

## LIEAB Minutes October 7, 2020

### Membership Present:

Brenda Watson, Charlene Taylor, Linette Pissani, Mathew Pellowski, Deb Polun, Nora Duncan, Ruth Swift, Kate Quigley, Starley Arias, Shubha Jaishauter, Rosemary Lopez, Kim White, Wendy Wanchak, Tyra Peluso, Kathy Wasilnak, Theresa Washington, Joanne Balaschak, Conrad Fagan, Gannon Long, Joy Hollister, Nelida Handy, Tracy Kelsey,

### Approval of the June minutes

Motion to discuss minutes Approved, Motion to approve minutes approved was passed. Several members abstained Nora Duncan, Joy Hollister, Tracey Kelsey, Theresa Washington

### LIEAB Update – Carlene Taylor, DSS

The current application process is largely online and mail in. This virtual process has resulted in large numbers of applications being rejected. Two Agencies still are doing in person applications however across the board COVID-19 is still causing delays in processing applications. Applications have up to 10 days after the postmarked date to be processed before being denied. DSS then continued to review the program statistics based on the handout provided to the board members. Heating season is expected to start November 2<sup>nd</sup> this year. Do not know what the funding level will be this year. Funding is expected to be the same as last year.

Wendy Wanchak-

Q: Did the SSI increase result in more denials based upon income verification?

A: Don't know if agencies are tracking income changes based solely on SSI

Q: If the applicant only has SSI as income and no information has changed can they be fast tracked through the application process?

A: Current process would have to be changes and if it was a significant process change it would potentially delay the delivery of program services for 2020-2021

Gannon Long-

Q: How is outreach being done to get people who have been denied services the services they deserve after the application was failed?

A: The agencies are actively participating in outreach efforts to work with clients to get the information required or make corrections to the application necessary to allow them to receive services

Brenda Watson-

Q: Are water heaters eligible for replacement?

A: We are including water heaters as part of the program this year.  
Please see LIEAB supplemental documentation for more information.

### **Operation Fuel Update- Brenda Watson, Operation Fuel**

Welcome Gannon Long and new energy staff

Operation Fuel went on to review the statistics of the Virtual Portal

Good news is that the portal appears to be reaching all of the targeted groups

Carlene Taylor-

Q: How many people started the process but did not complete it?

A: Brenda will have to check with the developer and report back with an answer.

Brenda will demonstrate the portal during the December LIEAB Meeting

### **Utility Programs**

UI – Did not have an update available during the meeting and stated they would provide an update ASAP to the board.

Eversource – MPP - uptick in number of applications from last year

    New Start – the numbers are less than what they saw last year

    Arrearage Forgiveness Program – Uptick in number of applications from last year

Please see Board update documentation for additional details

Wendy Wanchak

Q: Are applicants required to make 4 payments in less than a month to get on MPP after COVID-19

### **Legislative Documented Matters – Frank Augeri, PURA**

Frank provided an over view of the docketed matters which may be of interest to LIEAB membership.

- Energy Affordability Dockets
- Moratorium on Shut off protection- extension on program
- Matching Payment Program customers can qualify for a below budget work sheet,
- Outreach will be increased by Eversource and UIL companies
- Marketing EE with EA hardship programs
- Companies must do data sharing with DSS

Wendy Wanchak

Would like to be included in outreach efforts and training operations

Theresa Washington

Please let me know what training materials you're interested in receiving

Charlene Taylor

Hardship protection must be done at the same time as the low budget worksheet

Theresa Washington

Utilities award the MPP which is based on EA funding that is awarded by DSS

Once utilities issue the MPP the clients must apply for CEAP and EA

If denied from CEAP they must be followed up with to make sure they are enrolled in the utility EA programs.

Discussion occurred regarding the COVID-19 Moratorium on Shut-Off Extension

Discussion occurred regarding the arrearage forgiveness and shutoff protection for small business

### **Closing**

Brenda made the motion to adjourn the meeting, Deb Poulin Seconded the motion. Meeting was adjourned.