

EAP Advisory Board

July 22, 2016

Meeting Minutes

Participants: Amanda Noonan, PUC; Lisa Sheehy, NHEC; Steve Tower; Janice Johnson, Eversource; Rorie Patterson (on phone), PUC; Ralph Littlefield; Rob Ditman, OEP; Rick Menard, OEP; Pradip Chattopadhyay, OCA; Kathleen Gilleo, Eversource; Celeste Lovett, OEP; Shannon Nolin, Community Action; Donald Kreis, OCA, Sue Corson, Unitil, Dennis Labbe, NHLC.

Minutes: Kathleen Gilleo, Eversource

Review of April Minutes

Copies of the April minutes were distributed and reviewed. Two typographical errors were identified for correction.

EAP Brochure

There was general discussion regarding the redesign of the EAP brochure done by Unitil. Changes to the photos used and the organization of the content were suggested. Once the final version of the brochure has been accepted by the advisory board, Eversource will place an order for printing. The anticipated turnaround for printing is one week.

Software Update

OEP provided a status update regarding the investigation into new software for the Fuel Assistance Program. Responses to the RFI have been reviewed, and the expectation is that an RFP will be issued within the next two months. There was general discussion among the advisory board as to whether the EAP should remain with the current software or continue to share software with the fuel assistance program. OEP indicated that the RFP could be written in such a way that bid responses would include proposals with EAP and without. The advisory board could then evaluate the cost and any enhancements that new software would provide before providing a recommendation to the Commission on software for the EAP. There was general consensus among the board that OEP should structure the RFP so that the bid responses would include proposals with EAP and without.

Budgets for the EAP 16-17 program year

A new docket will be opened to review the 2016-2017 EAP program year budgets. Utilities should not include a docket number on their budget filings but rather leave it open, i.e. DE 16- . Utility budgets are due on August 1, 2016. A schedule for reviewing the budgets was agreed to.

- August 10, 2016 Last day to circulate questions on budgets
- August 17, 2016 Responses to questions due
- August 19, 2016, 9 am Hold for conference call to discuss budgets if needed

Triennial Process Evaluation

OEP highlighted what it found to be the biggest take-aways from the evaluation.

- Board members should have more of defined responsibilities.
- The rules of governance should be reviewed and consideration given to whether the relationship between the CAA and the Commission should be formalized.
- The advisory board should discuss whether it would be useful to have a different type of data analysis. For example, can the client intake data provide information about the population that are reaching with the EAP or the geographic areas that the program is reaching?
- Action items should be summarized at the end of the quarterly meetings with deadlines or timeframes established and agreed to.
- Advisory board members should come to meetings with already established view on agenda topics rather than devoting meeting time to developing and discussing ideas.
- The advisory board should explore potential for synergies between FAP and EAP such as a more seamless application process and how to create one-stop shopping for clients.
- Minutes of the meetings should be in a standardized format, there should be a formal timeline for circulating and all minutes should be available on the Commission's website once approved.
- The report on the effectiveness of the system benefits charge that is provided annually to the electric restructuring oversight committee should be changed to include demographic data and a breakdown of administrative expenses by category.
- The advisory board should consider whether it is appropriate for OEP to conduct the triennial process evaluation when it is a member of the advisory board.

More information should be available on the Commission's website regarding the EAP. The advisory board discussed the items raised by OEP as its main take-aways and noted the following:

- The rules of governance will be reviewed and discussed at the October 2016 meeting.
- Passing on historical knowledge to new members is difficult. At the next meeting, the creation of a resource library of sorts that would be available on the Commission's website will be discussed.
- Each utility already has a contract with Belknap Merrimack Community Action, the lead CAA, which is renewed annually. In turn, BMCA contracts with each of the CAPs, so there is already a formal contract. The Commission established this relationship in an order issued in November 2000. As the Commission already has jurisdiction over the utilities, no contract is needed between the utilities and the Commission.
- The improvement of data analysis is part of the ongoing software discussion and not reflective of the effectiveness of the EAP program design.
- Advisory board members should be prepared when attending the quarterly meetings rather than starting to think about a topic for the first time when the meeting begins.
- Further discussion regarding the posting of meeting minutes to the Commission's website should occur at the October 2016 meeting.
- The report on the effectiveness of the system benefits charge is a report that the Commission prepares not a product of the Advisory Board. There was discussion as to how this take-away related to the evaluation of stated purpose of the triennial process evaluation.
- OEP is free to contract with a consultant for the triennial process evaluation. OEP has chosen to conduct the evaluation itself in the past, and past evaluations have been undertaken by an OEP

staff member who does not represent OEP on the advisory board. There was further discussion regarding the value in having an independent entity conduct the evaluation.

Compliance Report

BMCA reviewed the compliance report.

Conclusion

Meeting concluded at noon.

Next Meeting – October 28, 2016

Action Items

- 1) Revise April 2016 meeting minutes as discussed and recirculate to advisory board - Commission
- 2) Update brochure quantities for print order - Eversource
- 3) Provide meeting agenda and any related materials no less than 1 week in advance of the meeting (with the exception of the financial projections) - Commission

Agenda Items – October 28, 2016 meeting

- 1) Rules of governance
- 2) Resource library/website materials
- 3) Continued discussion of the recommendations contained in the triennial process evaluation
- 4) Discussion regarding EAP participants who have a competitive electric supplier
- 5) Discussion of any legislative changes needed to improve the EAP or generally improve assistance to low-income households
- 6) Arrears management programs in other states