

**Illinois Energy Efficiency Stakeholder Advisory Group**  
Large Group Meeting  
**Tuesday, April 14, 2020**  
10:30 am - 12:30 pm  
Teleconference Meeting

**Attendee List and Meeting Notes**

**Meeting Materials**

- [Meeting Page](#)
- [Tuesday, April 14 SAG Agenda](#)
- [SAG Facilitator Planning Process Update Presentation](#)
- [Ameren Illinois Response to COVID-19 Crisis](#)
- [COVID-19 Impacts on ComEd EE Program](#)
- [Nicor Gas COVID-19 Impacts](#)
- [Peoples Gas and North Shore Gas COVID-19 Program Impact Summary](#)

**Attendees (by webinar)**

Celia Johnson, SAG Facilitator  
Greg Ehrendreich, Midwest Energy Efficiency Alliance (MEEA) – Meeting Support  
Matt Armstrong, Ameren Illinois  
Jean Ascoli, ComEd  
Josh Beeber, Nexant  
Kathia Benitez, Franklin Energy  
Jordan Berman-Cutler, ComEd  
Shonda Biddle, Walker-Miller Energy Services  
Janice Boman, Embertec  
Brett Bridgeland, Slipstream  
David Brightwell, ICC Staff  
David Bryant  
Ben Campbell, Energy Resources Center, UIC  
John Carroll, Leidos  
Lauren Casentini, Resource Innovations  
Craig Catallo, Franklin Energy  
Mike Chimack, ICF  
Salina Colon, CEDA  
Andrew Cottrell, Applied Energy Group  
Joseph Craig, Ameren Illinois  
Ryan Curry, 360 Energy Group  
Neil Curtis, Guidehouse  
Erin Daughton, ComEd  
Larry Dawson, IL Association of Community Action Agencies  
Devin Day, Smart Energy Design Assistance Center (SEDAC)  
Leanne DeMar, Nicor Gas  
Mark DeMonte, Whitt-Sturtevant, on behalf of Ameren IL  
Atticus Doman, Resource Innovations  
Erika Dominick, Walker-Miller Energy Services  
K.C. Doyle, ComEd  
Nick Dreher, MEEA

Julie Drennen, Center for Energy and Environment  
Gabe Duarte, CLEAResult  
Allen Dusault, Franklin Energy  
Deb Dynako, Slipstream  
Greg Ehrendreich, MEEA  
Katherine Elmore, Community Investment Corp.  
Jeff Erickson, Guidehouse  
Lance Escue, Ameren Illinois  
Jim Fay, ComEd  
Jason Fegley, Leidos  
Phil Flaherty, Bidgely  
Scott Fotre, CMC Energy  
Julia Friedman, Oracle  
Omayra Garcia, Peoples Gas & North Shore Gas  
LaJuana Garrett, Nicor Gas  
Jenny George, Leidos  
Jean Gibson, Peoples Gas & North Shore Gas  
Stacy Gloss, U of I Indoor Climate Research & Training  
Keith Goerss, Ameren Illinois  
Laura Goldberg, NRDC  
Jon Gordon, Enervee  
Heidi Gorrill, Slipstream  
Kevin Grabner, Guidehouse  
Steve Greene, Bidgely  
Andrey Gribovich, DNV-GL  
Mary Ellen Guest, Chicago Bungalow Association  
Randy Gunn, Guidehouse  
Vince Gutierrez, ComEd  
Cliff Haefke, Energy Resources Center, UIC  
Amir Haghghat, CLEAResult  
Jim Heffron, Franklin Energy  
Dave Hernandez, ComEd  
Travis Hinck, GDS Associates  
Brian Hoeger, Nexant  
Julie Hollensbe, ComEd  
Hannah Howard, Opinion Dynamics  
Jeff Hurley, Blue Green Alliance  
Tammy Jackson, Ameren Illinois  
Cheryl Jenkins, VEIC (IL-TRM Administrator)  
Jim Jerozal, Nicor Gas  
Cheryl Johnson, People for Community Recovery  
Mary Johnson, Resource Innovations  
Katherine Johnston, Green Homes Illinois  
Kara Jonas, MEEA  
Humayun Kabir, Nexant  
Lalita Kalita, ComEd  
Haley Keegan, Resource Innovations  
Rob Kelter, Environmental Law & Policy Center  
Mike King, Nicor Gas  
Chester Kolodziej, Northern IL Energy Summits & Expos  
Larry Kotewa, Elevate Energy

Monique Leonard, Ameren Illinois  
Bruce Liu, Nicor Gas  
Molly Lunn, ComEd  
Karen Lusson, National Consumer Law Center (NCLC)  
John Mascarenhas, CLEAResult  
Marlon McClinton, Utilivate  
Adam McMurtrey, Exxon-Mobil  
Brady McNall, DNV-GL  
Rebecca McNish, ComEd  
Nishant Mehta, Guidehouse  
Tim Melloch, Future Energy Enterprises  
Abigail Miner, IL Attorney General's Office  
Anne Mitchell, Jenner & Block, on behalf of Nicor Gas  
Zenia Montero, ICF  
Oscar Mora-Diaz, Energy Resources Center, UIC  
Jennifer Morris, ICC Staff  
Phil Mosenthal, Optimal Energy, on behalf of IL Attorney General's Office  
Kelly Mulder, Illume Advising  
Denise Munoz, ComEd  
Chris Neme, Energy Futures Group, on behalf of NRDC  
Rob Neumann, Guidehouse  
Dantawn Nicholson, ComEd  
Victoria Nielsen, Applied Energy Group  
Eric O'Neill, Michaels Energy  
Theo Okiro, Future Energy Enterprises  
Maria Onesto Moran, Green Home Experts  
Randy Opdyke, Nicor Gas  
Antonia Ornelas, Elevate Energy  
Angie Ostaszewski, Ameren Illinois  
Briana Parker, Elevate Energy  
Patricia Plympton, Guidehouse  
Christina Pagnusat, Peoples Gas & North Shore Gas  
Ashley Palladino, Resource Innovations  
Stacey Paradis, MEEA  
Lonny Peet, Nexant  
Deb Perry, Ameren Illinois  
Hanh Pham, Willdan Energy Solutions  
Michael Pittman, Ameren Illinois  
Jared Policicchio, City of Chicago  
Joe Reilly, Applied Energy Group  
Alberto Rincon, Future Energy Enterprises  
Stephanie Robinson, Ameren Illinois  
Zach Ross, Opinion Dynamics  
Todd Rusk, SEDAC  
Emma Salustro, ComEd  
Andrew Samuels, Nexant  
Anthony Santarelli, SEDAC  
Elena Savona, Elevate Energy  
Clayton Schroeder, Nexant  
Anna Selgert, Erthe Energy Solutions

Craig Sieben, AECOM  
Shawn Siems, Cardinal Building Performance  
Kristol Simms, Ameren Illinois  
Raman Singh, ICF  
David South, West Monroe Partners  
Susan Stefanovich, DNV-GL  
Jacob Stoll, ComEd  
Mark Szczygiel, Nicor Gas  
Todd Thornburg, ComEd  
Evan Tincknell, Opinion Dynamics  
Taso Tsiganos, IL Attorney General's Office  
Brian Uchtmann, Michaels Energy  
Andy Vaughn, Ameren Illinois  
Ted Weaver, First Tracks Consulting, on behalf of Nicor Gas  
Shelita Wellmaker, Ameren Illinois  
Walde Worster, Erthe Energy Solutions  
Wen Yang, ICF  
Cate York, Citizens Utility Board  
Liz Zimmerly, ComEd  
Arvind Singh, DNV-GL  
Rick Tonielli, ComEd  
Chris Vaughn, Nicor Gas  
Sara Wist, Cadmus Group  
Rohit Agarwal, West Monroe Partners  
Will Baker, Google  
Madeline Caldwell, CLEARResult  
Molly Graham, MEEA  
Kelly Gunn, ComEd  
Jan Harris, Guidehouse  
Wisit Kumphai, Elevate Energy  
John Lavalley, Leidos  
Mark Milby, ComEd  
Lauren Pashayan, IL Attorney General's Office  
Andrea Salazar, Michaels Energy  
Michelle Thoma-Culver, Elevate Energy  
Dan Westin, DMW-Consulting

## **Meeting Notes**

*Follow-up items indicated in red.*

## **SAG Portfolio Planning Process Update**

*Celia Johnson, SAG Facilitator*

- Due to impacts of COVID, EE Ideas due date pushed to Monday, April 27 (instead of April 1).
  - EE ideas: Invitation to submit ideas for utilities to consider in developing next plans
  - Not a solicitation/RFP – an opportunity to collaborate
  - Submittal template available here: <https://www.ilsag.info/meetings/portfolio-planning-process/>
  - Next steps:

- SAG Review Committee meeting in early May
- All ideas will be posted on SAG site as received
- Presentations on ideas on May 12-13 meeting
  - SAG-IQ Advisory Committee joint meeting on Wed., May 13
- Responses by utilities on June 16-17 meeting
  - SAG-IQ Advisory Committee joint meeting on Wed., June 17
- Due to cancellation of original 2-day SAG meeting in April, a 2-day will be scheduled for August.
- All meetings by teleconference until further notice.
- New COVID info page on SAG website: <https://www.ilsaq.info/resources/covid-19-resources/>

## COVID-19 Impacts on Utility Portfolios

### [Ameren Illinois Response to COVID-19 Crisis](#)

*Kristol Simms and Matt Armstrong, Ameren Illinois*

Agenda: Crisis management; Program Response; Next Steps

#### Crisis Management

- 4 weeks – staff WFH on March 18; IC suspend face-to-face March 20; shelter-in-place March 21.
- SAFETY FIRST is the priority.
- Utility has a COVID info page on their site including financial assistance resources
- EE Team established a COVID response team. Multidisciplinary team with a goal of vetting proposals for program shifts and manage requests for info and feedback and maintain open lines of communication with the parts of the team that continue to focus on programs.
- Outlook has shifted. No face-to-face. Radio, webinar, phone, social media have become the most important.
- Program allies network – multiple allies have reported work stoppages due to COVID. Ameren is tracking. Dynamic situation. Some still out in field on emergency basis, will cover that. Working with customers and allies to reschedule projects.
- Field staff that been pulled; are working to offer virtual support. Admin and incentive checks happening. Appliance recycling IC unable to continue pickups – can't do that virtually. So that contractor has direct effects.
- Most work has shifted to virtual except emergencies and some exterior inspections (where possible).

#### Residential Response

- COVID is having a big impact on IQ channel customers. Shifting to virtual contact where possible, assess and evaluate where we can further conduct virtually. Hope to roll out Single Family long measure life kit.
- Administrative efforts continue. Apps still being accepted over phone or online. Processing as usual, and rescheduling to May or beyond. Dynamic situation but trying to schedule out to allow return to field when we are able to.
- Appliance recycling: field work on hold. 7 displaced field staff. Requests still being taken for a backlog.

- School kits: no presentation staff visits, have shifted to some online presentation virtual learning where we have that capability or are pushing to next school year.
- Heating & cooling: on own discretion, emergency only. Exterior QAQC where possible.
- Retail products: field staff doing training and QAQC virtual. Increased marketplace incentives and free shipping to increase uptake there.
- Smart savers: self-install option only. Pre-recorded self-install videos. Working to expand to virtual support platform via phones.
- Home efficiency specialist: WFH doing phone/email assistance; no expected staff disruption

#### Market Development Initiative Response

- Face to face interactions suspended until at least May 15
- Communication shift to social media, webinar, phone & vid appointments
- Community partners restructuring to accommodate shelter order but are still working to reach people in need
- EE kit mailing and marketplace coupons – options being explored
  - Q: (Katherine Johnston) Will a backlog of smart savers want to have professional install of thermostats?*
  - A: Not sure yet but historic numbers on self-vs-contractor I believe we will have a backlog and ramp up.*
- Community Partner – Senior Services Plus (SSP)
  - Meals on Wheels and homemaker program – increase in need for homebound seniors
  - Box lunches to senior apartment complexes
    - Q: (Chris Neme) Given the current situation, possible Enervee platform; are you trying to rush that into place for more online options? Will there be any efficient appliance rebates through that platform?*
    - A: We are actively working with Enervee to get that up and running. Target was beginning of June. Offering is still being worked on. We are doing everything we can to get it in place as quick as possible.*
    - A: (Kristol Simms) Enervee is not set up to offer rebates, but will point back to our marketplace and we will explore how to work on rebates*
    - Comment: (Chris Neme) I thought their platform would have a way for utilities to use the platform to offer rebates for qualifying products purchased through a variety of online retailers.*
    - A: (Kristol Simms) Primary purpose is to educate. Then connect to ways to purchase. Utility marketplace is one of those to allow for different rebates.*
    - Q: (Chris Neme) What about Amazon/Best Buy/Etc. purchases – any rebates through those? Some customers may be more comfortable/price/etc. through some retailers. Probably a trend now on more online purchases even when this is over. Would be good to offer rebates regardless.*
    - A: (Kristol Simms) On smart thermostats for some retailers, we can look into it further.*
    - A: (Jon Gordon, Enervee) We are working on expanding our retailer network to allow for more of that, it is part of the platform.*
  - Handyman program has ceased in-person; focusing on a “Handyman Hotline” to help senior with home maintenance and EE
  - Connecting SSP with a woman-owned vendor who is coaching them on developing educational videos
- Community Partner – SEDAC

- Workforce development project – some shifts to expand literature review on workforce dev and resiliency after crisis.

#### Business Program Response

- Standard, custom, retro-Cx, small bis still offered
- Focus on virtual
- Street lighting – still offered, installs at contractor discretion; field work safety protocols

#### Next Steps

- Dynamic situation.
- Tracking performance of large savings programs (Biz standard, SBDI, retail products, Biz custom).
- Attempting to track impact on low/moderate income customer programs. Seeking opportunities to support local small business.
- SAG needs
  - Policy consideration
  - Evaluation considerations
  - Discuss EE priorities – identify our priorities and charge forward

#### Q&A

*Comment (Celia Johnson): Agree on items for SAG to explore. Expect we will be talking about COVID impacts for a long time. Glad you raised the evaluation/persistent savings issue. Will be scheduling a call. Have spoken to the evaluators and Ameren/ComEd about this. Will send out an announcement in the next couple of weeks.*

*Q: (Phil Mosenthal) Strikes me that there is a lot of commercial buildings & schools empty right now. May be tricky to get people to pay attention or spend money but there are opportunities. Have you thought about that, communicated with trade allies, etc.*

*A: (Kristol Simms) Good point. We're keeping an eye on it. During first 7-10 days we did see a spike in small business applications. Some businesses got concerned about signing up before things went away. Has decreased over the last 3 weeks. Contractors have raised concerns about health & safety and have decreased operations in general (not just utility programs). There are opportunities but unless there are allies that can do it... and what you said about business owners not being ready to spend. Won't overcome the full impact but we are working on it to look for some opportunities.*

*Q: (Jennifer Morris) Any impact on Voltage Optimization implementations?*

*A: (Kristol Simms) We claim savings based on previous year installs, so 2020 savings claim won't be impacted. But 2021 circuits being installed now this year. Some identified to support hospitals and ops team is evaluating whether they are able to operationally install the technology on those circuits. Overall, just a timing shift we think. Potentially could have an impact but not high probability that it will impact savings.*

*Q: (Laura Goldberg) Any coordination with energy assistance, collections, other utility staff?*

*A: (Kristol Simms) Internally, yes, all our EE communications go through a joint communication team that evaluates the PR. Regular communication about programs that are still active. If customers call in to customer service, they can get referred. Also are sharing with internal folks the info about efforts*

*for small biz programs to share broadly with public. In terms of credit and collection practices, that info is in an earlier slide – suspension of disconnects and late fees.*

*Question from Webinar (Cate York): On the topic of measures that customers can buy online and self-install, is it possible to clarify why customers must have Ameren IL as a heat source in order to be eligible for Marketplace measures (including LEDs – i.e. for Ameren IL electric and gas heat non-Ameren IL)?*

*Ameren IL will follow-up with CUB.*

## COVID-19 Impacts on ComEd EE Program

*Molly Lunn, ComEd*

### Introduction

- Working hard internally and with contractors to balance health & safety against desire to help customers save on bills and meet mandates. Delicate balance right now.
- On-premise work has caused programs to be suspended or field operations portion suspended.
- Slow down in program uptake – and will expect struggles in future on participation (more detail coming after this overview)
  - C&I – 55% of portfolio – is continuing virtually and at contractor discretion
  - Res/Income eligible – greater impacts – some programs still offered, some on hold.
  - Volt-Opt and streetlights not impacted
  - Planning, R&D etc. not impacted
- Weekly tracking tools for filed intelligence and program metrics.

### Residential Impacts

- Home energy assessments – suspended on 3/17 until at least 4/30
- MF assessments – same
- Appliance Rec- same
- Education kits – suspended until schools reopen
- Lighting discounts – continuing, but no retailer events or POS signage updates
- Appliance rebates – same
- HVAC rebates – rebates continue; no field QA/QC
- Home energy reports – continuing, with modified messaging

### Income Eligible Impacts

- SF, MF & Public Housing: suspended through 4/30; DCEO has also suspended their in-person intake, assessments, retrofits. Some CAAs taking phone apps for future.
- Manuf. Housing – suspend field work, still taking backlogs
- Food Bank – continue to distribute through food banks/pantries. GCFD could not accept lighting products any longer – no capacity, but are drop shipping direct to pantries in their network
- IE Kits – distribution through agencies suspended through 4/30; looking for alternate pathways for delivery through supplier for assembled, stored kits
- Aff House New Const – processing incentives, up to discretion of contractor. Some delays.



## Private & Public Sector C&I Impacts

- Continuing most programs – shift aspects to virtual/remote options. No in-person or on-site events or meetings or field inspections. Working on how to do remote data collection in discussion with Guidehouse.
- Growing Virtual RCx participation.
- Small biz kits – was always remote offering, shipments continue as usual. Calling from remote instead of call center.
- SEM – shifted cohorts and workshops to remote. “Virtual Treasure Hunts” have been popular.
- Facility assessments – shifted all to virtual; starting with smart meter data and interview; engineer in-person postponed
- Using smart meter analytics to target most impacted customers for assistance – looking for the niches. e.g. shut down but still high usage.
- Schools – a lot have said “only essential personnel” on site – nobody but their cleaning crews on site.

*Q: (Chris Neme) Have you thought about leveraging data analytics as a pipeline-filling tool? Use it as a leverage point to engage customers while shut down. Identify opportunities they can be primed to pursue when opportunity is available?*

*A: Yes, that's a great idea. We will consider doing that. Because we had a very strong Q1 in the history of our standard program, so strong pipeline going into this and still closing out projects. Have to consider how to build that pipeline again.*

*Comment: (Chris Neme) Some of the CT and New England utilities have pulled together a list of vendors for virtual auditing and etc. This is a good time for those tools.*

*A: (Todd Thornburg) We are investigating that right now. Not market by market. It's customer by customer how receptive and want to be engaged. Some grocery stores want us there at night, others are busy stocking and don't want us there. We are working with our engineers and using those tools.*

*Comment (Chris Neme): Can you put together some information on that for sharing, would be a useful one-pager.*

*A (Molly Lunn): Todd's team has done lots of internal writeups, we can put something together.*

*Comment from Webinar (K.C. Doyle): Regarding the request for documentation of remote data analytics and info-sharing, is there an effort to document all the changes portfolios have made for use in the event of future stay at home directives?*

*Q (Marlon McClinton): Can you provide more info about “Treasure Hunt”?*

*A: (Todd Thornburg) This one was a surprise to us. It's a component of SEM projects, where the team comes together at site to spend a day or two to look at all the nuggets that can help business savings – EE, inventory, etc. From a program standpoint, we thought that would be too difficult. One participant reached out from a cohort and we came up with a virtual idea. Was awkward at the beginning, but customer had lots of pics of equipment and nameplates, and once it got rolling we really pulled it off. Customer and participants were thrilled about it. It does mean more homework on customer end to get pics and documentation to share.*

## Other COVID impacts

- R&D – moving ahead as normal, but no new conferences or events. Screening tech and pilot proposals continue. 22 active pilots and projects continue with some tweaks, but no major delays expected. Had to end/major delay 9 pilots.
- Evaluation – Guidehouse suspended field work. No impact to 2019 evaluations.
- Call center – work from home rotating, ready for full-scale switch.
- VO and LED Streetlighting continue.

## Conclusion

- Anticipate impact to spend/save for portfolio. Hard to predict or quantify. Expect delayed impact in C&I due to strong pipeline but those are wrapping up. Big residential impacts and hard to just “flip the on switch” – layoffs and furloughs for implementation contractors.
- Community Action Agencies [for joint utility IHWAP-leveraged program] will have pressure to spend federal funds first, which will be a problem for our spending.
- Lot of unknowns – how long will it take for a customer to want us to come into their home or facility? How will economy affect ability to participate?
- Savings targets are at risk, evaluating avenues for relief. Evolving weekly if not daily.

## Q&A

*Q: (Karen Lussion) It's difficult to anticipate how companies will react to those spending and savings targets...a plea to companies to as they think about that and develop a position to keep SAG and stakeholders informed so we can come to an agreement on what that process should look like instead of dropping it into the reconciliation proceedings. Keep communications pathway open through SAG process.*

*A: (Molly Lunn) Not planning to drop anything; we haven't shared yet because we still are trying to determine what those impacts will be. This is the first share, but won't be the last.*

*A: (Emma Salustro) We are trying to get our feet under us at this point but it is going to be a group effort.*

*A: (Kristol Simms) We are in a similar place, trying to understand the impacts and options. We are very interested in working with stakeholders. Will ask that even if it is offline, if you have initial thoughts and concerns please help us by sharing. We don't think we have all the answers and have already heard good suggestions on this call.*

*A: (Molly Lunn) Same for ComEd.*

## Nicor Gas COVID-19 Impacts

*Mike King, Nicor Gas*

### Business/Public Sector

- Biz EE Rebates (BEER) – shift to second half of year on projects
- Small Biz (SB) – projects cancelled or pushed back to 2021
- Custom/CHP – assessments on hold as of mid-March; could be a lack of engineering resources and push back projects to 21-22 depending on the size of project (6-12 month project times)
- Comm Indust New Const (CINC) – could be pushed back to 2022
- Looking at innovations, esp. virtual assessments

- Vacant buildings – working with ICs to find ways to get into buildings and work with owners/public respectful of their time and mission.

*Q: (Chris Neme) Do you have pipeline of CHP?*

*A: One project closing this year*

*Q: Is it a big one?*

*A: 40,000 therms for us*

*A: (Kristol Simms) We have one or maybe two in the pipeline too.*

#### Residential Programs

- Home EE Rebates (HEER): Installs are restricted – emergency only; slowed down
- Home energy savings (HES): All assessments on hold; air sealing slow down
- Elementary Education Super Saver: No kits being shipped, teachers not available to deliver instruction; looking for virtual classroom ideas, maybe for Fall
- Multifamily: All Direct Install programs and assessments jointly with ComEd on hold; prescriptive side rebates still processing; limited trade ally activity especially where they don't have to go into tenant units (i.e. boilers)
- Energy Saving Kits (ESK): No events happening, kit requests reduced
- Home Energy Reports (HER): Customers more focused on their home energy use – a small silver lining
- Res New Construction: Decline in new home sales; participation and completion will decline accordingly

#### Income Qualified

- Public Housing: All scheduled work on hold; maybe start-up in Q3 or Q4
- Contractor Channel (CC): All assessments and retrofits on hold; staffing ramp-up affected
- Community Action Agency (CAA): All assessment and retrofits on hold; staffing ramp-up affected; PPE hard to find
- Affordable Housing New Const (AHNC): On-site verifications on hold; delays in completions, some pushed back to 2022

*Q: (Chris Neme) For all utilities, the challenge of shutting down going into homes is trying to pick back up again. Staff layoffs vs ramp-up. Have utilities given thought to using current year funds that might not otherwise be spent to support CAAs retaining staff or providing online training to prepare workforce and not have the drop off in already-challenging staffing?*

*A: It is something we thought about and have talked to IACAA and CAAs about. They have a training budget. No ideas are off the table. If we can use our funds for training then it's worth considering.*

*Q: What about paying for staff to go to the training, not just paying for the training? Therefore, we don't have this drop in staffing and the ability to ramp up?*

*A: We will lose people who are furloughed or laid off.*

*A: (Kristol Simms) This is a concern that we are interested in tracking and trying to address not just for CAAs, but also program allies and implementation contractors. Our Market Development Initiative efforts have served as a way for us to shift. We have an intern program and we are trying to shift that to some staffing grants for small companies or CAAs and looking to ad hoc opportunities as well. Trying to find the ones in need. We want more information and are trying to gather more information. We don't want to go in*

*without info about what is really needed, but also don't want to miss an opportunity.*

*Comment: (Chris Neme) I have had conversations with head of DSM for Consumers Energy – they have made a commitment to pay all implementation contractor staff through end of April for this reason. It's worth a conversation.*

*Comment: (Phil Mosenthal) CT is pursuing some of this as well. In addition to CAAs there are potential investments that could be made to further market transformation down the road. For example, heat pump manufacturers could offer installation trainings.*

*Comment (Karen Lusson): In addition to CT, California took action through their Commission Executive Director.*

*Comment (Laura Goldberg): We have seen some Commissions start dockets and engage stakeholders about this issue, including keeping the workforce paid and trained. We are interested in talking more about this.*

**Q (Kristol Simms): Interested in whether the Illinois Commerce Commission has thought about this.**

**A: (Celia Johnson): Will follow-up with Jennifer Morris.**

*Comment from Webinar (Larry Dawson): Agencies are using training & technical assistance funds from DCEO for staff development and continued training now. DCEO is currently supporting agency staffing to keep employees on board. If the work stoppage drags on for months, there may be a need for staffing assistance from utilities.*

*Comment from Webinar (Devin Day): I believe Illinois included HVAC and water heating professionals as essential workers exempt from the stay-at-home order.*

*Q (Ted Weaver): This is a great conversation. Agree it's a bad idea to decimate workforce. But IL has rate caps where some other states don't. How does this work if it is in public interest to spend the money but then can't meet goals when ramp up?*

*A: (Chris Neme) This is different for gas utilities – they have a 4-year budget as opposed to annual for electric who can't carry forward unspent amounts. Gas can carry forward. Easier for electric – if they can't spend on programs and spend on training instead, they are no worse off. But if gas utilities spend it now, they have less to spend next year.*

*A: (Kristol Simms) Not sure we have agreement on this, we should continue discussing.*

*Comment (Emma Salustro): ComEd is also interested in continuing this conversation.*

*Comment (Mark DeMonte): Echoing Emma, there may be further discussions warranted especially with issues of budget and spending. We need to continue these discussions and be open minded.*

## Program Impacts

- Forecast EOY is down 31% from original forecast
- Graph of portfolio anticipated impacts; 6.3 M therms reduction forecast

## Peoples Gas and North Shore Gas COVID-19 Program Impact Summary

*Christina Pagnusat, Peoples Gas & North Shore Gas*

### Introduction

- Safety first. All non-essential in person meetings suspended until future notice.
- Following guidance of CDC, WHO, CMS; wear PPE and sanitize.
- Remote work since mid-march. Have an incident management team.

### Trade Ally Support

- Virtual pre- and post-inspections
- Digital signatures for new projects
- Monthly webinars and review of safety protocols; check-ins about customer response and relaunch options
- Enhancing communications – email updates, engagement webinars, online portal for trade allies

### Business Programs

- Highlights
- C&I virtual meetings where possible; customers receptive and grateful to keep projects going
- Pushing completion dates to last half of year or 2021
- Public sector virtual energy audits for public schools, plan to expand to City of Chicago
- Small and mid-size had strong Q1 pipeline and working to keep it going; evaluating promotions or bonuses to get customers participating again
- Online self-assessment for small businesses launching later this month
- Considering market-segment specific EE kits – hotels, commercial real-estate

### Residential Programs

- Some rebate volume remains for MF – boiler rooms
- Home energy – rescheduled for future, dynamic situation; exploring digital marketing and online scheduling to help relaunch; revising safety protocols
- Super savers working to enroll 6<sup>th</sup> graders for Fall 2020
- HVAC/Wx/HER: not impacted due to heating season
- Smart thermostat impacts being evaluated

### Income Eligible

- IHWAP all non-essential field work suspended; emergency continues case-by-case
- MF/Public – remote where we can, reschedule field work, still providing rebates
- AHNC: virtual verification options being developed
- Energy Savers: Postponed all schedule audits
- Kits: No impact, plan to release 20k kits by EOY

### Marketing and Outreach

- On hold all events, scheduling some optimistically for June; dynamic situation
- Customer segment specific webinars
- Shifting marketing to options and opportunities for relaunch; work with customer priorities to serve them
- Enhanced trade ally communication

### Next Steps

- Keep communications lines open with all parties
- Customer and trade ally support
- Expand virtual options & innovate on program delivery
- Assessing impacts and building models for short-term and long-term goals, looking forward to continuing the conversation on the quadrennial goals and customer needs

### Summary of Follow-Up Items – April 14 Meeting

1. ComEd will follow-up on NRDC suggestion to create a one-pager than can be shared on virtual auditing, opportunities, vendors, etc.
2. SAG Facilitator to follow-up with ICC Staff on whether the Commission is considering action related to EE/workforce development.
3. SAG Facilitator to schedule a follow-up discussion on evaluation impacts for persisting savings.
4. If any SAG participants have questions that we did not have time to address during the April 14<sup>th</sup> meeting, please reach out: [Celia@CeliaJohnsonConsulting.com](mailto:Celia@CeliaJohnsonConsulting.com).