

Low Income Energy Advisory Board
Wednesday, April 6, 2019
Operation Fuel
75 Charter Oak Ave
Hartford, CT

Members/Designees/Others In Attendance: Frank Augeri, PURA, PURA, Alyson Ayotte, PURA, Kate Quigley, 2-1-1, Taren O'Connor, Nora Duncan, AARP, Taren O'Connor, OCC; Kathy Wasilnak, UI, Carlene Taylor, DSS, Linette Pisani, DSS, Linda Foremen, DEEP, Ruth Swift, NPU, Tasha Perreault, Eversource, Guy West, Clean Water Fund, Eddie Swift, Eversource, Edith Karsky, CAFCA, Wendy Wanchak, CT Legal Services, Monty Aheart, CRT, Diane Duva, DEEP, Brenda Watson, Operation Fuel, Brian Biernat, DEEP, Joy Hollister, Ellington, Nora Benson, Eversource, Joanne Balaschak, NOI.

Welcome: The meeting was convened at 1:34 p.m. Nora chaired the meeting.

Approval of minutes of the February 5th meeting: Wendy moved to approve the minutes and Frank seconded. Joy abstained. Minutes approved.

LIEAB Recommendations: Joy recommendation of the Plan #3 to change wording up to level 5. Discussion of Eversource portal and Avangrid on matching payment. Wendy stated process and information should be updated from the Utilities. Kathy stated the Utilities will go over the Plan recommendation for #1. August 1st portal to reflect enroll into MPP, Joann and Nora agreed that there are prohibitions because too technical according to programs. Joy does not disagree. Much discussion. Nora question the collection of information to load into portal later. Joy stated that a call to customers to ask for permission to use their information. Eddie stated that if it is a repeat customer it is automatic renewal. Wendy stated that the attraction of new customers is the problem, Joy stated that explanation to customer of the programs is needed. Eddie stated that phase 1 of this process failed and phase 2 is hard coded into the portal, there is no hold button. Carlene questioned number of phase 1 to phase 2 eligibility receive energy assistance. Kathy asked; what's the number of customers enrolled in the programs. Nora stated the recommendations will not go away. A software problem exist and a solution to this is needed.

Frank stated that this will be in the MPP docket to be addressed in June and comments can be submitted to the Authority. Nora asked for the docket number and Joann questioned phase 1/2 and Eddie explained. There was discussion on # 3 of the recommendation-the manual. Joy discussed the Energy Forum that was held and stated that customers were not there. Much discussion on topic and Nora stated the need to talk one at a time. Taren stated that the programs are there but not on the website, videos of the programs and a simple document on the portal is needed. Wendy stated the Utilities require other information and a desk manual is needed. Misinformation of the Utilities is a problem. Eddie provided details of a manual. Edith wanted LIEAB to provide a motion. Katie provided ideas on how to do the manual with instructional steps. Nora stated that something additional online, i.e., one page overview with step by step instruction. Eddie provided details to the MPP and New Start programs. Nora asked if electronically available, Eddie stated no. Eddie stated that he worked on website videos and will be effective 4/1/2019 to enable customers to enroll them with their account numbers. Nora recommended a vote on the issue with modifications. Edith motion to modify recommendations and Wendy seconded. Nora provided modified language to #3 of the Plan. Joy stated that number #4 of the Plan, to eliminate and #5 to keep doing it. Diane Duva asked will there be a providers manual and Eddie said yes. #6 recommendation, Joann asked if zip code numbers be provided to access programs, i.e. MPP. Joy asked about CAPS numbers of the Utilities and Eddie replied with zip codes. Carlene asked if they (Utilities) can provide the number of customers that are successful in the programs. A report with no names to promote the sharing of information with DSS. Joann stated that clients should be able to sign off to share names. Eddie stated that it is confidential information or 3rd party to take info and Utility cannot take this info. Joy stated that customers are not aware of food stamps eligibility information. Kathy stated that documentation with shut off notice from Utilities would be helpful. Carlene stated that a call to CAP winter protection can scan pictures of food stamps this way with education outreach is good. Eddie stated that as much training as possible should be provided. Linette suggested a script for employees on the phone about the programs and eligibility. Joann stated that there is misinformation given out and stated that the Utilities should call and hear for themselves. Joy spoke on the hardship issue, i.e. self- declaration, and stated that Utilities should come into the CAPs to see for themselves how the customers are coded; different ways. Eddie stated that the customers have 60 days to

substantiate their information. Frank questioned whether there is streamlining for customers outside of winter protection or all year long and is customer rights on the website. Joy said this process of streamlining happens for both. Eddie stated there is a standardized document for both. Nora stated that utility lobbyist has the most power regarding who or what process has the most power and most effective when it comes to outreach. Joy stated that #2 of the recommendation, Energy Day should be a method to sign customers up and be pro- active way to get to customers. Eddie stated that Eversource support any event (outreach) and office training will be offered. Everyone at the table should come to participate. Joy stated that events should be on the agenda for next time.

Tasha started discussion on red tag no heat furnace replace and repair collaborations with LIHEAP funding and Diane and Carlene explained Company incentive and co-pay from DSS to offset for customer. Further discussion on this topic will be done offline. Joy stated that the collaboration funding is not a part of the recommendations. Diane stated that the technology data system is a good process to address these issues on data sharing. Nora recap on # 3 to be reworded and provided revised document. #4 is eliminated, Edith stated a motion and Joy 2nd it. Carlene #3 continuation of State agencies obtained.

Weatherization Assistance Plan (WAP) presentations: Diane provided the introduction and introduced Brian Bernat as the Program Coordinator and Linda Foreman and the HES/IE coordination. Diane stated that the proposed State Plan was emailed to board members and attendees and provided the walkthrough of the outline of the Plan. The State Plan is part of the application to DOE. Brian went over the timeline and explained key elements. Diane stated that if customers are not getting service to let us know. Diane stated the DOE allocation for the population to be served is \$2.5 million. Edith questioned where to find the figures and Diane directed her. Diane stated that one provider for the State is CRT, however, stated that possible future consideration of more providers is being discussed. Edith questioned the unit served by regions and unit served total and what to expect at next week meeting. Diane replied and stated that the same information will be covered. Joy asked if the number reflected completed or in progress and Wendy questioned what each home was getting and how is this different than HES/IE. Diane went over each measure step by step in an assessment. Also Diane stated that public comments are welcomed on the Plan. Joy asked if current or new building standards are

used and Diane answered yes. Brian stated that more insulation is needed if there is a moisture control issue. Joy asked if forced air/ventilation fans are used and Brian stated that this may be a health and safety issue and WAP is much more than a HES/IE non-energy benefit. Guy asked if health and safety (H&S) standard will decrease the assessment if measure may be H&S issue, is there maximum benefit. Diane stated maximum out of H&S benefit will decrease total amount per unit therefore each per unit cost has gone up. Wendy wanted to know if DEEP was working with the Connecticut Children Center. Diane stated that DEEP is working with them outside of the home approach and they can be located on the website. Wendy wanted to know if funding was available to work with them. Diane stated that this is a draft plan and comments are welcomed. Edith had many objections to the Plan.

LIHEAP: Carlene distributed the latest caseload information. She advised that when the numbers are 3% up than last year but still below numbers but better than last 3 years. See report distributed.

Carlene advised that the heating system and replacement program is suspended as of today at the agencies the packages received will be completed by next Friday, April 12th. There was 102 completed last year and 119 this year. One million dollars (1m) allocated last year and an increase to 1.25 million this year. List of clean/test application by today repairs until April 18th. No fuel deliveries. No supplemental payment right now. There was \$10k per unit for H&S with total of 58 units.

The Chair recognized WAP and the Board has been informed of the process and welcome comments to the draft Plan.

Operation Fuel: No report.

MPP: Kathy (UI) handed out information for UI, CNG and SCG showing last month and this month as well. It shows a breakdown of 3154 applications and 2924 completed. Percentage decrease for the MPP participation. 234 for New Start program application, 26 no participation. A comparison to last year numbers was provided as well.

Eddie emailed information and advised the group that Eversource has 9,000 electric customers in the program and 5,500 below budget. There was 67% on below budget. Eddie also provided comparison to last year. The Chair stated that education and outreach will be on the next agenda.

Legislative/Misc:

Nora discussed the SB 55 about 3rd party electric supplier bill that has new language and no auto renewal.

Frank stated that a technical meeting will be held on April 16th on docket number 18-04-25. That is the uncollectible docket. Wendy questioned about written comments and Frank stated that written comments will be done in phase 2.

Frank advised that Docket No. 18-06-02, testimony will begin on May 21, 2019 on it is a contested case. Review of Feasibility, Costs and Benefits of Placing Certain Customers on Standard Service Pursuant to Conn. Gen. Stat. § 16-245o(m). Frank added that if anyone wants to participate just let him know.

Adjourn: The meeting was adjourned at 3:23. Diane made the Motion to Adjourn and Joy seconded.

Next Meeting: The next meeting was scheduled for August 7th.