**CAEECC-Hosted Working Group on Underserved Customers**

**4th Meeting of the Phase 1 WG**

**February 24, 2021 1-4:00pm**

*See Supporting Documents on* [*Meeting Page*](https://www.caeecc.org/2-24-21-underserved-wg-mtg)

**Facilitators: Dr. Scott McCreary & Katie Abrams, CONCUR Inc**

**Draft Agenda Feb 8, 2021**

*Note to CAEECC members*: to ensure an efficient meeting, please read the background materials (draft Public sector workplan, final Residential analysis, and draft Small-Medium Business analysis) and come prepared with clarifying questions.

**1:00 Introductions & Goals for the Day**

**1:05 Co-Chair Update** (Lara Ettenson and Jenny Berg)

**1:10 Public Sector Update** (Michelle Le, Lead Presenter, UCSB Student researcher)

* Research team presentation (~20 min) on draft workplan (to be completed in summer 2021) followed by CAEECC member clarifying questions, and discussion

**2:00 Break**

**2:05 Residential Sector Update**

* Research team presentation (~20 min) on final analysis (submitted in December 2020) followed by CAEECC member clarifying questions and discussion

**2:50 Small-Medium Business Sector Update**

* Research team presentation (~20 min) on draft analysis (to come completed in spring 2021) followed by CAEECC member clarifying questions and discussion

**3:40 Next Steps & Wrap Up**

* Take stock of overall progress toward UWG charge
* Timeline and approach to reviewing completing outstanding analyses
* Discuss approach to completing the working group charge– refined analyses, future meetings, summary report, or presentation of analyses to full CAEECC or CPUC
* Summarize Next Steps

**4:00 Adjourn**