

EAP Advisory Board Meeting
April 28, 2023

In Attendance: John Braswell (Eversource), Lea Francoeur (DOE), Jeanne Agri (BMCAA), Valerie Provenzano (BMCAA – State EAP Director), Robyn Sarette (NHEC), Sue Corson (Unitil), Jessica Arnold (Liberty), Steve Tower (NHLA), Gary Cronin (DOE), Amanda Noonan (DOE), Don Kreis (OCA)

- 1) Review of January & February draft meeting minutes
 - Jeanne’s name was misspelled
 - Motion to adopt Jeanne, seconded by Steve
- 2) Discussion of Monitoring and Evaluation Reports for new FAP/EAP Software - All
 - a. Work underway to define business requirements, addition of weatherization assistance program to the software
 - b. Timing – not likely before next fall
 - c. DOE has gone through its view of business requirements, sent to CAAs for their review
 - d. Product will be off the shelf with minimal modifications for EAP requirements
 - e. Very important to have capability for robust ad hoc reporting
 - f. Discussion surrounding what Advisory Board wants to see in reporting
 - i. Pending applications
 - ii. Wait list, and deeper dive to allow for reporting on those customers on wait list to utilities to allow for utility specific coding
 - iii. Any data that Roger needed for analysis but was challenging or impossible to obtain
 - iv. Ideally reliance on IT group should be limited
 1. Can be frustrating to wait (sometimes weeks) after submitting IT requests for data; would like to avoid w/ new software.
 - v. Pending applications & denials (including dollar amount short to qualify)
 - vi. Capture data on how the customer heard of EAP to drive future communications.
 - vii. Any additional thoughts or ideas – please email Amanda.
 - g. Current software 21 yrs old
 - h. Valerie has provided visual tours of software for DOE
- 3) EAP enrollment numbers
 - a. State EAP Director – delay on providing enrollment reports. A number of participants are showing withdrawn status even though enrollment is active.
 - i. Withdrawal – manual process by the CAA to notify the utility, no customers have been impacted. Only the enrollment numbers are affected.
 - b. April 10 – up until April 10 everything normal
 - i. Following week: BMCAA showed 805 decline in enrollment – showing as withdrawn.
 - ii. Impacting Unitil, momentarily impacted Eversource but those numbers came back following week.
 - iii. Verified only impacting Unitil – doesn’t seem to be driven by anything coming from utility, on the IT side of things. Being investigated.
 - iv. Unitil offered to look over impacted accounts to see if any similarities exist between impacted customers.

- 4) EAP Fund Balance
 - a. Drawn down significantly, just about \$1M currently.
 - b. Warmer winter may have minimized draw down.
 - c. Expect that in May (dependent on usage) that we may start to use the state \$7M
 - d. Eversrouce – in some cases seeing credits on accounts with suppliers due to default service rate that's higher than the supply rate.
- 5) Filing something with PUC - act on recommendations from October
 - a. Discussion around who might file petition – OCA and NHLA, or EAP Board.
 - i. OCA will circulate w/ utilities, if NHLA and OCA want to file ahead, Board can always file support.
- New Business
 - None

Next meeting – 4th Friday in July (28th). DOE sending calendar invites for next four meetings.