



## EEB Meeting

Wednesday, June 28, 2023 | 8:30AM – 12:35PM

[Meeting Materials](#) | [Meeting Recording](#)

## Minutes

### 1. Process

#### A. Attendance

**Board members:** Neil Beup, Ronald Araujo, Steve Bruno, Hammad Chaudhry, Amanda Fargo-Johnson, Kathy Fay, Anne Marie-Knight, Melissa Kops, Larry Rush, Anthony Kosior, Jack Traver

**DEEP:** Victoria Hackett, Shubhada Kambli, Benjamin McMillan, Sabrina Xie

**Board Consultants:** Stacy Sherwood, Richard Faesy, Leigh Michael, Bahareh van Boekhold, Richard Faesy, George Lawrence, Lisa Skumatz, Phil Mosenthal, Emily Rice, James Williamson

#### B. Approval of May Minutes

Mr. Jack Traver motioned to approve the minutes and Mr. Anthony Kosior seconded the motion. The motion passed 8-0.

### 2. Programs and Planning

#### A. EFI Rebate Processing

Ms. Amy Mclean (Avangrid) provided [overview of the EFI rebate processing system transition](#) and its associated timeline. It is anticipated that Resource Innovations, the new rebate processor, will begin processing applications on July 1.

Mr. Neil Beup asked about long term implications of EFI processing issues. Mr. Ronald Araujo provided further detail on root cause of call volume issues and indicated that there is no expectation of long-term implications.

Ms. Melissa Kops asked if all applications been processed to date. Mr. Ronald Araujo explained that compliant applications have been processed, non-compliant applications are still being resolved.

Ms. Victoria Hackett asked if the rebate processing issue may contribute to contractors developing a loss of faith in program and if any remediation is being considered. Mr. Ronald Araujo explained that the program continues the commitment of 90-day payment period and that specific inquiries by businesses continue to be investigated. It was indicated that many lagging applications are due to non-compliance issues and that contractors are encouraged to reach out with concerns.

Ms. Melissa Kops asked if there any improvements in the notification system to alert of these issues sooner. Mr. Ronald Araujo indicated that the previous system was by mail and that the new system is an online portal. The contractors can receive feedback sooner through portal. The new provider is staffed for email and phone communications.

Ms. Victoria Hackett asked how contractors can provide feedback on this issue. The Companies recommended using the CTAC, Residential, and C&I committees to provide feedback. Ms. Kathy Fay asked if vendors and customers can both use the online portal. Mr. Ronald Araujo confirmed that both can use the portal.

**B. Diversity Equity and Inclusion Metrics**

**i. Discuss Proposed Language for Performance Management Incentives**

Ms. Leigh Michael (Illume) presented a summary of the [program's proposed equity goals and related PMIs](#). The presentation included discussion around defining terms "underserved" and "small business", the proposed program participation metrics, proposed equity goals, and a recommended "non participant" study.

Mr. Neil Beup recommended that EEB will vote on proposed goals one-by-one once they are ready for voting. Mr. Jack Traver suggested that underserved businesses are not necessarily dependent on their geographic location and that the largest challenge presents within Q4 sector. It was suggested to further investigate definition of "underserved" for businesses. Mr. Anthony Kosior seconded this suggestion.

Ms. Victoria Hackett pointed out that a "school" is an example of a customer that may not fall within definition of "underserved" but may ultimately be made up of an underserved population. The question was posed "if all residents of EJC's are considered underserved?" Mr. Anthony Kosior discussed importance of consistent definition for underserved customers

Mr. Jack Traver suggested that the definition would encompass entities "serving an underserved population" Mr. Neil Beup provided an example of his own company as one that is not underserved but is located in EJC. The example of "affluent neighborhoods located within EJC's" was also discussed.

Mr. Ronald Araujo questioned if large business that are located in EJC's and employ local communities should be considered. A discussion on importance of using indicators outside of size and location ensued. Mr. Neil Beup clarified that no entity is excluded and that the intent is not a shifting of resources.

Ms. Melissa Kops suggested outreach to those who have not participated in the past. There was a discussion on consideration of non energy impacts such as air pollution, etc. Ms. Victoria Hackett cautioned avoiding a potential scenario where we meet our goal by widening pool to serve customers that are already easy to serve. Mr. Neil Beup explained that the intent of the proposed vision is to allow us to create foundation for future administration of programs – shifting the current focus from implementation details. Ms. Kathy Fay expressed concern with shifting details to implementation phase. Mr. Steve Bruno expressed importance to define specificity of details and seconded concern with a scenario where 80% target is achieved by serving customers that may not actually need services. Ms. Melissa Kops questioned if we can we create a diagram that would help define associated underserved customer categories – showing overlap among groups.

Mr. Neil Beup expressed that the correct question is "who has participated and who has not" and that we should put this approach under an inclusive vision. Mr. Ronald Araujo indicated that operational issues could change year over year related to performance metrics

Mr. Jack Traver asked for a definition of what “small business” means? This followed with a discussion indicating that size does not correlate with trend of involvement and that customers that need the program most have the hardest time using the program. Mr. Ronald Araujo confirmed that “Q4” is program definition of small business, defined by meter’s energy use. Ms. Melissa Kops proposed adding to definition: “historically not participated in the program”.

Ms. Leigh Michael explained that one of the key goals over the next 18 months is to get these definitions finalized. Ms. Victoria Hackett suggested that we consider this a temporary definition. Ms. Stacy Sherwood indicated agreement of having this vision be adaptable during development phase. Ms. Melissa Kops indicated that the vision/definition will ultimately be informed by the metrics.

Ms. Leigh Michael indicated the intention for creating a range of three to ten metrics that would be used to measure progress and asked the for EEB feedback on the approach. Ms. Victoria Hackett indicated that plan is on the right track and questioned if the proposed goals specifically take correction on past policies.

Ms. Kathy Fay suggested that if Goal 6 (historic environmental and health burdens) isn’t resolved first, other metrics may become difficult to achieve. A new metric was proposed that would measure “educating all involved in decision making”. Mr. Neil Beup indicated that we understand structural barriers but we need to better understand stacked barriers –cultural, resource scarcity, etc. Mr. Jack Traver suggested reordering the list of equity goals based on prioritization. Ms. Melissa Kops asked for a “heat map of communities served by program” (by census tract or another metric). A discussion followed indicating that referenced heat map may have been created in past efforts.

Mr. Jack Traver indicated that success in businesses will produce benefit in surrounding communities. Mr. Anthony Kosior questioned if we have enough data to define the metrics. Mr. Richard Faesy asked how the Companies know who is an EJC customer. Mr. Ronald Araujo clarified that account number is filtered by census tract.

Ms. Victoria Hackett asked if we should expand definition to include “hardship” customers. Mr. Richard Faesy confirmed that this indicator is already considered. Ms. Victoria Hackett proposed an approach to start confirming what we are and are not measuring. Mr. Neil Beup suggested expanding the definition beyond EJCs to include those who have not participated. It was indicated that the definition of undeserved should be supported by its associated PMI metric.

Ms. Amanda Fargo-Johnson proposed having multiple checkboxes for underserved (by area, other criteria, etc). Ms. Leigh Michael questioned whether qualifying customer would need to meet all check boxes or just one. It was clarified that checkboxes could include indicators for EHJ, LMI, and other categories.

Ms. Sabrina Xie proposed that “distressed census tract” is different from “distressed municipality” with a reference to the “60% income level” statutory definition. Ms. Bahareh van Boekhold proposed that Illume’s definition be considered an interim definition and that final definition will be made by 2024.

Mr. Richard Faesy suggested that further defining how participation will be measured (by measure type or another metric). Mr. Ronald Araujo questioned if energy savings would be a more appropriate indicator.

Mr. Jack Traver commented that some energy bill delinquencies make C&I customers ineligible for loan and program participation and that three should be consideration for restructuring. Mr. Ronald Araujo clarified that other financing is available for delinquent small business customers outside of the zero-percent, small-business, on-bill offering.

Mr. Neil Beup referenced the barrier for non-english speaking customers and explained some of the efforts already being taken in this program area. It was highlighted that this process takes significant effort to become effective. A point was made that cost effectiveness and DEI goals may not always be in alignment.

Ms. Stacy Sherwood asked the EEB if it was acceptable to move forward with Illume's proposed DEI outline shell and to continue further discussion at upcoming meetings. The board was in general agreement.

Ms. Leigh Michael presented a proposed study that will be contracted – outside of eval admin roadmap process. Ms. Victoria Hackett indicated that study will advise metrics and will define barriers. Mr. Neil Beup indicated agreement with the need for study. Mr. Ronald Araujo suggested that a goal of the planning study would include gathering demographic info.

Ms. Kathy Fay commented that a motion was passed in during the residential committee meeting that a system be develop for DEI studies to be posted to the Energize CT website.

#### **ii. B. Discussion on Board's desire for funding based upon direction of DEI**

The group agreed to move this discussion to the August EEB meeting.

#### **C. Overview of 2024 Plan Update Changes**

Mr. Steve Bruno (Eversource) presented an overview of the [2024 CL&M Plan Update](#).

The presentation included a timeline of key planning deliverables and meetings including – 2024 plan update, 2024 Program Savings Document, and associated meetings and public input sessions. It was suggested that the July 19th “EEB/DEEP First Public Input Session” be moved to the August EEB meeting. Highlights of key program changes in residential, C&I, and workforce development offerings were also discussed.

#### **D. Statewide and Community Dashboards Redevelopment**

Mr. Steve Bruno (Eversource) presented an overview of the [ECT dashboard update](#). The presentation included an overview of the dashboard's history, enhancements being made to improve functionality, a table of features for the tool to include, and a summary of the current RFP process.

CT Energy Dashboard: <https://www.ctenergydashboard.com/Login.aspx>

Ms. Stacy Sherwood asked about adding EJC and census block indicators into the dashboard. Mr. Steve Bruno responded that enhancements are being made now and that the development process will include request for suggestions by consultants. Mr. Richard Faesy provided a reminder to include “DEEP Condition of Approval #20” in dashboard. A comment was made about merging the “municipal” and “energy efficiency” dashboard.

Ms. Shubhada Kambli asked about the typical timeline for updating data in the dashboard. Mr. Steve Bruno explained that updates are typically made upon receipt of data availability. Ms. Kathy Fay made reference to an issue with missing data. Mr. Steve Bruno responded that the referenced data will be published in July. Ms. Kathy Fay asked if the referenced data was impacting community partnership rollout. Mr. Steve Bruno commented that the data should not have an impact.

Ms. Stacy Sherwood sought input from EEB on desired function or questions on the tool. Mr. Anthony Kosior asked for information on granularity of savings vs usage. Mr. Steve Bruno explained granularity as: full program, electric vs gas, and aggregated by municipalities. Mr. Anthony Kosior questioned whether it was beneficial to show the breakdown of Residential and Commercial. In response, Mr. Steve Bruno demonstrated the tool indicating areas that show breakdown by Residential and C&I.

Ms. Kathy Fay questioned if it would be beneficial to show PMI metrics on dashboard. Mr. George Lawrence requested if new metrics could be added to the dashboard (example: heat pumps in small businesses). Mr. Steve Bruno indicated that any available data from the tracking database will typically be available to display in the dashboard as long as it is planned in advance.

Mr. Anthony Kosior asked if it was possible to track GHG metrics. Mr. Steve Bruno indicated that this feature was being considered for future updates. Mr. Anthony Kosior asked about adding an electrification transition metric. A discussion followed indicating need to consider electrification's impact of increasing load to grid and its correlation with existing utility PMIs.

Mr. Anthony Kosior proposed the idea that we are banking GHG reduction over time through the electrification process – due to the nature of evolving electric grid generation sources. It was suggested that this projected impact may be worthwhile to quantify. Ms. Victoria Hackett commented that the goal includes both decarbonization and affordability and that we want to be consistent with how measured GHG indicators align with DEEP's metric. Ms. Kathy Fay suggested that it will be useful for public to have guidance on how to understand the data.

Mr. Steve Bruno informed the group that Tableau and Power BI are graphing options being considered for the upcoming dashboard.

## **E. Highlight on Workforce Development and Education Programs**

### **Education Programs**

Ms. Mary Mcarthy (Eversource) presented an overview of updates to the [Energy Education program](#). The presentation included description of eesmarts, Green STEP, and Energy in Action Mobile Exhibit.

Ms. Shubhada Kambli highlighted examples of students that have received jobs through this effort. Ms. Victoria Hackett asked if the Companies engage in career fairs for other work areas - Solar, storage, etc. Ms. Mary Mcarthy mentioned existing efforts in MA that can be implemented in CT. Ms. Victoria Hackett expressed need for more training in areas of HVAC, heat pumps, and solar. Mr. Sam Malloy (Eversource) indicated future plans to expand training areas to solar.

Ms. Victoria Hackett asked for more information on additional education funding sources and other work areas (example – ongoing need for line workers). Mr. George Lawrence asked for contractors to give info on gaps where needs are not being met. It was suggested that this be addressed during upcoming CTAC meetings.

Ms. Amanda Fargo-Johnson asked for additional info on plans to update the mobile unit. Ms. Mary MCarthy indicated that the current contract up in 2024 and that Eversource is open to suggestions on future scope. Mr. Neil Beup provided background on history of mobile unit and the benefits of expanding beyond a static location – it was highlighted that the mobile unit can help to reach EJs.

Mr. Richard Faesy pitched the concept of developing the next mobile unit as “net-zero”.

### Workforce Development

Ms. Sherri Borrelli (Avangrid) Mr. Sam Malloy (Eversource) presented updates the [C&LM Workforce Development Strategy](#). The presentation included overview of strategy, evaluation and studies, the program’s four initiatives, and examples of success stories.

Ms. Kathy Fay asked where the job board referenced during the presentation will be hosted. Mr. Sam Malloy indicated postings will be on EnergizeCT website. Ms. Victoria Hackett commented that training should be calibrated based on market needs. A discussion followed on vendor diversification and training for both business owners and entry level positions.

Mr. Anthony Kosior considered if this training could be integrated into state licensing. It was commented that there could be an opportunity to count some of apprenticeship hours, etc. Ms. Sherri Borrelli provided some examples of stakeholders that the group is currently working with to identify training needs and continuing education requirements.

Ms. Stacy Sherwood inquired about timeline for presentation of updates to workforce efforts. Ms. Sherri Borrelli clarified that presentation focused on current progress and that the team is willing to share information on a regular basis ( at C&I or residential committees, etc.)

## **F. Review of DEEP’s Draft Determination for 2023 Plan Update**

Ms. Victoria Hackett presented an [overview of the 2023 C&LM plan update](#) with reference to the the [DEEP Conditions of Approval](#). The presentation included discussion on equity metrics, decarbonization trends, and reference to specific Conditions of Approval. It was noted that a low-income discounted utility rate structure will be coming soon.

## **3. Public Comments**

Mr. Daniel Robertson provided comments including: questioning best way to get feedback from customers that haven’t been participating, considering expansion of equity metrics to include signed contracts rather than completed installs, providing positive feedback on current education strategy, highlighting the importance of the dashboard’s ability to consolidate data that can be demonstrated to customers, and consideration of a utility rate that can be applied to homes with heat pumps.

Ms. Sam Dynowski provided comments including: acknowledgement of the importance of education programs, distinction that equity and parity programs are not the same, encouragement to use IRA funds to address historic disinvestment, highlighting the need for easy access to one-stop shop for

funding/financing programs, stating agreement with the need to keep heat pump conditioned homes at low operating cost by pairing with solar, and declaring interest in reviewing details of new all electric programs.

**4. Adjourn**

Mr. Neil Beup delivered concluding remarks and motioned to adjourn. The meeting was adjourned at 12:35pm.