Illinois Energy Efficiency Stakeholder Advisory Group Large Group Meeting:

Joint with Income Qualified EE Advisory Committee

Wednesday, May 13, 2020 10:30 am - 4:30 pm

Teleconference Meeting

Attendee List and Meeting Notes

Meeting Materials - Wednesday, May 13 Meeting

- May 13 Meeting Page
- Wednesday, May 13 Agenda
- EE Ideas Proposed for Income Qualified Communities:
 - Meadows Eastside Community Resource Organization Presentation: "Light Up the Night"
 - People for Community Recovery Presentation: Community Based Organization
 Distribution of EE Kits
 - o <u>Bronzeville Community Development Partnership Presentation: Combining EE Upgrades with Community Charging Infrastructure</u>
 - Senior Services Plus Presentation: Door Sweeps and Coil Cleaning of HVAC Systems
- EE Ideas Proposed for IL Home Weatherization Assistance Program (IHWAP):
 - Community Action Partnership of Lake County Presentation: Flexible Funding Ratios
 - Crosswalk Community Action Agency Presentation: HVAC Funding for IHWAP
 - o Rebuilding Together Metro Chicago Presentation: Health and Safety Repairs
 - Joint Stakeholder Presentation: Income Qualified Weatherization Programs Best Practices & Recommendations
- EE Ideas Proposed for Bill Assistance Coordination:
 - Energy Efficiency + Bill Assistance Coordination Ideas Presentation
- EE Ideas Proposed for Multi-Family IQ Programs:
 - NRDC Presentation: Income Qualified Multifamily Ideas
 - Elevate Energy Presentation: IQ Multifamily EE Ideas
 - o Community Investment Corp. Presentation: IQ Multifamily EE Ideas
- EE Ideas Proposed for IQ Portfolios:
 - National Consumer Law Center Presentations:
 - Smart Thermostat Approach
 - Income Qualified Program Spending
 - o NRDC Presentation: Health and Energy Efficiency Ideas

Wednesday, May 13 Meeting Attendees (by webinar)

Celia Johnson, SAG Facilitator
Greg Ehrendreich, Midwest Energy Efficiency Alliance (MEEA) – Meeting Support
Theo Okiro, Future Energy Enterprises – IQ EE Advisory Committee Facilitator
Alberto Rincon, Future Energy Enterprises – IQ Facilitation Team
Tim Melloch, Future Energy Enterprises – IQ Facilitation Team
Anete Abbott, Franklin Energy
Laura Agapay-Read, Guidehouse
Foluke Akanni, Citizens Utility Board
Dean Alonistiotis, Metropolitan Water Reclamation District
Matt Armstrong, Ameren Illinois

Jean Ascoli, ComEd

Mallory Audo, Ameren Illinois

Will Baker, Google

Tyler Barron, Environmental Law & Policy Center

Bob Baumgartner, Leidos

Brady Bedeker, ComEd

Marsha Belcher, Community Action Partnership of Lake County

Jordan Berman-Cutler, ComEd

Shonda Biddle, Walker-Miller Energy Services

Nathan Bohne, Energy Resources Center, UIC

Kate Brown, Elevate Energy

Tisha Burnside, Resource Innovations

Madeline Caldwell, CLEAResult

James Carlton, People for Community Recovery

Lauren Casentini, Resource Innovations

Theresa Collins, Senior Services Plus

Salina Colon, CEDA

Andrew Cottrell, Applied Energy Group

Ryan Curry, 360 Energy Group

Neil Curtis, Guidehouse

William Davis, Bronzeville Community Development Partnership

Larry Dawson, IL Association of Community Action Agencies

Leanne DeMar, Nicor Gas

Mark DeMonte, Whitt-Sturtevant, on behalf of Ameren IL

Sagar Deo, Guidehouse

Kevin Dick, Delta Institute

Atticus Doman, Resource Innovations

Erika Dominick, Walker-Miller

K.C. Dovle, ComEd

Nick Dreher, MEEA

Julie Drennen, Center for Energy and Environment

Gabe Duarte, CLEAResult

Margaret Dugger, Madison County CAA

Tamara Dzubay, Ecobee

Wael El-Sharif, 360 Energy Group

Katherine Elmore, Community Investment Corp.

Lance Escue, Ameren Illinois

Jim Fay, ComEd

Jason Fegley, Leidos

Cathy Feltner, Embarras River Basin Agency

Natalie Fortman, Opinion Dynamics

Scott Fotre, CMC Energy

Julia Friedman, Oracle

Mike Frischmann, Ecometric Consulting

Jake Fuller, Ecometric Consulting

Margaret Garascia, Elevate Energy

Omy Garcia, Peoples Gas & North Shore Gas

Roberto Garza, ComEd

Aimee Gendusa-English, Citizens Utility Board

Jenny George, Ameren Illinois

Gary Goins, Crosswalk Community Action Agency

Laura Goldberg, NRDC

David Goodrich, Madison County Community Development

Mary Ellen Guest, Chicago Bungalow Association

Randy Gunn, Guidehouse

Kelly Gunn, ComEd

Cliff Haefke, Energy Resources Center, UIC

Amir Haghighat, CLEAResult

Paulette Hamlin, Western Egyptian Community Action Agency

Courtney Hanson, People for Community Recovery

Dave Hernandez, ComEd

Julie Hollensbe, ComEd

Nick Horras, Resource Innovations

Hannah Howard, Opinion Dynamics

Jeff Hurley, Blue Green Alliance

Cheryl Jenkins, VEIC (IL-TRM Administrator)

Jim Jerozal, Nicor Gas

Mary Johnson, Resource Innovations

Cheryl Johnson, People for Community Recovery

Katherine Johnston, Green Homes Illinois

Kevin Johnston, Green Homes Illinois

Kristen Kalaman, Resource Innovations

Lalita Kalita, ComEd

Haley Keegan, Resource Innovations

Rob Kelter, ELPC

Mike King, Nicor Gas

Chester Kolodziej, Northern IL Summits and Expos

Karin Konrath, ComEd

Larry Kotewa, Elevate Energy

Steven LaBarge, ComEd

Monique Leonard, Ameren Illinois

Sharon Lewis, Meadows Eastside

Bruce Liu, Nicor Gas

Ashley Lucier, SEEL

Molly Lunn, ComEd

Karen Lusson, National Consumer Law Center

Thomas Manjarres, Franklin Energy

Leanna McKeon, Chicago Housing Authority

Brady McNall, DNV-GL

Rebecca McNish, ComEd

Samarth Medakkar, MEEA

Nishant Mehta, Guidehouse

Mark Milby, ComEd

Cheryl Miller, Ameren Illinois

Abby Miner, IL Attorney General's Office

Lisa Miranda, Rebuilding Together Metro Chicago

Zenia Montero, ICF

Bruce Montgomery

Jennifer Moore, Ameren Illinois

Jennifer Morris, ICC Staff

Angela Morrison, Chicago Jobs Council

Catherine Mrase, ComEd

Denise Munoz, ComEd

Jackie Nagel, Nicor Gas

Chris Neme, Energy Futures Group, on behalf of NRDC

Rob Neumann, Guidehouse

Yami Newell, Elevate Energy

Dantawn Nicholson, ComEd

Melvin Nicks, ComEd

Victoria Nielsen, Applied Energy Group

Greg Norris, Aces 4 Youth

Eric O'Neill, Michaels Energy

Andy Odom, Community Contacts

Maria Onesto Moran, Green Home Experts

Randy Opdyke, Nicor Gas

Antonia Ornelas, Elevate Energy

Erika Orr, Sangamon County Community Resources

Angie Ostaszewski, Ameren Illinois

Briana Parker, Elevate Energy

Christina Pagnusat, Peoples Gas & North Shore Gas

Ashley Palladino, Resource Innovations

Deb Perry, Ameren Illinois

Brandon Pieczynski, Pangea

Michael Pittman, Ameren Illinois

Noah Purcell, SEEL

Beatrice Quach. Resource Innovations

Andrew Rains, IL Association of Community Action Agencies

Michelle Redeaux, Resource Innovations

Emily Robinson, Elevate Energy

Zach Ross, Opinion Dynamics

Andrea Salazar, Michaels Energy

Susan Sams, Ameren Illinois

Gustavo Sandoval, Elevate Energy

Elena Savona, Elevate Energy

Rachel Scheu, Elevate Energy

Leah Scull, CLEAResult

Louise Sharrow, Elevate Energy

Kristol Simms, Ameren Illinois

Raman Singh, ICF

Veena Singla, NRDC

Tristan Stamets, SEEL

Ellen Steiner, Opinion Dynamics

Jacob Stoll, ComEd

Dalitso Sulamoyo, Champaign County Regional Planning Commission

Mark Szczygiel, Nicor Gas

Harsh Thakkar, Franklin Energy

Evan Tincknell, Opinion Dynamics

Lowell Tosch, Community Contacts

Desiree Vasquez, Franklin Energy

Andy Vaughn, Leidos

Maddie Wazowicz, MEEA

Ted Weaver, First Tracks Consulting, on behalf of Nicor Gas

Shelita Wellmaker, Ameren Illinois

Bridget Williams, Guidehouse

Angela Winter, Wabash Area Development, Inc.

Ken Woolcutt, Ameren Illinois

Brian Yeung, Slipstream

Cate York, Citizens Utility Board

Angela Ziech-Malek, CLEAResult

Liz Zimmerly, ComEd

Arvind Singh, DNV-GL

Chris Vaughn, Nicor Gas

Sara Wist, Cadmus Group

Opening & Introductions

Celia Johnson, SAG Facilitator and Theo Okiro, IQ Advisory Committee Facilitator

• The purpose of the May 13 joint SAG – IQ EE Advisory Committee meeting is for brief presentations on income qualified/income eligible Energy Efficiency Ideas submitted by both SAG and IQ EE Advisory Committee participants. Participants were invited to propose ideas for utilities to consider in developing their next 4-year EE Plans (202-2025) as part of the SAG Portfolio Planning Process.

EE Ideas Proposed for Income Qualified Communities

Meadows Eastside Community Resource Organization:

"Light Up the Night" (Sharon "SY" Lewis)

- 1. Briefly introduce yourself + your organization
- MECRO is located in South Shore community. Community organizer & activist for 30 years. Work throughout SE side. Business & residential community support programming. Stabilize families and businesses.

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- 2. Explain which utility (or utilities) your idea is for
- ComEd
- 3. Briefly describe your idea + rationale
- Front porch lighting with LEDs, automated with daylight sensor switches. Simple conversion, either DIY or DI. Previous "Porch Light Initiative" done in Chicago – tried and true practice. 10 identified neighborhoods to target.
- 4. Indicate how your idea will have a positive impact on utility customers or IL EE programs
- Community aspects locate addresses, provide first responder lighting, identify visitors, find keys/locks, capture better security video, lived-in and welcoming appearance to home, etc. Energy & customer bill savings.
 - Q: [Kristol Simms] You've worked on other community-based efforts, do you know of any S/C IL organizations that could work on a project like this?
 - A: Obama Foundation throughout City of Chicago, they are willing to use their volunteers statewide if they are needed. Can put in touch with contacts.
 - Q [Kevin Dick]: Is there a cost difference between timers or daylight sensors?
 - A: No cost difference.
 - Q: [Omy Garcia] How are neighborhoods selected?
 - A: The reason the Invest Southwest neighborhoods is that there are already initiatives being done in those neighborhoods and it was easy to get data. Already funding and marketing in those neighborhoods, so this could add to that. Could be easy to implement in any neighborhood or community.

People for Community Recovery:

Community-Based Organization Distribution of EE Kits (Cheryl Johnson)

- 1. Briefly introduce yourself + your organization
- Executive Director of PCR, Altgeld Gardens/Riverdale Community Area.
 Environmental Justice organization, 41+ years. Highest poverty, lowest income of anywhere in Chicago.
- 2. Explain which utility (or utilities) your idea is for
- ComEd & Peoples Gas
- 3. Briefly describe your idea + rationale
- PCR distribution of EE kits to their community. Trusted community-based organization with respect in the community. Provide access to people that have had no access to EE before. Not a new idea – TN example.
- 4. Indicate how your idea will have a positive impact on utility customers or IL EE programs
- Customer trust & engagement, brand awareness, relationship building, energy & bill savings. Reach new markets, serve customers with historically low participation rates, possible to increase engagement of behavioral programs. Community education on EE and other energy opportunities.

Q: [Kristol Simms] Any connections to S/C IL organizations?

A: Unfortunately, no, but through a network – Coalition of Black Trade Unionists has chapters that can connect with to help identify community groups in those areas.

Bronzeville Community Development Partnership: Community EV Charging Pilot (William Davis)

- 1. Briefly introduce yourself + your organization
- "The Partnership" has been engaged for over 30 years in preserving the historical assets of Bronzeville. Repurposing and developing into a smart community. Ref. ComEd "Community of the Future" website. Critical infrastructure. Institutional partners. Microgrid in Bronzeville.
- 2. Explain which utility (or utilities) your idea is for
- ComEd
- 3. Briefly describe your idea + rationale
- Combining EE upgrades with community EV charging infrastructure. Reduce barriers to entry to EVs. Accelerated deployment of EE upgrades and EV charging to single family and commercial buildings. TOU metering/sliding scale rates that allow IQ to charge EVs. Community peer-to-peer charging access via apps sharing economy. Suggest automatic opt-in to TOU rates, opt-out to use other rate plans. Public charge stations. Tools for charging & rate optimization. Need to serve existing dwelling multifamily with EV too. Pilot would demonstrate the viability in Bronzeville. Single biggest cost barrier is installation cost, the pilot would cover install costs. Smart Level 2 charging stations is recommended technology. Estimated \$4M cost of pilot.
- 4. Indicate how your idea will have a positive impact on utility customers or IL EE programs
- Clean energy goals for City and IL all communities have to be able to make the switch. Improved air quality. Leverage EE renovations to add EV smart charging.
 CUB study – could lower cost for all electric consumers.

Q: [Molly Lunn] Interesting proposal. Concerns about regulatory/statutory perspective of whether EE funds can be used for this. What do stakeholders think about how we can look at this?

A: Recognize that objective is to get to the charging stations, but trying to take holistic approach to pair building EE with the charging infrastructure. Opportunity to explore how to spread the costs and use the savings to share the cost.

Comment [Molly Lunn]: I think we will want to have a follow up conversation and will reach out. Even if we can't do it under EE, there are other parts of the company looking at EV and we look forward to talking more.

A: Understand that there are definition challenges for doing this under EE. Hope that the linkage with EE can help satisfy some of that but think this is important for health of community going forward. Looking forward to further conversation. Charging infrastructure is a next step in ongoing partnership.

Senior Services Plus:

Door Sweeps and Coil Cleaning of HVAC Systems (Theresa Collins)

- 1. Briefly introduce yourself + your organization
- COO at SSP Alton IL. Southern IL. 7 county region. Aging & disabled community services. 18 months ago led to EE programming with Ameren.
- 2. Explain which utility (or utilities) your idea is for

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- 3. Briefly describe your idea + rationale
- HVAC coil cleaning, door sweeps, weatherstripping. Installable by existing handyman staff without extensive additional training. Minimal cost for savings that have huge impact on customer base.
- 4. Indicate how your idea will have a positive impact on utility customers or IL EE programs
- Increase AC equipment efficiency. Improve IAQ & comfort. Bill savings. Quality of life.
 Reduce customer energy burden.
 - Q: [Abigail Miner] Clarify if this is a new program or added to existing Wx program?
 - A: Currently at SSP doing direct install of EE measures with Ameren. Propose extension/expansion for our organization of that current partnership and programming.
 - Q: [Chris Neme] More comprehensive range of measures for IQ and non-IQ when we are in homes already is a good thing. Cautionary note on estimated heating and cooling savings might not be possible to get that 20% savings but even with only a small fraction for this low cost measure it still makes a lot of sense.

<u>EE Ideas Proposed for IL Home Weatherization Assistance Program</u> (IHWAP)

Community Action Agency Proposals for IHWAP

Community Action Partnership of Lake County:

IHWAP Braiding Approach (Marsha Belcher)

- 1. Briefly introduce yourself + your organization
- CAA already working on weatherization for utilities.
- 2. Explain which utility (or utilities) your idea is for
- ComEd, Nicor, North Shore Gas
- 3. Briefly describe your idea + rationale
- Agencies flexibility to change funding ratios, not necessarily all 50/50 as currently.
 Too many unknowns coming to not have flexibility. Income swings with those just above and just below the Area Median Income. Won't be able to see the data from all for this ahead of planning.

- 4. Indicate how your idea will have a positive impact on utility customers or IL EE programs
- Flexibility will allow serving community better through unexpected changes.

Crosswalk Community Action Agency:

HVAC Funding for IHWAP (Ameren IL) (Gary Goins)

- 1. Briefly introduce yourself + your organization
- Wx coordinator for Crosswalk. Partners with Ameren to serve 3 counties in S. IL.
- 2. Explain which utility (or utilities) your idea is for
- Ameren
- 3. Briefly describe your idea + rationale
- Pilot for mechanical measures to go along with air sealing, etc. already being done.
 AC, furnaces, heat pumps, fixed and mobile homes. Great need in area.
- 4. Indicate how your idea will have a positive impact on utility customers or IL EE programs
- Energy savings
 - Q: [Chris Neme] Under what conditions should these measures be included in delivery?
 - A: Only braided, Ameren qualified homes. Gas only or gas-electric, models could be there for different client types.
 - Q: Would this be true regardless of age or condition of system? Or would there be criteria?
 - A: Would have to be criteria wouldn't replace a 90% less than 10 year old existing furnace for example, but maybe do the AC if it is old. Or vice versa. Open to options.

Rebuilding Together Metro Chicago:

Health and Safety Repairs (Lisa Miranda)

- 1. Briefly introduce yourself + your organization
- Program director for RTMC. National organization, 150 affiliates across nation. Serve
 Cook County. Low income homes work safety, health, livability. Free home repairs.
 Share clients with CEDA serving the clients with both sets of services. Source EE
 repairs out to the partners Nicor and CEDA. Let the partners do the EE repairs while
 they do H&S to provide maximum value.
- 2. Explain which utility (or utilities) your idea is for
- Nicor Gas existing program; N Illinois with ComEd and Peoples Gas. Could expand statewide to other affiliates downstate.
- 3. Briefly describe your idea + rationale
- Further leverage resources to transfer client trust to partners link clients to the EE
 resources as has already been successful. Need expanded staff time to increase the
 number of clients that can be served.
- 4. Indicate how your idea will have a positive impact on utility customers or IL EE programs

• Community trust. Home health, safety and air quality. EE savings.

Joint Stakeholder Presentation: Income Qualified Weatherization Programs – Best Practices & Recommendations (Cate York, Citizens Utility Board; Chris Neme and Laura Goldberg, NRDC; Karen Lusson, National Consumer Law Center)

- 1. Briefly introduce yourself + your organization
- CUB is consumer advocacy org, residential and small business ratepayers.
 Presentation will cover CUB proposals that align with NRDC and NCLC proposals.
 NCLC is a nonprofit advocating for low income families at state and fed level. NRDC is national environmental group, work on EEFA project, work with Energy Futures Group as a consultant.
- 2. Explain which utility (or utilities) your idea is for
- All
- 3. Briefly describe your idea + rationale
- Goals: capacity of CAAs, maximize savings per dollar, optimize savings, maximize benefits per customer, increase participation accessibility, serve all types of housing. Touches on both IHWAP and broader IQ Wx programs.
 - Mechanicals N. IL current 50/50 split with braided but not in S. IL recommend include statewide, except central AC.
 - Optimal measure mix prioritize specified measure types, consistent list for both braided and utility programs allowing some variation if needed to increase homes served. Dual approach currently creates customer confusion and even fewer savings than they are entitled to receive.
 - Non-incentive costs reduce overhead and management costs which have been substantial. Engage on how to reduce management costs, including multiple layers of management between agencies all the way up to the utility, opportunities to streamline. Streamline ancillary services like inspections. More homes with more measures served. Concern similar to yesterday's Elevate proposal. More direct contact with utility would help reduce that conflict of interest problem.
 - CAA capacity various priorities. Bonuses for reaching/exceeding goals, align funding and reporting timelines. Increase agency jobs completed coordinate funding with agency hiring. Already in the business, makes sense for utilities to rely on CAAs. Funding should be going up. Avoid surprises for agencies. Streamline reporting for CAAs one budget reporting document for each agency instead of different per utility; reduce requirements in Q2 during federal reporting period. Single point of contact for customers where CAAs work with multiple utilities. Streamline QA/QC to only need one inspection.
 - MF Braiding Increase braiding on MF side. Lots of agencies only do single family. Want to encourage MF, reduce barriers. Help cover cost per unit.
 Single point of contact for business owners across territories. Develop modeling software to avoid custom engineering costs.
 - Reduce confusion and competition prevent people from accessing utility only program when they would have qualified for IHWAP weatherization.

Don't want programs cannibalizing each other. Make it easy for customers and for agencies to achieve their federal requirements and satisfy utility requirements. Contractors don't have an incentive to redirect to different offerings that serve customer better but don't make as much money for contractor. Need a utility led mandate to provide all information and streamline programs. Contractors can focus on the customer sectors they are serving.

- Delivery and data ties back to "Wx lite" concern. Missed opportunities for whole building best practices because of different offerings from different programs. Some customers are ineligible for IWHAP for non-income reasons (renter, already received treatment within 30 year window, etc). Participating customers in IHWAP already have the trust that could lead them into other utility only programs if there was more collaboration. Hard to compare different agencies and contractors that are implementing more data could help on where to allocate funds.
- Sharing best practices create a IQ Wx Best Practices group modeled on MA LEAN program. Share info and achieve consensus on common practices.
 A Building Performance Assn would help coordinate and share best practices.
- 4. Indicate how your idea will have a positive impact on utility customers or IL EE programs
- Improve comfort, safety, long term resilience of IQ homes. Reduce costs per savings unit. Increase access to services. Reduce confusion. Coordinate better. Share best practices.
 - Q: [Kristol Simms] On first Optimal Measure Mix slide, how are those two recommendations consistent with each other if all of NRDC's recommendations aren't offered by IHWAP?
 - A: [Karen Lusson] If utility only programs are providing similar Wx programs then there should be identical measures.
 - A: [Laura Goldberg] Will have to discuss further to how we work all these proposals together.
 - Q: [Kristol Simms] We don't want utilities to be hampered by only being allowed to offer what IHWAP can offer doesn't allow for innovation.
 - Q: [Kristol Simms] On slide 9, how would this be different than the existing IQ group that is part of the law?
 - A: [Karen Lusson] Rather than the whole umbrella of IQ programs that we frequently discuss in the IQ Committee, this would focus solely on the delivery of Wx in both braided and utility only programs. Informal structure to communicate.

EE Ideas Proposed for Bill Assistance Coordination

Joint Presentation: People for Community Recovery; National Consumer Law Center; Natural Resources Defense Council

 Background: bill assistance and affordability programs have been delivered separately from EE. Different parts of utility. But many customers need both services. Given COVID crisis and recovery period, important to serve collaboratively with both of these services. All proposals look at more comprehensive service.

People for Community Recovery: "Lift-Up" Model Pilot (Cheryl Johnson)

- 1. Briefly introduce yourself + your organization
- [previously introduced]
- 2. Explain which utility (or utilities) your idea is for
- All
- 3. Briefly describe your idea + rationale
- Local Intervention for Financial Empowerment through Utility Payments (LIFT UP). 2year pilot in 5 cities. Financial counseling with utility to reach payment plans. Reduce
 and waived fees, account credit. Difference would be proposing adding EE to this
 approach make the behavior change with EE education and audit. Make assistance
 successful by looking at the physical structure of the houses and the behavior of the
 residents.
- 4. Indicate how your idea will have a positive impact on utility customers or IL EE programs
- Decrease in utility bill balance. Decrease probability of shut offs. Make assistance program successful with future bill savings too. Help community members learn to manage utility costs with EE.
 - Q: [Jim Jerozal] Savings from LIFT UP the lower balances. Were those attributed to any EE in those homes, did they connect those dots? Is this integrated into any utility EE programs, or are you building off of the concept?
 - A: Building up off of the concept. May have had some EE in the original concept.

A: [Chris Neme] I was involved in the 90's in a program in NJ targeted EE with energy education and payment plan & arrears forgiveness. It had enormous success consistent with what was presented here. EE made bills more affordable and coupling with education and payment process made it work.

National Consumer Law Center: Bill Affordability Coordination (Karen Lusson)

- 1. Briefly introduce yourself + your organization
- [previously introduced]
- 2. Explain which utility (or utilities) your idea is for
- All
- 3. Briefly describe your idea + rationale

- Holistic approach to delivering EE to IQ customers provide bill assistance, customer rights and other EE information at every customer interaction. EE departments don't always understand what's going on at credit and collections level. Both processes can be improved. Customers who get EE also get info about assistance, affordability, rights and protections. Customers who get assistance get info about Wx and EE. Coordinate lists between departments e.g. to find areas to focus on more Wx efforts.
- 4. Indicate how your idea will have a positive impact on utility customers or IL EE programs
- Reduce financial struggle for customers, especially important for near term increases due to unemployment. Better community connections.

Q: [Chris Neme] Observation that this is an example of leveraging other initiatives that we tried to flag as a generic thing yesterday for utilities to think about. There are all these ways utilities interact with customer and we need to think about these linkages.

NRDC: Connecting Payment Troubled Customers with Energy Efficiency (Laura Goldberg)

- 1. Briefly introduce yourself + your organization
- [previously introduced]
- 2. Explain which utility (or utilities) your idea is for
- All
- 3. Briefly describe your idea + rationale
- Pilot or program. Bring together staff from different utility depts and programs and stakeholders to design and implement. Beyond referrals and EE kits/bulbs. Directly enroll troubled customers with EE. Long term solution for energy burden problems. Performance-based with various KPIs – improved payment patterns, reduced arrearages, and shutoffs, avoided bad debt, reduced C&C costs. Have pilots/programs in MI to look at as models.
- Indicate how your idea will have a positive impact on utility customers or IL EE programs
- Long-term energy affordability and reduction of energy burden.
 - Q: [Kristol Simms] Could you explain what a pilot might look like? Is it weatherization or is it just placing them in the queue for utility only offerings?
 - A: This could work in a number of ways. DTE pilot was dedicated amount of funding and also wanted to do research on reaching customers. Had a suite of measures to implement when they targeted those customers. Now rolling into existing IQ for IL it could be braided and utility only targeting existing funds to these customers. All IQ customers are payment troubled, likely, but these are most at risk.
 - Q: [Kristol Simms] Challenge is that you can't refer straight through braided program waiting list, qualifications issues. Outside of IHWAP is more likely to be more successful.

Q: [Molly Lunn] Trying to look at this too. Trying to prioritize customers. Is a challenge with agency guidelines from state and federal level. Hard to influence except with utility only. We totally agree, just have to figure out how to make it happen.

A: Need to have further discussion how to make this work with braided funding since agencies are in a good position to deliver. Good reason to start as a pilot.

Q [Kristol Simms]: Do you think there is a way around the prioritization with agencies?

A: Probably not if it is their federal funds, but other agencies or implementers might have more flexibility. [Further discussion on this topic may be needed]

EE Ideas Proposed for Multifamily IQ Programs

NRDC:

- IQ Multifamily Program Enhancements (Laura Goldberg and Chris Neme)
 - 1. Briefly introduce yourself + your organization
 - [previously introduced]
 - 2. Explain which utility (or utilities) your idea is for
 - All
 - 3. Briefly describe your idea + rationale
 - Increased budgets and best practice design for IQ MF. Comprehensive, whole-building savings and benefits. Budget proposals based on EEFA study electric minimum budget values, gas budget percentages. Program design recommendations based on EEFA best practices and national best practices. Whole building approach with one program, rather than multiple programs for common areas and tenant areas. One-stop shop design coordinated access instead of referrals, single application, single scope of work, single point of contact, single contractor list, single inspection, etc. Electric and gas co-delivery. Collaboration with munis, coops, and water, too. Connect to financing, incentives first then financing for gaps (but only for owners, not tenant space which should be fully covered.) Collaborate with state housing finance agency (IHDA). Detailed reporting consistent data and SF/MF separation to understand programs better.
 - 4. Indicate how your idea will have a positive impact on utility customers or IL EE programs
 - Holistic service to customers, increased savings and NEIs from program. Understand all offerings available to them, full suite of measures and programs. Increase participation and uptake.

• IQ Heat Pump Retrofits (Chris Neme)

- 1. Briefly introduce yourself + your organization
- [previously introduced]
- 2. Explain which utility (or utilities) your idea is for
- Electric
- 3. Briefly describe your idea + rationale

- Talked about yesterday for non-IQ. Electric utilities should consider possibilities of retrofit CCHP into electric resistance heated IQ MF buildings. Pursued in concert with other EE improvements to building envelope. Target market electric heating building owners. ComEd pilot wrapping up currently.
- 4. Indicate how your idea will have a positive impact on utility customers or IL EE programs
- Savings of 60-70% vs resistance. Shape market.

Q [Andrea S] What about additional heat on very cold days?

A: If you have a CCHP, the standard on those has evolved over 5-6 years. Basically to qualify for that, you have to provide 100% nameplate at 5 degF. Many CCHP provide some heat down to -15 degF or colder. Absolutely true in IL climate, especially Northern IL, days and hours where the temperature is lower. Need to keep warm in those circumstances. With the right program approach, that is possible. Keep electric baseboard in place for really cold hours as supplemental heat. Adding the heat pump adds heating capacity. Key with two systems in place is education on how to use and/or having controls that resistance kicks in only when needed. When having a centrally ducted electric furnace, there can be resistance coils built into air handler. Efficient thermal envelope can help. More improvement to that helps not need as much backup heat.

Q: [Ted Weaver] You mentioned savings might not be as much based on customer operation, is that about the backup heating?

A: No, meant that measured COPs of cold climate ductless mini splits have been in 2.5-3 range. However if you set the thermostat at 68 degF and the the resistance at 70 it will never come on because backup kicks on first. Part of why you see different savings between buildings in studies. Integrated controls speaking to each other gets rid of error, that's being tested. Displace as much of the inefficient heat as possible. Educate tenants.

Elevate Energy:

- Whole-Building Electrification Retrofits Pilot IQ Multifamily (Margaret Garascia)
 - 1. Briefly introduce yourself + your organization
 - Elevate introduced yesterday. Currently implement IQ MF for ComEd and gas utilities in their territory. Research and policy team at Elevate.
 - 2. Explain which utility (or utilities) your idea is for
 - All
 - 3. Briefly describe your idea + rationale
 - Electrification and associated technologies are here in IL. Trends are pointing to increased adoption of all-electric technology. Proposal is for whole building electric retrofit instead of current piecemeal approach. Comprehensive EE, optimized system size; electrify end uses; upgrade electrical panels if needed. Training needs for contractors. Incorporate grid-enabled technology.
 - 4. Indicate how your idea will have a positive impact on utility customers or IL EE programs

Long term customer savings. Better grid management. Reduced environmental impacts.
 Reduce carbon impacts. Comfort and IAQ. Demonstrate recent technologies.
 Demonstrate leadership in the Midwest.

Q [Jim Jerozal] Slide 6, there are opposing positions on this – recent IAQ studies not definitive. There are contested opinions on electrification, especially in very cold climates. Generally, this group has stayed away from fuel switching. Previously have talked about targeting all-electric resistance homes. This proposal strays into a policy area we can't support and SAG hasn't ventured into.

A: Appreciate that comment and perspective. Want to start this conversation. Lots of opinions, perspectives, unanswered questions. This could help answer the questions.

Comment: [Laura Goldberg] NRDC thinks starting with resistance is the start to get to where Margaret is talking about. We understand the concerns about what is a policy change, what's able to be in EE programs now. NRDC is very supportive of this.

Q: [Jim Jerozal] There is also high-performance gas heat pump technology coming. It should be the best technology, not just gas vs. electric.

• Rural IQ Electric Pilot (Margaret Garascia)

- 1. Explain which utility (or utilities) your idea is for
- ComEd (could also be Ameren)
- 2. Briefly describe your idea + rationale
- R&D pilot. Identified opportunity in Pembroke Township (Kankakee County). Farming
 community, low average income. Similar to previous idea. Possibly different
 technology including integrated space and water heating. Current GSHP in TRM is
 better understood than ASHP for integrated space and water heating. Need to refine
 systems for cold climate.
- 3. Indicate how your idea will have a positive impact on utility customers or IL EE programs
- Test new technologies. Help customers. Invest in under-invested area.
 - Q: [Jim Jerozal] Same principle applies here. How and what we decide to do with EE money in IL, we need to be careful about policy and how we approach that.
 - Q: [Chris Neme] For Jim, portion of these homes that aren't electric are predominantly propane. Are you still concerned in that context?
 - A: [Jim Jerozal] Yes, the idea here is staying out of the fuel switching war. I don't disagree that propane is probably the most expensive heating system. EE might not be the tool to make that change.
 - Q: [Chris Neme] When Nicor extends lines to an area that didn't have them, do they not extend the incentive offer to convert from propane to gas?

A: [Jim Jerozal] Once a customer becomes a Nicor customer then they are paying in and can participate in EE programs.

A: [Kevin Dick] Part of the discussion is around EE part is around fuel switching. Appliances for electric efficiency and the rationale for fuel switching are good. But in old housing stock there are expensive electrical upgrades. Good reasons to make those upgrades outside of efficiency and appliances are cost-effective but with those electrical upgrades it swamps the savings. Cost of the electrical lines for homes that weren't designed for those amperages it's hard to roll that cost into an incentive.

A: [Jim Jerozal] Like instantaneous hot water heaters, the costs add up really quickly. That's why we don't' offer except in new construction. It doesn't pass the TRC.

A: [Kevin Dick] Big discussion is cost of maintaining customers – from a long-term customer perspective it makes sense to fuel switch and not pay two customer charges. Policy discussion about incentivizing these has to come to how rates are structured on customer charge.

Benchmarking Technical Assistance (Gus Sandoval)

- 1. Briefly introduce yourself + your organization
- Project coordinator for public sector programs at Elevate.
- 2. Explain which utility (or utilities) your idea is for
- All
- 3. Briefly describe your idea + rationale
- Benchmarking technical assistance for MF buildings in 25-50k sq. ft. range with Portfolio Manager, coupled to free energy assessment. Pilot for IQ MF tied to existing offerings. Model could expand to other markets such as commercial.
- 4. Indicate how your idea will have a positive impact on utility customers or IL EE programs
- Increase number of benchmarked buildings in target cohort. Improve awareness of energy performance. Increase participation in energy assessments, increase customer satisfaction. Increase savings.

Q: [Jim Jerozal] ComEd has a system to key into portfolio manager. It took a lot of IT work. It would be interesting – has anyone looked at the benchmarking results in Chicago and has that indeed reduced energy use in those buildings and are they proportionally participating more? Is that a smashing success and rolling down to smaller footprint now?

A: One note is that the year to year analysis is tricky with new construction buildings coming on line. As far as emissions trend analysis, City has seen continued reductions on an annual basis.

Q: Not sure that answered the question. Theory is that you benchmark, you are more aware, you know what is going on...is there analysis that shows that trend has taken hold, or is it too early?

A: [Molly Lunn] We do have a tool and there are a limited number of customers that take advantage of it now. Answer is we don't know yet, that's the look we are wanting to take. Short answer is we don't have the analysis yet but we agree that we want to do it.

A: [Jim Jerozal] I know we looked to see if we wanted to do something like that but the price tag was high. Significant IT cost.

A: [Kevin Dick] We did see interest in large portfolios to make sure all buildings were meeting the benchmark requirements and some of them were surprised about some of their buildings and are working on improvements. Anecdotally on MF side it is more difficult, because of how the system works. Have to have a rent role to provide to ComEd and get information out of large number of renters. Meter numbers is an option but increases difficulty some. Once data gets where it goes, you get a good number and it is a powerful motivator.

A: [Chris Neme] Not sure if that evaluation has been done in Chicago, sounds like it hasn't. In NYC, there has been a demonstrable effect in those studies.

A: [Kevin Dick] Energy Star has some studies too – maybe 4-6%. [SAG Facilitator to follow-up with Kevin]

Community Investment Corp. (Katherine Elmore)

Additional Gas Funding

- 1. Briefly introduce yourself + your organization
- Nonprofit, mission driven lender in Chicago area. MF rehab lender. CIC Energy Savers program (2008 launch) to help reserve rental housing (with Elevate).
- 2. Explain which utility (or utilities) your idea is for
- Nicor Gas (with ComEd)
- 3. Briefly describe your idea + rationale
- Long waiting list and low availability for suburban gas customers could benefit from additional funding. Maintain minimum budgets.

Portfolio Applications (Katherine Elmore)

- 1. Explain which utility (or utilities) your idea is for
- Northern IL utilities
- 2. Briefly describe your idea + rationale
- Streamline application for portfolios of multiple buildings or project with multiple addresses. Ease process for customer and implementer.

Multi-Family Building Owner Outreach

- 1. Explain which utility (or utilities) your idea is for
- Northern IL utilities
- 2. Briefly describe your idea + rationale
- Enhance outreach. Neighborhood building owner groups, associations.

One-Stop-Shop Multifamily Marketing

- 1. Explain which utility (or utilities) your idea is for
- All
- 2. Briefly describe your idea + rationale
- One stop shop marketing strategy is important. Some builder's groups meetings, market rate programs discussions with no concurrent discussion of IQ programs.
 Trying to get customers from one program they don't qualify, hard to figure out where to send them. Don't route IQ to market-rate.

Combining Incentive and Financing Programs

- 1. Explain which utility (or utilities) your idea is for
- All
- 2. Briefly describe your idea + rationale
- Incentives first and then financing don't finance something they qualify for a higher incentive for. Prevent routing of IQ to market-rate programs.

Non-Owner Occupied 1 and 2-unit Homes

- 1. Explain which utility (or utilities) your idea is for
- All
- 2. Briefly describe your idea + rationale
- Program design for smaller buildings. Doing work in smaller buildings that aren't owner occupied. Small rental buildings don't have options. Renters in SF homes need to be served by EE. Also, buildings being renovated for sale to new homeowner.

Affordable Housing Program Proposals: Portfolio Applications and Bringing Vacant/Distressed Units to Above-Code EE

- 1. Explain which utility (or utilities) your idea is for
- All
- 2. Briefly describe your idea + rationale
- Unsubsidized housing is lost to housing stock through disinvestment and rising costs. Need to not lose this housing stock. Rehab vacant and distressed buildings with EE incentives. Often don't qualify for Income Eligible because of lacking major systems throughout buildings. ComEd has made some changes to their MF standard for major renovations but concern that there is a burden and challenge for these types of buildings. Often renovated just to code, if that, or left out of the housing stock. At least 200 units in past two years that didn't get into EE programs and didn't move forward with any EE.
 - Q: [Kevin Dick] How are you verifying MF tenants to be income eligible? You mentioned not just doing owners.
 - A: CIC is just a lender. We don't have any requirements or verifications. We look at census tract and affordability of rents in that building.
 - A: [Chris Neme] In latest version of Policy Manual, parties crafting it worked on developing a variety of options to qualify MF buildings. Two of which are

census tract and rent roles. Utilities can qualify a building with those or the half dozen options.

A: [Molly Lunn] Challenge when a 1-2-unit building is owned by someone who doesn't live there. There are pricy upgrades. Then they could raise the rents and make it not affordable anymore. IHWAP has same requirements. Willing to look at it, just that's the rationale behind why we and others haven't been doing it so far.

A: [Cate York] Not familiar with the policy framework, but did want to say that part of IL Solar for All program – requirement that MF buildings kept rents affordable for 5 or 10 years. That's something in other programs.

A: [Kevin Dick] We've had success requiring owners to occupy for a period of time with an annual check in.

A: [Laura Goldberg] We've seen that put into place before, incorporating affordability requirements for EE or other aspects of building upgrades to prevent gentrification in turnover of housing.

A: [Katherine Elmore] Have to be careful that the incentive is the amount that the building owner can recoup for the renovation and stay competitive in the market or the retrofits won't happen. Owners have to be successful or these buildings will no longer provide affordable housing. That's the other side of the coin.

EE Ideas Proposed for IQ Portfolios

National Consumer Law Center:

- Smart Thermostat Approach (Karen Lusson)
 - 1. Briefly introduce yourself + your organization
 - [previously introduced]
 - 2. Explain which utility (or utilities) your idea is for
 - All
 - 3. Briefly describe your idea + rationale
 - Assessing value of smart thermostats in low income Wx. NCLC paper conclusions about protocol to determine whether a Wx home should get a smart thermostat installed. Was adopted as policy in MA LEAN. Most relevant to utility only programs. Decision to install is best resolved by on the ground field specialist in consultation with clients they serve. Not an efficient use of funds or in best interest of client to install smart thermostat for every client. Savings potential vs evaluated savings. Factors influence savings, especially occupant behavior how often away from the home for home-away function of smart thermostat. Demographics: income influences access to internet at home. Urban vs rural/tribal, age disparities as well. LEAN Wx managers haven't see significant interest from clients. If the consultation shows that they want it, then they install. Conclusion: only install if whole criteria list is met.
 - 4. Indicate how your idea will have a positive impact on utility customers or IL EE programs

- Efficient use of program funds. Client satisfaction. Don't install measures that you don't get savings from.
 - Q: [Kristol Simms] Need to discuss this proposal further. I'm not sure I understand what is proposed. We have had discussions about these programs being more inclusive. Are we supposed to consider an approach that decreases the number or types of customers that participate because we don't think they can learn to use the devices slide mentioning "technically savvy" criteria?
 - A: There is a recognition that utilities are facing pressure to find measures that will produce savings outside of lighting and that smart thermostats are being viewed along with other smart technology as ways to increase savings. This is saying that there shouldn't be a default smart thermostat approach for all homes. Probably true for all MF and SF but this paper focused on demographics of low income Wx. Has to be a conversation with the customer to make sure it was the right fit for them. Customer callbacks and dissatisfaction. Common sense on best thermostat to install.
 - Q: [Kristol Simms] The premise of this proposal is troubling to me. From our experience, there may have been a handful of thermostats that required follow-up or issues. We are frequently in touch with implementers and others on the ground.
 - A: What you have described is what should be happening having conversations with the customers and having the materials for understanding the functioning of the thermostat. That's what we're talking about. Not walking in and installing a thermostat.
 - Q: Is this a solution to a problem that exists? Where does this problem exist? We talk to our implementers frequently; not sure what this proposal is meant to fix.
 - A: Happy to follow up.
 - Q: [Will Baker] Agrees that whether to install should be determined by installer and client and that holds true for any EE measure. Making them aware of the features makes them happier and use the products. Not all the savings come from occupancy behavior, there are other optimizations like connecting to outdoor temperature for instance that happen whether or not at home. Condenser turn offs with fan blowing. There are different ways besides just home. There are also optimization programs that tweak scheduling designed for people that are in their homes. Happy to go through those. Wifi is needed for demand response but not for EE savings from smart algorithms.
 - Q [Kevin Dick]: Valid points all around. Implementers tend to talk to customers about what is going to be installed because they don't want to go back. Even old programmable thermostats, we didn't install unless they wanted it. Wifi connectivity issue isn't going to go anywhere it's one of the first shut offs for low income customers. Cellular hotspots are also available but can be intermittent too. Technical savvy is less of a concern some older customers are guite savvy and some younger aren't. Conclusion seems correct

Q: [Kristol Simms] For all customers the decision to install should be based on what is best for the client. From a policy perspective concerned about this being focused on low income customers.

Q: [Kevin Dick] Yes, for any new measures coming on we can't have a one size fits all approach.

A: [Laura Goldberg] All customers should have access to all measures.

[May require follow-up discussion]

• Income Qualified Program Spending (Karen Lusson)

- 1. Briefly introduce yourself + your organization
- [previously introduced]
- 2. Explain which utility (or utilities) your idea is for
- All
- 3. Briefly describe your idea + rationale
- Increase amount of money dedicated to IQ programs suggest 85% of residential budget. (Would be an increase of 20-30% over current levels depending on utility). Energy insecurity was high before COVID. High number of customers are low income. Equity issues in energy burdens. IQ spend in FEJA aren't based on poverty analysis. Work together to maximize IQ spending. Look to reduce costs in portfolio, as has been suggested in other proposals and use that to maximize IQ.

Q: [Kevin Dick] Do you have statistics on the allocation of tax incentives and other incentives for non-IQ customers?

A: Undocumented customers won't have access to LIHEAP and unemployment benefits. Significant number of people in the state in trouble financially, not just undocumented community. Importance of credit and collections having a role in this discussion. Have to take a hard look at all the policies that affect low income customers. Long term affordability is needed through EE programs.

NRDC: Health and Energy Efficiency Ideas

- Health & Safety Repairs / Health + EE Pilots (Laura Goldberg)
 - 1. Briefly introduce yourself + your organization
 - [previously introduced]
 - 2. Explain which utility (or utilities) your idea is for
 - All
 - 3. Briefly describe your idea + rationale
 - Establish health and safety budgets. GHHI chart showing comprehensive health +
 EE intervention. Recommend that minor H&S repairs and measures covered in IQ
 retrofit. Don't want to see all the budget go to H&S but as a percent of project or
 spending level per project that could prevent "walkaway" issues from stopping EE
 work. Robust reporting on H&S issues what was found, repaired, left.

- Leverage other funding sources. Explore pilot and emerging tech budgets.
 Collaborate with hospitals and health care providers. Extend ComEd's current activity and spread to other utilities. Examples of funding sources that could be leveraged.
- 4. Indicate how your idea will have a positive impact on utility customers or IL EE programs
- Energy and non-energy benefits and long-term impacts. Could add to NEI research already underway.

• Healthy Building Materials + IQ Retrofits (Laura Goldberg & Veena Singla)

- 1. Explain which utility (or utilities) your idea is for
- All
- 2. Briefly describe your idea + rationale
- Provide data and materials that are being used in IQ SF and MF retrofits. Remove worst in class chemicals that add to health issues.
 - Proposal 1 is reporting insulation and air sealant materials used. Better understand what materials are used and the use patterns. Data to verify effectiveness of materials and healthy materials that get same energy savings. Isocyanates, flame retardants, formaldehyde.
 - Proposal 2: Prohibit use of Category 1 or 1A respiratory sensitizers (OSHA definition). Lead to hypersensitivity of airways and lead to disease outcomes.
 Pre-existing respiratory conditions are a risk factor for COVID as well.
- 3. Indicate how your idea will have a positive impact on utility customers or IL EE programs
- Protect health of both residents and installers.
 - Q: [Kevin Dick] Are you suggesting that Wx should not include 2-part polyisocyanurate foam at all? Most spray foams are one part (Great Stuff) and 2 part which is most common.
 - A: 2-part spray foam contains isocyanates we are concerned about. Yes, suggesting not using those.
 - Q: So, removing air sealing from Wx projects?
 - A: Yes, some properties did need to use 2-part spray foam for air sealing, but we would suggest prohibiting the use of it for insulation. There are clear equal cost alternatives for that. But agree it is still needed for air sealing until we develop alternatives.
 - Q: Not a lot of programs use 2-part foam on existing buildings cellulose mostly. Not even blow in fiberglass. Mostly cellulose.
 - A: The study part of the proposal, we want to find out what is being used.
 - Q: [Kevin Dick] I have an old list of materials, can provide that.
 - Q: [Jim Jerozal] Like the healthy homes approach and we have stuff that is working on that idea. Would like to have that conversation. On this healthy materials, is there a reason this is just IQ instead of across the board? And

regarding Kevin's question, we're talking about not spraying between the joists using batts or something instead?

A: We thought it was an important place to start. Yes, for attic insulation not air sealing. Want to better understand what is going in for air sealing but prohibition would just be for insulation.

Q: [Kevin Dick] Typically only see 2-part foam on new construction. Spraying 2-part foam in a house would probably blow out the budget.

Q: [Ted Weaver] Are we being asked to create a reporting system from scratch or is there a national system?

A: We're looking for a local understanding of this. There is a long list of data we could use but this is what we're trying to start with. Existing specs and things are already there. [Veena] Not aware of any national level effort, there is really a data gap. Information on this topic would be very helpful, even what has been said on this call already has been helpful. Open to thinking about what is the most useful data to report and in what format. There are models for this type of data, not specifically this, that have been set up in other states and could work as a template.

Q [Kevin Dick]: Batt insulation more common in dryer climates, blown insulation more common in cold climates. Abilities of contractor. General "vanilla" project with air sealing and attic insulation is going to use about 2 canisters of 2-part foam for air sealing for large gaps and some one part for window gaps. Then blowing insulation up to R52 in the attic with just cellulose and then maybe dense pack a wall with cellulose and call it a day. That's a 3-5 person weatherization project.

A: That type of information more generally across all projects will be really helpful in understanding the applications where there is the greatest need to look at alternative materials and what is being done right now.

Q: [Kevin Dick] If you can find an alternative to 2-part foam, that would be great. Better than anything else out there right now – can't fill the gaps with caulk.

Closing and Next Steps

Celia Johnson, SAG Facilitator

Theo Okiro, IQ EE Advisory Committee Facilitator

- The utilities are currently reviewing Energy Efficiency Idea proposals and will provide an initial response at the June 16-17 SAG meetings.
 - The Wednesday, June 17 meeting (afternoon) will be held jointly with the Income Qualified EE Advisory Committee, for an initial response from utilities to IQspecific Energy Efficiency Ideas.
- If there are any additional questions on Energy Efficiency Idea presentations, contact the SAG Facilitator (Celia@CeliaJohnsonConsulting.com).