

June 20, 2014
Customer Engagement Committee
Weekly Conference Call

→ Please provide all requested contact information and general comments on any of the following topics to LuAnn ASAP.

(1) Roll Call

(2) John Kelly of LEAN Energy US presented on CCA (the presentation was circulated in an email from LuAnn before the meeting)

- focused mainly on IL (CA program isn't as relevant to NY because their market is different)
- as part of CCA in IL, 30-40% of communities purchase RECs; require power content labeling; purchase physical delivery of renewable energy; one community has initiated opt-in financing of a solar project (contract hasn't been signed yet)
- officials are concerned about transparency of aggregators and ESCOs
- standardization of documents
- 1-3 year term lengths are most common
- ESCOs are responsible for contacting customers
- as part of a rider, utilities are required to provide customer data
- **contact Torsten Clausen at the IL Commission for more information**
- many communities have reverted back to default utility service at the end of their initial contracts because utilities prices have been lower than ESCO bids
- the objective should be the provision of energy-related, value-added services through CCA, not just lower prices
- consultants can help community aggregations take advantage of the market
- a barrier in IL has been the lack of consultants
- in NY, fixed rate products through CCA could benefit customers (due to the way utility rates are set in NY)
- Does CCA increase resiliency/reliability of the grid?
 - not really – unless renewables or other energy-related, value-added services are included
 - combine with Solarize programs
 - Town of Lancaster, MA – sale of SRECs from municipal solar project to community aggregation helps to finance the solar project
 - look at CA model
 - **contact Paul Fenn of Local Power Inc.**
 - LuAnn will circulate CA bill
- NY doesn't necessarily need legislation to implement CCA (Commission could action instead)
 - Staff wants to move forward with a CCA proposal to the Commission
 - please provide any comments you might have

(3) Next Meeting

- Thursday, June 26, 2014 at 2:00 p.m.

(4) July 10, 2014 Commission Session

- each of the working groups/committees will sponsor a panel
 - the Customer Engagement Panel will hear from presenters on the following topics:
 - Barriers to participation for large customers (**already have presenter identified**)
 - Barriers to participation for ESCOs/mass market (residential) customers (**already have presenter identified**)
 - Community Choice Aggregation (**need a volunteer to present**)
 - Customer engagement best practices (**have a possible presenter identified**)
- if you would be willing to volunteer to present, contact LuAnn
- the panel will present on the findings/work of the committee to date
 - 8 minutes per presenter (slides should be provided in advance); Commissioners will then ask questions of the panel; it will be an open session that will be webcast
 - the entire panel will last 1.5 hours
 - Staff will open up the panel with an introduction/overview
 - the discussion will be factual/neutral, but there doesn't have to be consensus among all of the parties; this is just a chance to describe the discussions that the committee has been having
- this will be followed by a document prepared by Staff

(5) Customer Engagement Best Practices

- some comments have already been received via email
- if you provided comments orally during the call today please follow up with written comments by email to LuAnn so that we can make sure to capture them all
- the title of this section should be changed to something along the lines of "Potentially Beneficial Ideas/Options for Engaging Customers"
- Consolidated ESCO Billing (there doesn't have to be consensus to add this item to the list; we can identify pros and cons)
 - a chance to build a relationship with customers
 - concerns with opt-out approach (include pros and cons)
 - NEM DR load profiles proposal should be included
 - Should "enabling technologies" include DER and storage (because they facilitate community engagement)?
 - this is more of an issue to be raised in WG2

(6) Agenda for next meeting

→ if you have any items for discussion that you would like added to the agenda for next week's (Thursday) meeting, email LuAnn