

EEAC Second Workshop: Income Eligible

Agenda

November 10, 2020, 1:00pm-5:00pm

Webinar Registration: [Here](#)

Facilitators: Dr. Scott McCreary, CONCUR Inc. & Katie Abrams, Raab Associates

- 1:00 Welcome and Roll Call – Maggie McCarey, DOER Energy Efficiency Division Director and EEAC Chair
- 1:05 Agenda Review/Meeting Objectives/Ground-rules/Virtual Meeting Procedures – Facilitator
- 1:15 Overview of Income Eligible Services Recommendations – Consultants, PAs, and LEAN
- 1:40 TOPIC 1: Measures: Increasing Heat Pump Installations and Introducing New Measures

Council discussion on each recommendation, followed by discussion of whether other key recommendations should be considered

1. Increase heat pump installations
2. Increase participation in active demand reduction

- 2:00 TOPICS 2 AND 3: Adequate Budgets and Equitable Service

Ensuring Adequate Budgets

Council discussion on each recommendation, followed by whether other key recommendations should be considered)

1. Increase income eligible budgets to reflect expected increases in the number of low-income households due to COVID.

Ensuring Equitable Service

Council discussion on each recommendation, followed by discussion of whether other key recommendations should be considered

1. Determine and correct unwarranted differences in service levels
2. Expand efforts to enroll customers newly eligible for IES services as a result of COVID
3. Develop detailed mapping of customer journey and implement a strategy to improve service to limited English proficiency (LEP) customers

Breakout brainstorm then plenary debrief on the adequacy of budgets, equity of service, and heat pumps

3:10 Break

3:25 TOPIC 4: Strengthening Multifamily Pipelines and Protocols

Council discussion on each recommendation, concluding with discussion of whether other key recommendations should be considered

- 1. Develop and implement a strategy for increasing and improving service to multifamily buildings**
- 2. Provide more flexibility for multifamily building owners at key times to enable installation of deeper energy-saving measures**

3:50 TOPIC 5: Improving Data and Systems for Program Assessment and Improvement

Council discussion on each recommendation, followed by discussion of whether other key recommendations should be considered

- 1. Strengthen reporting to support comprehensive and equitable service**
- 2. Implement a state-wide computerized audit to support identification of best practices and continuous improvement**

4:15 TOPIC 6: Additional Recommendations from Councilors

Council discussion on additional recommendations

4:50 Wrap-up & Next Steps

5:00 Adjourn