



Energy Efficiency Board Monthly Meeting

Wednesday, July 9, 2014, 1:00 – 3:30 PM

Department of Energy and Environmental Protection – Public Utilities Regulatory Authority
10 Franklin Square, New Britain, CT / Hearing Room 1

MINUTES¹

In Attendance

Voting Board Members: Jamie Howland (Chair), Diane Duva, Tracy Babbidge, Joel Gordes, Eric Brown, Neil Beup, Amy Thompson, Vicky Hackett, Michael Wertheimer, Shirley Bergert

Utility Board Members: Matt Gibbs, Donna Wells (for Pat McDonnell),

Board Members not in attendance: Amanda Fargo-Johnson, Ron Araujo, Chris Ehlert, Michael Cassella

Board Consultants: Craig Diamond, Jeff Schlegel, Les Tumidaj

Others: Pam Penna, Marissa Westbrook, Jeff Pollack, Max Kothari, Tilak Subrahmanian, Lynn Stoddard (phone), Eric Gribin (phone), Violette Radomski

Jamie Howland called the meeting to order at 1:05 pm.

1. Process

Minutes

The Board considered whether to approve the minutes from the June 11, 2014 Board meeting. Ms. Bergert moved, Mr. Gordes 2nd. All voted in favor. Minutes approved.

Public Comments

Max Kothari, Star Hardware - Mr. Kothari requested that the Board provide leadership in regard to helping resolve his concerns that he has previously expressed to the Board about not being paid for retrofit work his company performed. He said that he spoke to the Board in June, and that it has been 30 days without a resolution. He said there was a meeting with UI on Tuesday, July 15. Mr. Howland said that if his concerns were not resolved at that meeting, he suggested that Mr. Kothari's issue should move to a formal Board resolution process. Mr. Diamond said he would send Mr. Kothari information on the Board's dispute resolution process.

¹ Materials for the meeting can be accessed in Box.net: <https://app.box.com/s/xtspsfwu0bi4sfnulgm6>

Changes to CL&P and Yankee Gas EEB representation

Mr. Howland noted that DEEP had approved Mr. Gibbs to be the new CL&P representative to the Board (replacing Ron Araujo). He said that DEEP had also approved Ron Araujo to be the new Yankee Gas representative to the Board (replacing Dale Williams).

EEB/CEFIA Committee

Mr. Howland mentioned that the next joint EEB/CEFIA meeting was on July 16. He said that a new joint Board Committee was being proposed. The Joint Board Committee as proposed would require 3 EEB Board members. Mr. Howland asked if any EEB members would like to be on the Joint Board. Mr. Brown said he would be interested.

EPA Century Club awards

Ms. Babbidge and Ms. Westbrook presented awards to several Home Performance companies.

2. Program Updates/Highlights

Smart Living Center: new name, updated displays/materials

Ms. Westbrook and Ms. Radomski provided a presentation on several improvements that have been implemented at the Smart Living Center. At the conclusion of their presentation they asked the Board for suggestions on a new name for the Center. Several possible names were discussed. The Board was asked to provide additional feedback by the following Friday.

3. Programs and Planning

June financial trends and alerts, including year-end forecast

Mr. Gibbs provided a brief update for CL&P.

Discussion of customer engagement and big data

Mr. Pollack provided an update on NU's Customer Engagement Platform (CEP). He said the design phase was ending on Aug. 21, and that development would begin after that, with a planned roll-out in 2015 Q1 for both small business and residential. He said that in Q2, they would roll out the enterprise tool (for large businesses); this will allow time of use data and other rich data. In the Q2 - Q4 timeframe, NU will be rolling out additional functionality for the small business and residential platforms. Mr. Pollack said they are planning to put together a customer and stakeholder advisory group. They are currently putting together a marketing/outreach plan. Ms. Hackett asked if rate comparisons/transparency could be built into the CEP. Mr. Pollack said that they had not considered that yet. Mr. Gibbs said he would follow up on Ms. Hackett's question. Mr. Schlegel said that the data and analytics capability of the CEP is a key benefit of the CEP. Mr. Brown asked about the CEP budget, and if EEB funds had already been allocated for the CEP. Mr. Gibbs offered to set up a separate meeting to discuss the sources of funds for the CEP.

Ms. Wells presented on UI's CEP. Following Ms. Wells' presentation, Ms. Bergert proposed a motion that the Companies should include in the CEP information on what customers would pay under the standard offer vs. with a competitive supplier, and what customer rate options are. Ms. Hackett 2nd. No vote taken on this motion. **An alternative motion was proposed that would require the companies to work with DEEP, OCC, PURA and the Board on developing and including information in the CEP that would help customers consider generation service costs. Ms. Bergert moved, Ms. Hackett 2nd. All voted in favor. Motion approved.**

Mr. Howland asked about the Companies developing two separate CEPs. Mr. Schlegel said that the Companies need to be coordinating very closely to develop one integrated CEP. It would be inefficient and expensive not to develop one platform. Ms. Hackett moved that the Companies should be required to coordinate and develop one platform. She said she was concerned about the cost of implementation, and wants OCC and the EEB Evaluation team to be able to easily access data. No 2nd on Ms. Hackett's motion. Mr. Howland proposed an alternative motion that the Board support a uniform CEP. He also asked as part of that motion that UI report back on how much they have spent so far on customer engagement, and what investigations they have done for having a common platform. Mr. Wertheimer agreed that a uniform CEP would be preferable. Ms. Wells said that the Board needed to consider that the Companies have different back-end systems. No 2nd on Mr. Howland's motion. **Final motion: the companies should continue collaboration on the CEP in a manner that ensures consistent customer experience, consistent data functionality and capabilities, and is cost effective for rate payer expenditures. The Board requests that UI report back on the current status of the work with their contractor, and on how much they have spent so far on customer engagement components. The Board requests that both UIL and CL&P report back for the next meeting (August) on how they are coordinating on developing the CEP. Mr. Howland move, Ms. Bergert 2nd. All voted in favor except Mr. Gordes and Mr. Brown who abstained. Motion approved.**

EEB Input into Integrated Resources Plan (IRP), Comprehensive Energy Strategy (CES), and other policy processes

Ms. Babbidge said she expects the 2014 IRP to be complete some time in August. In regard to input into the 2016 IRP and next CES, key data elements will be coming out of potential studies from the Evaluation Committee. She said that DEEP will want to assess that data and determine what other data are needed. Ms. Duva said the Board would play an important role in filling data gaps in preparation for the 2016 CES and IRP. Mr. Schlegel said we need to develop the research questions early enough in the process so that we can do the studies necessary to meaningfully inform development of the IRP and CES. Ms. Babbidge said we would need to do 3, 5, and 10 year projections, which is very difficult to do. Mr. Gordes suggested that an analysis be conducted of how past projections have compared to actual outcomes, and why. Ms. Hackett said she would like to have a process that provides data on an on-going basis. Ms. Duva said the CEP would help in that regard.

Actions to address EE and winter energy issues

Mr. Gibbs and Ms. Wells provided a presentation. Mr. Schlegel said it was good to see implementation steps being taken. Ms. Bergert asked about the impact of peak prices on individual customers. At peak, the standard offer rate is 12 to 13 cents. Ms. Bergert said she is very concerned about the impact of peak prices on the low-income population. She requested more analysis of this question, such as an understanding of how bills will be impacted (not just rate impacts), and the extent of the problem. Ms. Babbidge suggested a separate meeting with Ms. Bergert and others to discuss this issue.

2015 Plan Update: initial schedule

Mr. Gibbs said that's CL&P's focus for the 2015 Plan Update will be fine-tuning and optimizing programs, but not an overhaul of programs. He said that CL&P is considering the following timeline: August - obtain input from committees; September - assemble preliminary budgets and run models; November - present program refinements to the Board. Ms. Hackett said she would like to see the past year's evaluation results incorporated into the 2015 Plan Update. Mr. Gibbs said they would do that, and include a section in the Update that would list all of the evaluation results and follow-up actions. Ms. Thompson said she would like to see specific planned actions. Mr. Howland said that we would need to have a complete draft 2015 Plan Update for the Board to approve at the December Board meeting. It would not be finalized until Q1 2015 because the year-end numbers cannot be ready until then, but we don't need to wait for that to do program planning. Ms. Duva said that in regard to the total budgets, only the Evaluation Consultant, Evaluation project budget, and the Board Consultant budgets need to be approved by DEEP.

Financing updates

Ms. Duva noted that there was recently a meeting with PURA, Board members and CEFIA staff regarding on-bill repayment, and that there will be a re-filing on Jul 21 to PURA.

4. Committee Reports

A) Commercial & Industrial

B) Residential

C) Marketing

D) Evaluation - Ms. Thompson provided a brief update. She said that a revised draft of the HES Impact Evaluation study (Volume 2) had been sent out for comment with an extension to July 23. She also noted that there would be a presentation July 14 on the Northeast Lighting Hours-of-Use report. Ms. Thompson also provided a brief update on the Evaluation Roadmap update. She said that it would likely not be brought to the Board for approval until at least September, and possibly later.

5. Other

Mr. Howland informed the Board that he will be transitioning off of the Board over the next few months, and he would be proposing that Bill Dornbos at Environment Northeast (ENE) take his place. Mr. Howland said he would like to stay involved in some of the committees, such as Evaluation.

The meeting adjourned at 3:51 pm.