

**EAP Advisory Board Meeting Agenda**  
**Quarterly Meeting**  
**October 27, 2023**

Meeting Minutes: NHLA

Present: Sue McMahon - Liberty, Karen Emis-Williams-Concord Human Services/NHLWAA, Robyn Sarette - NHEC, Lea Francoeur - NH Department of Energy, Jeanne Agri - Community Action Program, Dawn McKinney - NHLA, Amanda Noonan - NH Department of Energy, Gary Cronin - NH Department of Energy

- July 2023 Board Meeting minutes.  
Correct spelling of Jeanne Agri's last name. otherwise accepted as presented.
  
- Utilities executing contract with CAA for 23-24 Program Year.  
Utilities have completed and invoices will go out next week.
  
- Alternative to triennial process evaluation (formerly completed by OSI).

Triennial process: State planners who did the work last time are no longer here since OSI doesn't exist anymore. NHDOE is part of the program so can't do it. Sister agency was cost effective approach. Need someone else to do the evaluation this time.

The PUC Commissioners asked about the last review during the September hearing. The desire is to have a recommendation ready in the event asked.

One suggestion was a perhaps tap into the audit process the CAP's currently do with a CAP and utilities committee. Open to other suggestions as well.

- Changes to EAP (DE 23-073)

NHPUC requested all CEOs of CAPs attend. Previously BM-CAP represented as lead agency. Lots of specific questions about line items in budgets. NHPUC

streamline efficiencies. Focused on trying to understand staff allocations and technology costs. Weren't interested in indirect cost rates. Discussed authority. Ultimately approved the budget. Request by chair that the parties respond to idea to apply federal funds (FAP) before state funds. Utilities and the DOE responded with their concerns about this. Guidance from US DHHS re: percentage of income payment plan (PIPP) (which EAP is) stating that it is unallowable. Last year's budget docket which was heard in August. Approved one of Roger Colton's recommendations effective October 1<sup>st</sup>. Change percentages to 86% max and 5% min(?). Commission seems to want to make changes to EAP, but parties don't support changes, they supported Roger Colton's recommendations. Brochures are available. Percentages now: 86, 54, 36, 19, 5.

Two higher income tiers lost, and two lowers increased, but utilities haven't heard much. Department has heard from a few people who lost 3% (from 8 to 5). 32k currently enrolled. Seems high for October. Last winter we spent the EAP surplus and drew \$900k from the \$7 million legislature appropriated for EAP. Should be fine this winter but should be considering for future meetings. Commission seemed concerned that customers with competitive supplier got more credit. Prior years got less. Determined by competitive supply rate which is complex. Would be unfortunate to see the credits go away from energy supply portion of the bill for customers.

- New Business
  - Staffing updates: Valerie has stepped down as the EAP administrator. Will be looking for a new person. Will share job description. NH Department of Energy has hired new Fuel Assistance Program (FAP) manager-Leah Richards (from BM-CAP).
  - Update on software project: Shannon is now working on this for DOE. Looking for input from utilities in next few weeks. Portal will be part of it. Totally online application where documents can be uploaded. Moving to one payment system. Any remaining funds will be transferred back to the program at the end of the season. All vendor contracts will be revised. There are lots of models out there. Discussion of arrears. It will look different on the customer bill. Education will be needed. There is a lot to still work out, but it is a better system for deliverable fuels. There is off the shelf software that will be helpful. FAP will open on December 1<sup>st</sup> this year.

**Next Meeting - January 26, 2024 - 9:00-10:30 - Meeting Minutes - NH Welfare Directors**