working Group**

#### Meeting 1

The first Workforce development and workforce diversity working group was held on May 20, 2019. The purpose of the meeting was the following: (1) To provide an overview of the Working Group structure, plan and topics and request feedback; (2) To inform participants about results of the working group introductory survey and how they will be incorporated into the 2019 workforce development working group structure; (3) To present the working group topics and discussion questions and for participants to begin to discuss how to address issues.

#### Meeting 2

The second Workforce development and workforce diversity working group was held on September 23, 2019. The purpose of the meeting was the following: (1) For Elevate Energy to educate the working group on its workforce initiatives, share lessons learned, success stories and experiences from the field, identify key barriers hindering IQ communities from participating in the EE workforce, and assess feasible solutions to address barriers; (2) For Chicago Jobs Council to educate the working group on and review current methods and metrics for tracking workforce development efforts in IL (for both diversifying the workforce and increasing workforce participation from residents of disadvantaged communities). The CBO featured in the meeting was: **Chicago Jobs Council**

### **Appendix B (i)– Summary List of CBOs Outreach Meetings**

<b>CBO</b>	<b>Meeting Date</b>	<b>County/ Neighborhood Served</b>
<b>Citizens Utility Board (CUB)</b>	1/8/19	Statewide
<b>Enterprise Community Partners</b>	1/9/19	Cook County
<b>Rebuilding Together</b>	1/15/19	Cook County
<b>Year Up</b>	3/26/19	Cook County
<b>Austin Coming Together</b>	4/8/19	Austin, Garfield Park Neighborhood
<b>Chicago Bungalow Association</b>	4/16/19	Cook County

<b>CBO</b>	<b>Meeting Date</b>	<b>County/ Neighborhood Served</b>
<b>CARA</b>	5/1/19	Cook County
<b>National Latino Education Institute</b>	7/2/19	Brighton Park, McKinley Park Neighborhood
<b>Chicago Commons</b>	7/5/19	South Side of Chicago
<b>Village of Beach Park</b>	7/26/19	Lake County
<b>Chicago Jobs Council</b>	8/14/19	Cook County
<b>Centers for New Horizons</b>	9/18/19	South Side of Chicago
<b>The Renaissance Collaborative</b>	9/18/19	Bronzeville Community

**Appendix B (ii) – Summary List Community Network/Events**

<b>Community Network/ Event</b>	<b>Meeting Date</b>	<b>Location</b>
<b>Enterprise Community Partners -SES Meeting</b>	1/28/19	Conference Call
<b>World Business Chicago</b>	3/21/19	City Club of Chicago
<b>Austin Community Together Annual Spring Fundraiser</b>	3/23/19	The Gallery at Latin Rhythms
<b>Creating a More Sustainable Chicago</b>	3/30/19	The Plant Chicago
<b>Retrofit Site Visit with Chicago Bungalow Association</b>	4/16/19	West Lawn
<b>Energy Council Meeting, Austin Peoples Action Center</b>	9/6/19	U.E. Hall

## **Appendix C – List of Organizations that Participated in IQ North Committee Meetings in 2019**

IQ North Facilitation Team

### **IQ North Utilities**

ComEd

Nicor Gas

Peoples Gas- North Shore Gas

### **CBOs**

Austin Community Together (ACT)

Austin Peoples Action Center

Faith in Place

Claretian Associates

Thresholds

Chicago Jobs Council (CJC)

Chicago Commons

National Latino Education Institute (NLEI)

The Renaissance Collaborative (TRC)

Genius Lab

Enterprise Community Partners

Blacks in Green (BIG)

Chicago Bungalow Association

Centers for New Horizons

People for Community Recovery

Community Organizing and Family Issues (COFI)

Citizens Utility Board (CUB)

CARA

Year Up

Community Investment Corp. (CIC)

Rebuilding Together

## **Appendix C contd. – List of Organizations that Participated in IQ North Committee Meetings in 2019**

### **CAAs**

Community and Economic Development Association of Cook County, Inc. (CEDA)

Community Contacts Inc.

DuPage County Community Action Agency

East Central Illinois Community Action Agency

Rockford County

Kendall County

Will County Center for Community Concerns (WCCCC)

Community Action Partnership of Lake County

### **Implementers**

Applied Energy Group

Elevate Energy

360 Energy Group

Franklin Energy

Resource Innovations

Energy Infrastructure Partners

Energy Resources Center- UIC

L3 Agency

Shelton Solutions

CMC Energy

Smart Energy Design Center (SEDAC)

Slipstream

Illinois Association of Community Action Agencies (IACAA)

Seventhwave

CMC Energy Services

CLEARResult

## **Appendix C contd. – List of Organizations that Participated in IQ North Committee Meetings in 2019**

### **Other**

Illinois Science and Energy Innovation foundation (ISEIF)

Pangea

Opinion Dynamics

Delta Institute

National Consumers Law Center (NCLC)

Village of Beach Park

Illinois Public Interest Research Group (IL PIRG)

Natural Resources Defense Council (NRDC)

Navigant

Environmental Defense Fund (EDF)

Chicago Housing Authority (CHA)

Midwest Energy Efficiency Alliance (MEEA)

Illinois Attorney General's Office

Metropolitan Mayors Caucus

Legal Assistance Foundation of Metropolitan Chicago

Illinois Housing Development Authority (IHDA)

Illinois Commerce Commission (ICC)

Environmental Defense Fund (EDF)

National Energy Assistance Director's Association

U of I Climate Research & Training

### **[Appendix D – Tracking Document - Feedback and Open Questions](#)**