

IL Income Qualified Energy Efficiency Accountability Committee

IQ-N Full Committee Meeting

Meadows Eastside, 2734 E 79th St, Chicago, IL 60649

Wednesday, August 17, 2022

3:00 – 5:00

Attendee List and Meeting Notes

Attendee List

Adam Fields, Ameren Illinois

Adam Roche, Franklin Energy

Alexandria Cedergren, Elevate

Amy Jewel, Elevate

Andrey Gribovich, DNV

Aneca Moore, Ameren Illinois

Annette Beitel, Future Energy Enterprises (IQ Committee Facilitator)

Antonia Ornelas, Elevate

Arlinda Bajrami, Midwest Energy Efficiency Alliance

Ashley Palladino, Resource Innovations

Becky Wilson, BCMW Community Services

Billy Davis, Bronzeville CDP

Carolee Rigsbee, Center for Urban Resilience and Environmental Sustainability
(CURES)

Celia Johnson, SAG Facilitator

Cheryl Johnson, People for Community Recovery

Chet Kolodziej, Energy Efficiency and Solar System Advisor

Christopher Vaughn, Nicor Gas

Cynthia Segura, Citizens Utility Board

Dan Morning, Slipstream
David Kilgore, Ameren Illinois
Debra Perry, Ameren Illinois
Dena Jefferson, Franklin Energy
Edith Makra, Metropolitan Mayors Caucus
Erica Borggren, ComEd
Jamey Neal, Ameren Illinois
Jared Policicchio, Office of the Mayor
Jason Fegley, Ameren Illinois
Jessica Williams, Green Home Experts
Jill Calkins, Tri-County Opportunities Council
Jim Heffron, Franklin Energy
John Carroll, Ameren Illinois
Joseph Giamberdino, Citizens Utility Board
Julie Hollensbe, ComEd
Kara Jonas, ComEd
Karen Lusson, National Consumer Law Center
Katie Elmore, Community Investment Corporation
Kristen Kalaman, Resource Innovations
LaShelle Newland, Resource Innovations
Laura Goldberg, NRDC
Lawrence Kotewa, Elevate
Lisa Miranda, Rebuilding Together Metro Chicago
Marissa Stanger, National Energy Foundation
Mary Boyt, Boyt Engineering
Mary Ellen Guest, Historic Chicago Bungalow Association
Mary Johnson, Resource Innovations
Melissa Fasig, Heartland Community College

Michael Ihesiaba, Elevate

Naomi Davis, Blacks in Green

Nelson May, Future Energy Enterprises (IQ Committee Facilitator)

Nicholas Lovier, Ameren Illinois

Odette Hyatt-Watson, East Central Illinois Community Action Agency

Omayra Garcia, Peoples Gas

Patrice Suggs, Solutions for Energy Efficient Logistics

Philip Halliburton, ComEd

Rhonda Cronin, Jersey County Housing Authority

Ronna Abshire, ICC Staff

Salina Colon, CEDA

Sam Mueller, Resource Innovations

Samarth Medakkar, MEEA

Sarah Moskowitz, Citizens Utility Board

Scott Eckel, ICC Staff

Staci Wilson, Illinois Municipal Electric Agency

Stephen Robinson, Northwest Austin Council

Sy Lewis, MECRO

Tamaira Jackson, Ameren Illinois

Theresa Collins, Senior Services Plus

Welcome and Introductions

- Presentation of
 - IQ-N and IQ-S Leadership Team Members
 - Utility Liaisons
 - Energy Portfolio Sr. Manager
 - Sr. Facilitator

ComEd Executive Remarks to IQ EE Committee

a. Introduction from Erica Borggren

- How can ComEd offer a wholistic approach and provide consistent information to consumers?
- How do we (ComEd) deliver on energy efficiency commitments?
 - How do dollars flow through community?
 - ComEd has doubled its diversity spending in the last year
 - Com Ed would like to highlight its diversity incubator

b. Question and Answer between Erica Borggren (ComEd) and Sy Lewis (MECRO)

Question 1: How is ComEd planning to engage CBOs/CAAs in the IQ portfolio, including portfolio implementation roles?

- ComEd plans to work with Community Action Agencies (CAAs), food bank programs, and attend community organization events with a priority on learning what needs to be done.
- Wants to bring CBOs into what ComEd is doing:
 - More to be done with compensation and outreach

- How can ComEd make sure that CBO outreach is successful in spreading ComEd programs?
 - Educating people within communities
 - Understanding where there have been gaps in the past
 - Create a pathway for organizations

Question 2: How can CBOs/CAAs work well with ComEd to support the IQ portfolio, including in portfolio implementation roles?

- How does ComEd create pathways? Through settings with many different CBOs present (Such as the IQ meetings)
 - Fostering relationships to reveal blind spots
 - Such as uncovering where marketing materials are not landing correctly
 - Helpful to evaluate what is working well and what is not at the beginning of meetings

Question 3: What specific input would ComEd like to have from the Committee over the next year (e.g., 3 – 5 specific items)? What specific input would ComEd like to have from the Committee over the remainder of this four-year portfolio cycle (3 – 5 areas or specific items).

- Difficult to distinguish this year versus the next three years, wants the committee's help to:
 1. Understand how ComEd should address blind spots within communities

2. Understand how dollars flow in communities, recommend/find contractors, and businesses to enter ComEd's incubator program
3. Refine CBO grant program; make sure that the program will be successful and ask for feedback/guidance
4. Implement electrification, focusing on low-income housing and whole home retrofits with a priority on communities that require aid the most

Question 4: Would ComEd be open to considering metrics for the IQ EE portfolio instead of savings metrics (such as bill reductions resulting from collective efforts to help IQ customers)?

- Yes, ComEd is always open to conversations
- ComEd is committed to 8 new metrics and is already reporting

**Presentation of 7 “Key Substantive Issues” for IQ EE Committee in 2022 by IQ-N
Committee Leadership Team**

1. **Increase and Support Minority Contractors:** Recruit 10 minority contractors and develop a roadmap for contractor success.

LT Leaders: Odette Watson, Sy Lewis, Naomi Davis

- Important for a structural pipeline (incubators)
- Black contractors for black communities
- Needs to be evaluated as “volume of business done”
- There is a deficit of access to capital, there is no substitute for dollars

- What are the metrics of contracts?
 - Volume of business needs to go to black contractors
2. **Develop metrics for equitable distribution of EE/Related services to Disadvantaged + EJ Communities (Equipment, Jobs, Dollars, Training and Education).**

LT Leader: Cheryl Johnson

- Focus should be on areas that have a deficit while prioritizing an equitable spread of resources
3. **Research Availability and Services of CEDA Service Centers (IQ-N): Includes identifying existing CEDA LIHEAP and IHWAP centers, determine hours of operation, location, staffing, related services (for example, does the center cross-promote utility EE and related offerings such as PIPP?). Explore increasing number of CEDA service centers, including mobile options.**

LT Leader: Sy Lewis

- Information needs to be available online for CEDA sites
 - CEDA needs to collect metrics on how the end user feels about the services they receive and the process to get those services
 - There should be a survey conducted to collect data on user experience
4. **Streamline Application and Renewal Processes for IQ Customers** including EE IQ program + LIHEAP + IHWAP application process; sign up for one – get option to sign up for others without having to provide essentially duplicative paperwork. Ensure cross promotion of related programs to help customers manage bills Learn about one

program, get offered all for which customer might be eligible. Make annual renewal process easier, particularly if information hasn't changed.

LT Leaders: Lisa Miranda, Cheryl Johnson

- Consolidate information needed for the application process
- Need to create a “one stop shop” for energy programs
 - Utility offerings and LIHEAP offered at the same location
- Especially for those with fixed incomes, seniors, and disabled, make re-certification process easier.

5. Develop Framework for Developing Integrated Clean Energy Plans for Disadvantaged/Under-Resourced Communities; Identify Available Resources to

Implement Plans: Develop framework for developing plans for how under-resourced/disadvantaged communities could develop integrated Clean Energy Plans, including educating customers, training local contractors, increasing local employment, and increasing clean energy resources including EE, Solar, EV Vehicles and EV charging. Identify available resources that could be leveraged to develop and implement such plans in disadvantaged communities

LT Leader: Steve Robinson

- How can we create a sustainable community?
- Comes from assisting with education and electrical vehicle outreach
- Need to educate and employ communities for clean energy work.
- Follow up with electric vehicle and solar systems
- Interconnection fees are out of reach for solar energy providers

- Need a quick, fair process for interconnection to ComEd.

6. **Improve messaging and education to disadvantaged communities and**

customers. This includes messages to help overcome “distrust” barrier (customers who view any energy offering with distrust, even if the offering could provide significant value), how to read bills/understand usage and educating customers about options, including energy efficiency, conservation, bill payment options/programs to help disadvantaged customers pay and manage their bills.

LT leaders: Billy Davis, Dalitso Sulamoyo, Theresa Collins, Lisa Miranda

- Need messaging to overcome energy distrust within communities
- Many customers could benefit from usage, energy efficiency, and bill payment program education to help create educated communities
- Utilities can build capacity for supporting what energy efficiency means for communities, within communities

7. **Develop Air Conditioning Pilot and Longer-Term Plan for Protecting Customers**

During “High Heat” Days – When should A/C be paid for by EE funds? Who should be eligible? Should the program be modeled on emergency furnace replacement program? Long term, how do we address the cooling needs of vulnerable customers (elderly, young, disabled) as “high heat” days increase, including more tree canopies, cool roofs, eliminating disconnections in summer for those who could have serious health impacts if their electricity gets turned off and heat rises, identifying residential “heat spots” that need particular attention.

LT Leaders: Lisa Miranda, Theresa Collins, Rick Stubblefield, Naomi Davis

- Recommendation of the film “Cooked: Survival by Zip Code”, available free online
- Need to discuss how to get on-the-ground preparedness before high heat events
- CEJA focus on neighborhood resilience centers
- ComEd is able to help offer funding to support resilience efforts
- Need to sit at the table with ComEd to recommend/implement neighborhood cooling plans
- Legislation can be a hamstring at times
- Legislation needs to support the desired outcome

Question after Key Substantive Issues

Sarah Moskowitz, Citizens Utility Board

- States that the ICC is still taking comments on doing a study on income eligible payment programs and encourages everyone to make their voices heard

Edith Makra, Metropolitan Mayors Caucus

- States that ComEd’s services extend far beyond Chicago
- Encourages the inclusion of CAAs and geographic diversity within the leadership team
- Notes that CEDA services are only offered within Cook County, so discussion of CAA services should extend beyond CEDA

Laura Goldberg, NRDC

- Requests comment to ensure that input leads to meaningful change

Answer from Naomi:

- Currently identifying a short list amongst a long list of issues to tackle
- The problem solving will occur in working groups which will begin to implement solutions

Karen Lusson, NCLC

- Requests that the utilities and DCEO explain how new inflation reduction act will impact communities and IQ work

Answer:

- President Biden just signed Inflation Reduction Act yesterday (August 16).
- There will be a separate setting to put forth informal and formal input on issues related to the Inflation Reduction Act.

ComEd Income Qualified (IQ) Portfolio

(HIGH LEVEL NOTES, SEE FULL PRESENTATION FOR MORE IN-DEPTH INFORMATION)

Julie Hollensbe – ComEd

Home Energy Savings

- Assessment program: Home Energy Assessment (HEA)
 - Expanding for IQ customers
 - Free, low-cost measures
 - Back-end report afterwards
 - Most programs are offered jointly with gas utilities
 - Currently developing online tool for easier sign up

Retrofits

- Maximize available funds
 - Braided with IHWAP dollars and ComEd dollars
 - Deeper retrofits
 - Looking for partners to deliver retrofits
 - Multifamily on Health and Safety

Multi-Family Energy Savings

- Public Housing will be served
- Franklin is the main contractor
- There will be one central multifamily program

Multi-Family Journey

- Projects can come in individually

Product Distribution

- Distribute products directly to customers
- CAAs, elementary schools, food banks and pantries

Retail Program

- Instant discounts on products available at 300 retailers
- Online limited time offers

Phil Halliburton – ComEd

MDI

- New home energy savings program
 - How can ComEd work best with outreach partners?
 - Partners can work for different compensation
 - There is a need for community members to understand energy efficiency
- Toolkit to provide different engagement materials
 - Use what community organizers deem is best from a variety of options

Workforce and Economic Development

- Incubator Program
 - ComEd is doing its best to ask where they can use outside input
 - Need to learn how to best serve communities from the communities
 - Creates a network that communities can work with

IQ RDI

- Pilots for electrification
 - Investigating engagement barriers from customers
 - Determining if anticipated savings from retrofits are being realized

Energy Efficiency Research and Development

- Pre-Proposal questionnaire available
 - Encourages organizations to fill out

Question from Sy Lewis: Who owns projects submitted by Energy Efficiency Research and Development proposal submission process?

Answer: Inconclusive

Closing

Submit IQEEAC membership applications by October 31st