

05/16/2014 -WORKING GROUP 1-CUSTOMER ENGAGEMENT

MEETING 1

ADMINISTRATIVE

- Roll Call
- Regular Meetings will be held on Fridays from 10am-12pm.
 - Staff proposes a few in person meetings which will be open to all and include a conference number for Parties unable to attend – details will follow.
 - First in person meeting will be on May 30, 2014 from 10:30am to 12:30pm
 - Staff will investigate the availability of the NYC boardroom for Parties downstate.
 - Staff will ensure there is no overlap with other regularly scheduled working groups.
 - Staff will ensure contact info for Parties in WG 1 and WG 2 is accurate and up to date.
 - If Parties are unsure if they are on one or both WG email lists please email:
 - WG 1 – Tammy.Mitchell@dps.ny.gov
 - WG 2 – Michael.Rieder@dps.ny.gov
- The symposium on May 22, 2014 will be webcast for those unable to attend.
- A draft outline/objective was discussed and amended. Parties reached a consensus on the following objective:
 - *The objective of the Customer Engagement committee is to identify barriers to participation by all customer groups in the new markets and opportunities created by the REV initiative, and to identify and recommend solutions where appropriate.*
 - Staff understands that some barriers are difficult to envision given the broad outline of the DSPP and DER vision. However, Staff encourages Parties to build off the current barriers that exist to customer engagement and identify other barriers that could materialize in a platform with enhanced DER.
 - For example, Parties agree that access to customer data is a barrier for some. Additionally, with the advent of more DERs and associated data the treatment of big data and possible cyber security threats could pose barriers to an open and fair market if security concerns are not handled appropriately.
- As always, Staff encourages participants who voiced their opinion, or did not voice their opinion on the call but nonetheless would like to weigh in, to email LuAnn.Scherer@dps.ny.gov with their comments.

CONTENT

- Are there barriers to customer engagement that are unique to classes of customers?
 - Mass market (small customers) versus non-mass market (large customers).

- For example, large customers have technical barriers to providing ancillary services due to regulatory language and lack of standardization in connection protocol language.
 - Staff recognizes this can present a problem and that some aspects of this issue will be addressed in other working groups (i.e. Platform Technologies).
- Some are concerned that Parties representing solar energy do not have a defined home.
- Parties are unclear as to if the REV order will empower new products for DSPP or if they will have to go through the NYISO as currently the PSC has adopted language that conforms to the NYSIO.
 - Staff understands the concerns of the Parties and have internal meetings planned to address multi-layered/cross-functional issues. This issue could also be addressed more thoroughly in Track 2.
- Parties are concerned that barriers may be geographical and by customer class.
 - REV order is broad and the upcoming Commission orders in the REV proceeding will then be addressed by utilities which will respect the geographical differences therein.
- Parties were concerned the Department of Aging, Department of Family Services, and Public Utility Law are not represented on this working group.
 - Staff agrees and will reach out to those agencies to recommend they participate in order to better reflect the wide range of interests and issues.
- Parties are concerned that customers are not receiving the right price signals to make investments in aggregate in order to give back to the grid. In addition, the value of having a DR resource is how fast and reliable it is able to respond and currently there are few, if any, mechanisms to motivate customers in this area.
- Parties brought up the need to keep in mind the distinction between a customer and a consumer.
 - In following, there are unique barriers for renter/landlord relationships.
- Parties are acutely aware of the respective barriers for AMI and non-AMI customers.
- Staff is sensitive to the many issues to be addressed, and has identified five (5) broad groups that will convene off-line to meet, discuss, and put in writing the barriers identified by the Parties in the group.
 - The five (5) groups are as follows (please see the spreadsheet titled Track 1 WG 1 Customer Engagement Contact List for an email list of group members for coordination:
 - Utilities : lead is Terri Van Brooker theresa-vanbrooker@rge.com
 - ESCOs: leads are Chris Kallaher Chris.Kallaher@directenergy.com
Usher Fogel ufogel@aol.com
 - Customers: lead is Jay Brew jay.brew@bbrslaw.com
 - Government: None
 - Other: None
 - Principally, each group will address the barriers to customer engagement as it relates to current, business as usual practices. Groups are also encouraged to

envision barriers to customer engagement within the outline laid out by the Commission in this REV proceeding.

- For those in the two groups (government and other) who do not have a sub group leader, feel free to email points you would like to have considered to Joel.Andruski@dps.ny.gov. Additionally, if any of the Parties would like to form another sub group to identify their unique issues please do so and inform the group.
- Groups are encouraged to send their work products (bulleted .doc or .ppt) to either LuAnn.Scherer@dps.ny.gov or Joel.Andruski@dps.ny.gov by COB Wednesday, May 21, 2014. Staff understands the short time frame for this deliverable and recommends this list not necessarily be exhaustive or go too in depth on one particular issue. Staff envisions these lists will help inform next week's discussion and lead to research on the identified issues.
- This group's next meeting will be on Friday, May 23, 2014.