

Joint IQ North and South Advisory Committee Meeting

Tuesday, April 14th, 2020

2:30PM – 4:30PM

Attendee List and Meeting Notes

Webinar Conference Call

Attendees (By-Phone)

Facilitation Team

- Theo Okiro, Facilitator
- Tim Melloch, Facilitation Team
- Alberto I. Rincon, Facilitation Team

Utilities

- Angie Ostaszewski, Ameren IL
- Michael Pittman, Ameren IL
- Kristol Simms, Ameren IL
- Matt Armstrong, Ameren IL
- Deb Perry, Ameren IL
- Mallory Audo, Ameren IL
- Monique Leonard, Ameren IL
- William Reany, Ameren IL
- Shelita Wellmaker, Ameren IL
- Stephanie Robinson, Ameren IL
- Tammy Jackson, Ameren IL
- Catherine Mrase, ComEd
- Dantawn Nicholson, ComEd
- Dave Hernandez, ComEd
- Jacob Stoll, ComEd
- Jean Ascoli, ComEd
- Liz Zimmerly, ComEd
- Jordan Berman-Cutler, ComEd
- Melvin Nicks, ComEd
- Sandy O'Lear, ComEd
- Jean Gibson, Peoples Gas - North Shore Gas
- Christina Pagnusat, Peoples Gas - North Shore Gas
- Yvette Pittman, Peoples Gas - North Shore Gas
- Omayra Garcia, Peoples Gas - North Shore Gas
- Christopher Vaughn, Nicor Gas
- Gary Cushman, Nicor Gas
- Jackie Nagel, Nicor Gas
- Karianne McCue, Nicor Gas
- Leanne DeMar, Nicor Gas

- Mark Szczygiel, Nicor Gas
- Mike King, Nicor Gas
- Randy Opdyke, Nicor Gas

Implementation Contractors

- Amy Jewel, Elevate Energy
- Elena Savona, Elevate Energy
- Yami Newell, Elevate Energy
- Rachel Scheu, Elevate Energy
- Briana Parker, Elevate Energy
- Booker Vance, Elevate Energy
- Antonia Ornelas, Elevate Energy
- Marisa Joyce, Elevate Energy
- Tina Williamson, Elevate Energy
- Kate Brown, Elevate Energy
- Anthony Santarelli, SEDAC
- Devin Day, SEDAC
- Ashley Palladino, Resource Innovations
- Beatrice Quach, Resource Innovations
- Kristen Kalaman, Resource Innovations
- Lauren Casentini, Resource Innovations
- Nick Horras, Resource Innovations
- Nicole Sage, Resource Innovations
- Mary Johnson, Resource Innovations
- Tisha Burnside, Resource Innovations
- Ben Dueweke, Walker Miller Energy Services
- Cody Zevnik, Walker Miller Energy Services
- Connor Jansen, Slipstream
- Daniel Moring, Slipstream
- Elan Kapadia, Slipstream
- Holly Spears, SEEL
- Jim Heffron, Franklin Energy
- Harsh Thakkar, Franklin Energy
- John Carroll, Leidos
- John McQuiggan, CMC Energy
- Scott Fotre, CMC Energy
- Victoria Nielsen, Applied Energy Group
- Darnell Johnson, Urban Efficiency Group
- Katherine Johnston, Green Homes IL

Community Based Organizations

- Cheryl Johnson, People for Community Recovery
- Angela Morrison, Chicago Jobs Council
- Sharon Lewis, Meadows Eastside Community Development Partnership
- Lisa Miranda, Rebuilding Together
- Wanda Ramirez, Rebuilding Together

- Mary Ellen Guest, Chicago Bungalow Association
- Naomi Davis, Blacks in Green
- Bill Davis, Bronzeville Community Development Partnership
- Theresa Collins, Senior Services Plus
- Gregory Norris, Aces Youth
- Susan Sams, Energy Assistance Foundation

Community Action Agencies

- Cathy Feltner, Embarras River Basin Agency
- Jill Calkins, Tri-County Opportunities Council
- Joe Page, CEFS Economic Opportunity Corp.
- Kathy Walk, CEFS Economic Opportunity Corp.
- John Pady, CEDA
- Salina Colon, CEDA
- Lowell Tosch, Community Contacts, Inc.
- Karla Jordan, Decatur Macon County Opportunities Corp.
- Marsha Belcher, Community Action Partnership of Lake County
- Paulette Hamlin, Western Egyptian EOC
- Wayne Thompson, Tri-County Opportunities Council
- David Goodrich, Madison County
- Diane Alford, Kendall County
- Margaret Dugger, Madison County
- Martha Strawser, Rockford IL
- Tom Buhlig, Morgan County

Stakeholders

- Abigail Miner, IL Attorney General's Office
- Aimee Gendusa-English, Citizens Utility Board
- Foluke Akanni, Citizens Utility Board
- Edith Makra, Metropolitan Mayors Caucus
- Ellen Sargent, Chicago Housing Authority
- Jennifer Morris, Illinois Commerce Commission
- Karen Lusson, National Consumer Law Center
- Laura Goldberg, NRDC
- Leanna McKeon, Chicago Housing Authority
- Nick Dreher, MEEA
- Samarth Medakkar, MEEA
- Stacey Paradis, MEEA
- Katherine Elmore, Community Investment Corporation Chicago

Other

- Alan Elliott, Opinion Dynamics
- Ellen Steiner, Opinion Dynamics
- Laura Arnold, Opinion Dynamics
- Natalie Fortman, Opinion Dynamics
- Hilary Polis, Opinion Dynamics

- Bridget Williams, Guidehouse – Navigant
- Patricia Plympton, Guidehouse - Navigant
- Jeff Erickson, Guidehouse - Navigant
- Celia Johnson, SAG Facilitator, CJ Consulting
- Andrew Rains, IACAA
- Larry Dawson, IACAA
- Jeff Hurley, Blue Green Alliance
- Katie Davis, College of Lake County Illinois
- Kevin Dick, Delta Institute
- Rob Neumann, Navigant
- Stacy Gloss, UIUC – ICRT

Key Follow-up Items

| Item | Delivery Date |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| Utility related COVID-19 FAQs and resources can be found below. | Fri 4/17/20 |
| Click here to access the one-question survey to assess the impact of COVID-19 on your organization and community. | Fri 05/01/20 |
| Chicago Jobs Council asked a question about whether the utilities have suspended reporting late payments to the credit bureaus. Facilitation team will follow up with the utilities. | TBD |
| Karen Lusson offered to share results of a statewide survey on community impacts of COVID-19. The Facilitation team will follow up on this information. | TBD |

Meeting Notes

Follow-up items are highlighted in yellow.

Presentation Topic: Opening and Introductions (Thea Okiro, Facilitator)

- Attendee list and Agenda overview

Presentation Topic: Additional Discussion on SAG Planning Process (Celia Johnson, SAG Facilitator)

- Celia provided a walkthrough of the IQ Energy Efficiency Ideas Template that CBOs and CAAs are eligible to submit for consideration by utilities as part of the Portfolio Planning process.
- Template submission is due on April 27th.
- The IQ EE Ideas Template can be accessed here:
 - https://s3.amazonaws.com/ilsag/2020-SAG-Portfolio-Planning-Process_IQ-EE-Ideas-Template_Final_4-9-2020-1.docx
- For more information on the Planning Process, visit the SAG website: <https://www.ilsag.info/meetings/portfolio-planning-process/>

- **Question from Stacy Gloss, ICRT:**
 - Does each idea need its own template?
 - **Response from Celia Johnson:** One template can house several ideas if they are related. However, if they are unique and unrelated, feel free to submit multiple templates.
- **Question from Tim Melloch, Facilitation Team:**
 - Is there a chance some of the submitted ideas will not be reviewed by the utilities and presented at the May SAG meeting after the Reviewing Committee first review them?
 - **Response from Celia Johnson:** There is a chance that an idea will not be reviewed by utilities and presented at the May SAG meeting if a similar idea is already being implemented by the utilities.
 - Celia will follow-up with the submitter if ideas will not be presented at the May SAG meeting.
- **Question from Chat Box:**
 - What is the purpose of submitting ideas and what is the review timeline?
 - **Response from Celia Johnson:** The purpose is to build a strong Portfolio in energy efficiency across the State for the benefit of all impacted stakeholders.
 - Submitters of EE Ideas will present them at the May SAG meeting.
 - Utilities will respond to EE Ideas presented by submitters in May, at the June SAG meeting.
 - The utilities will be presenting what made it into their Draft EE Portfolio Plans at the October 2020 SAG meeting.

ComEd Presentation: COVID-19 Impacts on IQ Energy Efficiency Programs (*Jean Ascoli, ComEd*)

- Please see the accompanying presentation for details from ComEd on how their programs have been impacted by COVID-19.
- **Summary of changes:**
 - ComEd is continuing to accept applications and process incentives for its Commercial & Industrial program.
 - The Energy Efficiency Service Provider Incubator has suspended in-person work; will shift to virtual where possible. Agencies are still providing emergency measures on a case by case basis (furnaces, water heaters, etc)
 - Residential programs involving customer home & visits have been suspended.
 - Income Eligible Programs that have been suspended until at least 4/30:
 - Single-family / Multi-family IHWAP
 - Single-family / Multi-family Retrofits
 - Public Housing Authority Retrofits
 - Existing Manufactured Homes
 - R&D Emerging Tech (in-home research)
 - Income Eligible Programs that are operating with revised parameters:
 - Income Eligible Instant Discounts
 - Affordable Housing New Construction
 - Income Eligible Kits
 - Food Bank LED Distribution
 - On-Bill Financing Option
 - R&D Emerging Tech (no contact)

- ComEd has kept much of its portfolio active and continue driving savings for customers in the face of COVID-19, but they do anticipate it to impact portfolio spend and savings, depending on the duration of the suspension
- **Comment from Karen Lusson, National Consumer Law Center:**
 - I believe I read that ComEd has invited customers whose electric service was disconnected prior to the suspension of disconnections to contact them about having their service restored

Ameren IL Presentation: COVID-19 Impacts on IQ Energy Efficiency Programs (Angie Ostaszewski, Ameren IL)

- Please see the accompanying presentation for details from Ameren IL on how their programs have been impacted by COVID-19.
- **Summary of changes:**
 - Ameren’s crisis response is constantly evolving with all office staff working from home since mid-March.
 - For Ameren IL’s overall response, visit: <https://www.AmerenIL/account/customer-service/covid-19>
 - The Energy Efficiency Team has established a COVID-19 Response Team to vet proposals and coordinate communication.
 - Outreach efforts are leveraging phone calls, radio, webinars, and social media.
 - IQ channels are shifting to virtual where possible including assessments, inspections and outreach
 - Ameren is exploring an IQ Single-Family Kit with long measure life distribution
 - Single-family and multi-family programs, as well as the CAA channel, are continuing to accept applications during the downturn and in-person suspension.
 - School Kits moving to virtual training and suspending any in-person activities until fall.
 - The Smart Savers program will be launching with self-install option only.
 - Retail products have increased incentives and include free shipping.
 - Ameren is working through its MDI community partners to explore EE kit mailing and EE online marketplace coupons.
 - Ameren is requesting feedback on the Energy Efficiency needs of IQ customers and contractors serving these customers.
- **Comment from Karen Lusson, National Consumer Law Center:**
 - The State of IL appears to be well stocked with PPE and urges utilities, contractors, and community action agencies to reach out for more information.
 - Information on this effort [can be accessed here](#).
- **Question from Briana Parker, Elevate Energy:**
 - What if any programs are Ameren offering to undocumented communities now?
 - **Response from Deb Perry, Ameren Illinois:** Ameren currently does not collect that type of information but can follow-up with more on what they are providing for their vulnerable communities more generally.
- **Comment from Karen Lusson, National Consumer Law Center:**
 - LIHEAP applicants need to be residents, citizens, or qualified “alien” to participate which may mean that undocumented immigrants are not likely to benefit from assistance.

Nicor Gas Presentation: COVID-19 Impacts on IQ Energy Efficiency Programs (Mike King, Nicor Gas)

- Please see the accompanying presentation for details from Nicor Gas on how their programs have been impacted by COVID-19.
- **Summary of changes:**
 - The CAA channel has suspended all assessments, direct install and weatherization; outreach events are suspended; the IQ kit distribution is suspended but will pilot phone sign-up for kits; emergency furnace replacement is still available.
 - The Contractor Channel has suspended assessments, direct installs and weatherization; outreach events are suspended; emergency furnace replacement is still available; exploring an IQ Kit partnership with Ameren.
 - Affordable Housing New Construction program has suspended outreach and in-person activities; developer construction is continuing at the discretion of project developers; on-site verification is suspended but virtual verification is being explored
 - Public Housing Authority channel has suspended outreach, direct install, assessments, and weatherization.
 - Nicor is working on options for virtual assessments, food pantry assistance paired with energy efficiency education, reviewing safety protocols, and exploring other innovations.

Peoples Gas- North Shore Gas Presentation: COVID-19 Impacts on IQ Energy Efficiency Programs (Omayra Garcia, Peoples Gas North Shore Gas)

- Please see the accompanying presentation for details from Peoples Gas North Shore Gas on how their programs have been impacted by COVID-19.
- **Summary of changes:**
 - Agencies are still providing emergency measures on a case by case basis: furnaces, water heaters, etc.
 - All non-essential, in-field work has been suspended since March 16th.
 - Weekly meetings with DCEO and statewide weatherization agency to discuss strategy.
 - Resource Innovations is working with CAAs to determine mid-year reallocation of work across the network.
 - No in-person contact with residential customers expected until at least April 30th. All previously scheduled in-person audits and installations have been postponed.
 - Energy efficiency programs are continuing operations with staff working remotely and most field work reduced to avoid contact and comply with safety guidelines.
 - Virtual inspections are being completed for projects that are already completed.
 - All outreach is happening over phone or web.
 - Income Eligible Gas Kit Pilot is expected to continue as planned with 20,000 kits being sent to eligible customers by end of 2020.
 - Bill payment and financial assistance options are available.
- **Comment from Yami Newell, Elevate Energy:**
 - Elevate Energy is circulating available resources statewide as they reconnect with individual and organizational contacts if you have any resources to share please contact Yami Newell (Yami.Newell@elevateenergy.org) at Elevate directly.

- Additionally, if you know of any constituents lacking water service in the city of Chicago, Elevate Energy is helping the city to identify those customers by address only.
- **Question from Angela Morrison, Chicago Jobs Council:**
 - Is it possible to hear if the utilities have also suspended reporting overdue payments to the credit bureaus? Recognizing many people in income-qualified communities experience disproportionate financial hardships in the current crisis, these are often compounded when negative items are reported to the credit bureaus.
 - The facilitation team will follow up with the utilities to respond to this item.
- **Question from Chat Box:**
 - How is PGNSG staying in contact with customers?
 - **Response from Omayra Garcia:** Agencies and partner organizations such as Chicago Bungalow Association that have existing relationships are staying in touch with customers and calling them with updates or to reschedule audits and installs.
- **Question from Chat Box:**
 - Are the Income Eligible Kits available in Metro East?
 - **Response from Ameren IL:** Kits are being worked on now and will be available in Metro East and the rest of Central and Southern Illinois.

COVID-19 Resources Links

- **ComEd:**
 - For information on ComEd's general response to the COVID-19 pandemic, please [click here](#).
 - For Illinois customers needing bill assistance, please [click here](#).
- **Ameren Illinois:**
 - For information on Ameren Illinois' general response to the COVID-19 pandemic, please [click here](#).
 - For Illinois customers needing bill assistance, please [click here](#).
- **Peoples Gas- North Shore Gas:**
 - For information on Peoples-Gas North-Shore Gas' general response to the COVID-19 pandemic, please [click here](#).
- **Stakeholder Advisory Group:**
 - The Illinois SAG has created a page to share a variety of resources with SAG participants. The page [can be accessed here](#).

Presentation Topic: Survey Question for CBOs on COVID-19 Impacts (Theo Okiro, Facilitator)

- Survey Question: How is COVID-19 impacting your organization and community?
 - CBOs were asked to fill out an optional, anonymous survey using an online link.

Presentation Topic: Closing and Next Steps (Theo Okiro, Facilitator)

- Karen Lusson will share the results of a recent statewide survey on community impacts of COVID-19.
 - The Facilitation Team will follow up with Karen Lusson for this information.