

EAP Advisory Board

01/22/2021 Meeting Minutes

Participants: Rorie Patterson (PUC), Eileen Smiglowksi (OSI), Janice Johnson (Eversource), Sue Corson (Unitil), Karen Murry (NHEC), Jessica Arnold (Liberty), Steve Tower (NHLA), Pradip Chattopadhyay (OCA), Kristen LaPanne (BMCA), Jeanne Agri, (BMCA)

Discussion:

- 1. Review of final drafted version of November 6, 2020 minutes** – draft circulated by Rorie and approved unanimously by board
- 2. Statewide Respect and Civility in the Workplace Training**
 - EAP Board members must complete the training.
 - Amanda & Rorie will let the board members know when the training needs to be completed.
- 3. Financial Hardship Self-certification (IR 20-089), Update from Utilities**
 - **Utilities numbers**
 - Eversource-258 avg accounts claiming self-hardship since 10/2020
 - Liberty-145 claims, 7 claimed twice, 8 send in the paperwork.
 - NH Coop Karen will get us the numbers
 - Unitil-Sue will get us the number. (maybe 6)
- 4. New Round of Housing Relief, Update from NHLA**
 - New Relief Bill-200m, for housing & utilities bills, grant money needs to be used by October 31, 2021
 - Rorie-They are talking about letting the water companies be able to receive payments on customer account with the new Housing Relief Program.
 - Pradip-How will this be going to help the water customers? The relief money will be able to pay outstanding bills.
 - Pradip-If we could have more information on water customer's getting assistance.
 - Rorie will share deck.
 - Steve-First round did not go well and there is a lot of grant money that was not used by the end of December 2020. The left-over money went to the unemployment fund.
 - Pradip-Why was the grant money not used? The Fuel Agencies were having difficulty getting the application and information they need from customers. Fuel has streamlined the application to help the customers
 - Advertisement of the new relief program-Facebook, Twitter, free Public Radio, utilities sending out letters, email & phone campaign.

5. Additional LIHEAP Funding related to Federal COVID Relief, Update from OSI

- Eileen-no communication on additional Fuel money. Hoping to hear in February if there will additionally funding

6. CAA Web Portal, Update from BMCA (River Delta Consulting, Inc.)

- Web Project-\$45-75k is the estimate for the web application, building and implementing.
- The cost does not include the coding needed for FAP/EAP to accept the data input from the web application or ongoing maintenance fees once we begin using the application.
- Maintaining fee, the FAP/EAP system will be \$6,300 monthly or \$75,600 a year. This annual amount doesn't include the housing of the servers at Pease which would add another \$13,788 to the annual amount of the contract. These numbers were given only to state that the maintenance costs for the web application would be less, but Kristen has not been giving a number to go by
- An RFP request would be or just FAP/EAP
- Kristen will be meeting with CAP offices to see what they want or need with the new application.

7. EAP Removals Pending, BMCA updated numbers and proposed plan for removal

- Kristen-5,882 household pending removals
- Kristen thought was waiting until April 5 to send letters to the customer about being removed from EAP if they don't re-apply. Wanted to clean them up by May 21st. There is an addition cost by sending out these letters.
- Jessica- There is a lot going on at this time of year, end of winter moratorium, end of the Fuel season.
- Eileen is thinking it's a good time to do the removal letters.
- We are all in agreement that we will do a letter on April 5th
- Eileen-There has been no talk about extending the time for Fuel this year. (last year it was extended until June 30)

8. LIHEAP Software, Update from OSI

- Eileen- The software is still on their radar and they hope to be working on it soon.

9. Program Redesign, continued discussion

- Steve thought we had agreed to do an RFP
- Rorie-there was no agreement, but we can do an RFP. We need a filing to give to the Commissioners.
- Steve & Kristen will work on the filing for the Commissioners for our April meeting.

New Business

- None

Next meeting will be April 23, 2021