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**Energy Efficiency Board**

**Monthly Meeting**

**Wednesday, July 8, 2015, 1:00 – 4:00 PM**

Energize Connecticut Center, 122 Universal Drive North, North Haven, CT

**MINUTES[[1]](#footnote-1)**

**In Attendance**

Voting Board Members: Bill Dornbos (Chair), Neil Beup, Amanda Fargo-Johnson, Diane Duva, Shirley Bergert (phone), Ravi Gorthala (phone), Eric Brown (phone)

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

Board Members not in Attendance: Taren O'Connor (Vice-Chair), Mike Wertheimer, Ron Araujo, Mike Cassella, Chris Ehlert

Board Consultants: Les Tumidaj, Craig Diamond, Glenn Reed, Jeff Schlegel

Others: Steve Bruno, Lynn Stoddard, Walter McCree, Ellen Rosenthal, Chris Long, Craig Clark, Joe Swift, Diane Del Rosso, Evan Seratan, Pam Penna, Jeff Pollack, Guy West

**1. Process**

Minutes

The Board considered whether to approve the minutes from the June 10, 2015 Board meeting. Ms. Fargo-Johnson moved to approve. Ms. Bergert 2nd. All present voted to approve the minutes, except for Mr. Dornbos who abstained. **The June 10, 2015 meeting minutes are approved.**

Public Comments

None

Executive Secretary's Report

Mr. Diamond informed the Board that the recently hired EEB Assistant, Stephanie Rogers, had accepted a paid internship with Eversource, and therefore could no longer continue in the Assistant role due to a conflict of interest. Mr. Diamond also noted that, due to planned renovation in Hearing Rooms 1 and 2 at 10 Franklin Square during the months of September through December, alternative meeting locations would need to be identified for the EEB and Residential Committee meetings during those months.

**2. Program Updates/Highlights**

Demonstration of Eversource Customer Engagement Platform (CEP)

Mr. Pollack and Mr. Bruno provided a presentation and website demonstration of Eversource's CEP. Several Board members asked questions about the CEP during the presentation. Several members commented on the powerful analytics capability of the CEP.

**3. Programs and Planning**

June Financial Update, Budget Trends

Ms. Wells provided a brief overview of UIL's June financial performance, and Mr. Gibbs provided a brief overview of Eversource's June financial performance. There was no Board discussion.

2016-2018 C&LM Planning

* *Review planning schedule, progress to date, and upcoming milestones*. Ms. Wells referred to the C&LM planning Gantt chart and provided a brief update on the Companies' progress on the C&LM Plan.
* *HES/Home Performance: program revision recommendations*. Ms. Wells and Ms. Del Rosso provided a presentation, and noted that the same presentation was provided at the morning's Residential Committee meeting. Mr. Gibbs commented on the use of the co-pay as a way of managing the budget. Mr. Schlegel commented that the Board Consultants do not think it is a good idea to change the co-pay several times over the course of the year. Mr. Schlegel suggested that the co-pay should be changed once at the beginning of the year, and then observe how the market reacts. He also said the Companies' proposal needs to do a better job in emphasizing delivery of value to customers. Mr. Gibbs mentioned the idea of a "concierge" who would help the customer through the process. He said that has been done in Massachusetts, and he suggested that the Companies could experiment with it in Connecticut. Mr. Bergert asked about whether the proposed changes would apply to HES-IE. Mr. Gibbs said that the Companies are not proposing specific changes to HES-IE only, but some of the proposed HES changes would apply to HES-IE as well. Ms. Bergert said there needs to be a better system for customer feedback. She also said she agrees with Mr. Schlegel that the co-pay should not be changed often, but she thinks that it is fine to have co-pay promotions (short-term changes in the co-pay). She would like to know what the Companies would do as a substitute for the vendor RFP process. She said we will need periodic re-certification, and we will need to assure that there is no sense of "entitlement." Ms. Duva asked Mr. Schlegel to clarify his concern about varying the co-pay. Mr. Schlegel said that we should strive to have the co-pay as consistent as possible; that we should manage the budget in other ways, and only change the co-pay in an urgent situation. Ms. Duva asked about the potential of using co-pay changes as an incentive for geo-targeting? Mr. Schlegel suggested using a different mechanism to do geo-targeting. Ms. Duva asked Mr. Schlegel to clarify his comment about customer value. Mr. Schlegel said that customer understanding of value would mean, for example, that customers would know that they receive apporox. $1000 of service for $99 plus the energy savings. Mr. Brown said that at the next Board meeting he would like to see more specific changes being contemplated by the Companies. In particular, Mr. Brown would like the Companies to elaborate on the proposal to combine HES and Home Performance with ENERGY STAR (HPwES). He said that he thinks the intent should be moving HES toward HPwES, not combining the two. He also said that we need to find more ways to reduce customer reliance on incentives. He said he was disappointed that there are not more changes contemplated toward that goal. Ms. Fargo-Johnson said she agreed about enhancing the customer's understanding of value. She also suggested using a County/region quota for managing the HES budget. Mr. Gibbs said that customers need to better understand that they are actually getting approx. $1000 of value from the service (plus the energy savings). Mr. Beup said that we need to be careful on this, since different homeowners receive different levels of value. Mr. Gorthala asked about the potential of setting a co-pay percentage (e.g., the customer pays 10% of cost of services provided). There was then discussion among several Board members about the impact of removing the RFP for vendors. Ms. Duva said that removing the RFP would move the overall Residential program toward the HPwES model. Ms. Del Rosso clarified that HES is the key brand that needs to be maintained. Mr. Reed said that he does not think the new program direction will negatively impact project comprehensiveness. He also said without the RFP, the Companies would need to police/enforce rigorous vendor quality/performance standards. Mr. Seratan agreed that we need to increase value of EE (perceived and actual). He noted that national research on EE programs confirms that EE does not sell itself. He said that the Companies have gotten a lot of feedback that there needs to be a dynamic mechanism to assure that the budget can be managed in order to avoid program curtailments or shut downs. Ms. Del Rosso and Mr. Gibbs confirmed that the Companies would keep the obligation to serve. Ms. Duva mentioned HES vendors' expressed concern that a few vendors could dominate market share. She said the vendors would submit comments to the Board suggesting a percent cap of the total budget for each vendor.
* *Discuss 2016-2018 Plan key issues and priorities (as identified via Board member feedback).* Mr. Diamond presented the results of the Board's feedback on priorities. Mr. Dornbos clarified that the topics are of different levels of importance and can be handled differently (not all of them will need discussion at the Board meeting); some can be handled in the Plan text, others can be handled in Committee. Mr. Brown said that in the August and September Board meetings, he would like to see that only the most important issues be covered at the meetings. Mr. Gibbs commented on demand response/load management as a potential Board priority, and said that might be better suited in the context of state policy. He suggested that the Plan should focus on assessing a potential demand response/load management program in 2016 rather than rolling it out in 2016.

EEB/Green Bank Board Joint Committee Areas of Coordination

Mr. Kramer provided brief update on the five areas of coordination working groups. He mentioned that there would be several working group meetings the day following the Board meeting. Mr. Brown mentioned that he had submitted some comments on the C-PACE working group document. He said that the C-PACE document needs improvement in its approach and format. The Board members agreed to provide comments on the five working group documents as input to the Joint Committee meeting on July 22.

**The meeting adjourned at 4:07 pm.**

1. Meeting materials can be accessed in Box.net: <https://app.box.com/s/0myyfy5mhhfv5qyj1d490ad1uoxuj534> [↑](#footnote-ref-1)