

MINUTES
Low Income Energy Advisory Board
Wednesday, August 7, 2019
Operation Fuel
75 Charter Oak Ave
Hartford, CT

Members/Designees/Others In Attendance: Alyson Ayotte, PURA, Taren O'Connor, OCC, Brenda Watson, Operation Fuel, Carlene Taylor, DSS, Linda Foremen, DEEP, Guy West, Clean Water Fund, Nora Benson, Eversource, Joy Hollister, Ellington, Joanne Balaschak, NOI, Suannette Golarza, SCG, Michelle Lawson, CNG, Tasha Perreault, Eversource, Deb polun, CAFCA, Frank Augeri, PURA, Wendy Wanchak, CT. Legal Services, Kelly Sinko, OPM, Theresa Washington, Eversource, Lissette Andino, Eversource, Suanatte Galarza, SCG, Margarita Campbell, Eversource, Veronica Gomez-Hernandez, Eversource, Linette Pisani, DSS, Tasheenah Brown, Operation Fuel, Kate Quigley, United Way-211.

Welcome: The meeting was convened at 1:35 p.m. Taren chaired the meeting.

Approval of minutes of the June 3rd meeting: Wendy motion to approve the minutes, one abstained Deb Polun-CAFCA and Carlene and Frank seconded.

LIHEAP: Carlene distributed the latest caseload information. She stated that the Allocation Plan hearing is August 26, 2019 and the income guidelines was sent this morning. Carlene stated that the Allocation Plan is basically the same as the last one. DSS assets limits increased \$12,000 - \$15,000 that are not counted. Brenda had a question on the assets limits. Kate asked to explain the mail-in process for the applications. Carlene stated that the November application process is in place and ready to go. However, the on-line application is not in place and. Conference calls are accepted. CAAs in their area are ready to go and agencies can put on their website. The soft opening is slated for the end of the year. The homebound household can be fillable or print-outs. Joy stated that it is mail-in only for them. Joy also stated that CAPs does mail-ins. Carlene stated that SSI does not utilize asset verification. Joy explained the work credit aspect and the assets limit for SSI but SSDI does not have the assets limitations. Wendy stated that the CAAs changed the website with

assets eligibility of nine agencies. Kate questioned whether weatherization is still centralized through CRT, yes, as of today.

Joy inquired about the outreach and training agenda. DSS is doing an overview of the training. Joann wanted to know more on the application process, and the certification process. Kelly had questions about the Allocation Plan and support of the Plan at the public hearing. Taren asked who can go and to provide testimony. Wendy moved to approve the Allocation Plan, Kate seconded. Carlene stated that the statewide/regional training and DSS, CAAs, and the utilities, Eversource and UI will be presenters. Wendy asked about covering MMP and the intake process, Joann wanted the application process covered. Joann also state that training on the low-budget work sheet because of the many failures when doing them. Brenda stated the training will be regional with utilities and 4-6 fuel banks present. Joy provided much discussion on the training and Taren stated that our role is to assist DSS. Joy stated that the meeting does not have be regional as long as the information provided is the same across the board. Carlene stated that CAA is charged to provide training and consistency and a desk guide to the field staff. Taren questioned when the next meeting of the CAAs and what's the next step. Joann stated that Towns and Municipalities, not just CAAs should be included in the training. Deb stated that staff is seasonal and the staff is not in the office before the season starts. Joann wanted to be invited to the training for new staff and have the CAAs to do such training. Taren wants an update from intake staff. Brenda questioned about a media/marketing outreach plan. Wendy wants a hands on joint training for hearings and dockets and questioned if this can be provided in one big training. Taren stated that there is no event scheduled for 8/27/19 because of the Plan hearing. Deb asked about a webinar series and Carlene stated that towns do not have capabilities. Taren need to continue to be clear and make sure that the agenda covers the above discussed training.

Brenda wanted to know the Board charge surrounding this and approval of the Plan. What is the language that governs the Board? Wendy stated that a subcommittee should be created for this Board and Taren agreed.

Operation Fuel: Tasheena stated that the summer program drive there was 512 application received and that Operation Fuel was working on a

new data base and most applicants have met payment requirements. Carlene stated that the electric and gas customer has to make 4 payments in 12 months to meet the requirement of the payment programs. Tasheena stated that they are gearing up for the fall/winter program to start up again. She stated that they will not be doing an annual meeting. Instead, they will focus on more, regional, intimate trainings that will focus on the new database.

MPP: Suanette, SCG, handed out spreadsheets to show the following breakdown and results:

UI: 1,578 successful
1,304 failed

SCG: 5,031 successful
7,777 failed

CNG: 4,605 successful
7,433 failed

Legislative Matters and Misc: Frank stated that the MPP docket is near completion and at this time and Taren would leave the room based on discussion of a contested case that OCC is participating in. The Docket No. 18-06-02 regarding Hardship Customers staying on the Standard Offer, and a decision will be issued soon. Frank stated that Docket No. 19-07-01, a docket on community shared clean energy facilities, (SCEF-low income/affordable housing program) and he gave an overview as to what the case is about. Frank stated that Notice of Comments was out but no schedule on this docket. Deb had questions. Frank stated that if anyone on the Board has questions and/or comments to email him. Frank stated they are looking for input from the Board on this case and stated there is an on-site pilot on a brownfield in the works. There was much discussion about this pilot. Wendy had questions regarding the low-income help with the bills. Joy asked how this will affect energy applications and Taren stated this was an active topic in Hartford. Carlene asked about the consumption issue, performance measures for solar. Brenda questioned the New Start program impact and access to solar customers are affected. Discussion about the Special Act, House of Worship Incentives, Docket no.

19-07-03, and the uncollectible. Hardship and the effects of solar and the many moving parts (medical). This hearing is scheduled for July 16th-August 15, 2019.

Also, it was stated that there will be a new chair of the Board in October and the next meeting is in October, 2019. At this point, before the Utility presentation, Taren removed herself, and Brenda will take over the meeting and PURA removed themselves.

Misc: Utility Presentation- Focus Group Survey and Results:

Presenter Margarita, Credit Manager, did introductions and provided an overview of the MPP program participation and success survey. The survey and results, was from a compliance issue in docket no. 18-07-01. Deb asked how was this administered and the response was that this was done through survey monkey, text, email etc. Linette wanted to know what would be the next steps regarding the program given that the survey and results are the short term responses. Much discussion about the next steps. Wendy wanted to know was this for participants of MPP customers only and what does this mean and will this apply for CAAs. Michele stated that the results from the survey indicated that training sessions should be conducted and therefore, there will be 5-6 trainings happening soon. Joann questioned if the worker is doing the program wrong and with errors, will there be follow-up with the utilities. Brenda stated that Operation Fuel wanted to be a part of the training and Suanette stated that she will send out emails to those who want to participate.

Adjourn: The meeting was adjourned at 3:00pm. Deb made the Motion to Adjourn and Kate seconded.

Next Meeting: The next meeting was scheduled for October 2nd.