

EAP Advisory Board
Meeting Minutes
April 26, 2024

Meeting Minutes: NHLWAA

Attendance: Amanda Noonan- NH Department of Energy, Michael Crouse-OCA, Leah Richards-DOE, Jeanne Agri-CAP, Susan McMahon-Liberty, John Braswell-Eversource, Justin Stearns-Unitil, Lea Francoeur-NH Department of Energy, Karen Emis-Williams-NHLWAA.

- Approval of January 2024 meeting minutes
 - Accepted and adopted. All in favor.
- Triennial Review
 - It was geared towards the Community Action Programs. The board discussed writing a report and condensing the questions. Liberty will create utility questions and send them to the other companies for input before sending them to the EAP board.
 - Discussion on sending a survey to participants via email and mail. The paper survey will require more time to review. There should be questions such as any obstacles to apply. CAP conducts participant survey online and paper form. It is used as part of their action plan to deliver services.
 - Liberty and Unitil held an Energy Fair in March at the Spotlight Room in Manchester. The snowstorm impacted attendance. Participants were able to apply for FAP onsite. Utility representatives went door to door and received a positive reception. It would be beneficial to have this event biannually, potentially in September and February. The location needs to be within walking distance, have access to public transportation, and parking. Potential locations: Littleton Opera House, and Concord City Auditorium. This event would be partnering with FAP and EAP.
- Software update (Department of Energy)
 - RFP closed on 4/16 and received seven proposals. These will be reviewed to get a contract, which will go to Governor and Council perhaps in July. The vendor will remain confidential and should have the contract done by August. The portal will simplify the application process. It would be helpful if the software allowed applicants who are uncomfortable with online applications to request it to be mailed. The proposal requested that the software should have a mobile-ready application.
- CAA Compliance Review (CAA)
 - The compliance team was able to monitor only four out of the five Community Action Programs. Some sites were excited about the new software with the

online application capabilities, while others interpreted the word finding as a potential problem due to the necessity of reporting findings in grants. The purpose of these visits was to recommend improvements, interview staff, and review EAP records.

- EAP financial update (Department of Energy)
 - The financial summary for the PY 2023-2024 through March ended with a balance of \$654,319.76. There were two transfer of \$500,000 each. The utility companies hold their own reserve funds. The projection calculated through September 2024 were based on enrollment projections from PY 22-23, benefit five-year average, kWh from the PY 22-23 actual sales, Reserve Interest and Interest on EAP, and fund for PY 22-23 average. It is projected that in September, there will be a need to withdraw \$356,014.18. If this fund did not exist, there would be a waiting list, as there was in 2012. The current software system used by CAP is unable to manage a waiting list.
EAP enrollment was low statewide and nationwide, possibly due to various factors such as housing, Emergency Assistance Program, and FAP/EAP eligibility. The impact of the new discount changes on tiers has not been reviewed, which would require an analysis of supply rates, default services rates, and other factors. The average benefit amount in March was 41% lower than the other program year. The 2021-2022 data would need to be evaluated.
NHLA requested reconciliation reports, but they only received it from Eversource. This should be done by all utility companies and sent to the EAP board members.
Town Square Media has been working with CAP and plans to attend an EAP meeting.
- Other
 - EAP Hearing update – Roger presented his report and observations to the Public Utilities Commission. There was discussion on competitive rates, income eligibility changes, and supply. In 2015, Unitil had the highest competitive rate of \$0.15 and the other utility companies were lower. The Department of Energy will need to request records for a 2025 projections.