# CAEECC Quarterly Meeting #41

March 14, 2024 | 9:30 AM - 1:30 PM PT

Hosted by California Energy Efficiency Coordinating Committee (CAEECC)

### Agenda

9:00	Welcome, Agenda, Housekeeping & Membership Update
9:10	Session 1: CAEECC Business Items
10:30	Break
10:45	Session 2: Equity & Market Support Working Group (EMSWG)
11:15	Wrap Up
11:40	Adjourn Main Meeting
11:50	Optional Assembly
12:30	Adjourn Optional Assembly

We will be asking for Member input on the following:

- 1. **\*Discuss Potential Changes to CAEECC Membership Application Process & Criteria** (Session 1, slides 14-19)
- 2. \*Planning for Annual + Semi Annual Portfolio Performance report review sessions (Session 1, slides 24-51)
- 3. **\*Preparation for Q2 CAEECC Meeting** (Wrap Up, slides 71-73)

Topics with an \* represent those that we will also open up for Public input.

### **Meeting Goals**

Decide process for 2024 CAEECC Membership Applications Prepare for Q2, Annual and Semi Annual Report Presentations, and DEI Training

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### Introductions

# What fills your cup these days (what brings you joy)?

In the chat, please introduce yourself with your:

- Name and pronouns
- Organization
- Answer to the Icebreaker question
- and/or Place-Name-Intention

# Housekeeping

- Zoom etiquette
- Public Input
- Meeting Norms and Ground Rules

# **Zoom Etiquette**

- <u>Before meeting starts</u>
  - Log on a few minutes **early**, if possible, to ensure your technical connection is working.
  - CAEECC Members will be promoted to panelists; Share your video if possible this fosters engagement and helps mimic an in-person meeting setting.
  - All other **attendees will be in listen-only** mode but able to raise their hand to speak when invited during public comment.
  - **Rename** your Participant Name to include your Organization & Pronouns
- <u>Throughout meeting</u>
  - **Mute** yourself when you're not speaking.
  - Members: Raise your hand to enter the queue to speak—then wait for the Facilitator to call on you.
  - Closed captioning available
- When to use the chat
  - Chat everyone: "+1", share resources, ask non-substantive questions,
  - Chat Suhaila: share anonymous concerns
  - CAEECC Members asked to raise their hand and speak if they have substantive input



### How to share thoughts, concerns, questions



CAEECC Members can raise their hand.

Members of the public (including Working Group Members) will be invited at dedicated Public Input times (next slide)



**For Anonymous Thoughts:** Chat Suhaila Sikand, Facilitator or Co-Chair Lujuana Medina, SoCalREN



Email the facilitation team at <u>facilitator@caeecc.org</u>



**For Tech Support:** Chat Susan Rivo, Facilitation Team

# **Welcome Members of the Public!**



- There are 3 dedicated Public input opportunities as indicated on the agenda:
  - Discuss Potential Changes to CAEECC Membership Application Process & Criteria (Session 1, slides 14-19)
  - Planning for Annual + Semi Annual Portfolio Performance report review sessions (Session 1, slides 24-51)
  - Preparation for Q2 CAEECC Meeting (Wrap Up, slides 71-73)
- During the dedicated Public Input times, the Public may participate by
   1) using the chat or 2) raising their hand to speak or
- Public comments may be for up to 2min unless otherwise specified. A Zoom Timer will appear at the top right of your zoom window when this begins.
- If you have technical issues, please chat Susan Rivo or email <u>Susan@raabassociates.org</u>.

### **CAEECC's Ground Rules**

- Attend all meetings (or send designated alternate)
- Do your homework (complete pre-and post-meeting work to ensure productive meetings and that a complete deliverable is finalized)
- Facilitation team posts materials 5 days before the meeting
- If there are recommendations you don't agree with, propose alternatives or think creatively to try to bridge the gap

See Goals, Roles & Responsibilities for the full list of Ground Rules: <u>https://www.caeecc.org/caeecc-info</u>

### **Proposed Meeting Norms**

- Make space, take space (share the mic).
- Stories shared here stay here; what is learned here leaves here.
- Share your unique perspective: share your unpopular opinion.
- Generative thinking: "yes, and" instead of "yes, but".
- Listen from the "We", speak from the "I".
- Offer what you can; ask for what you need.
- Be inquisitive.
- Assume best intent and hold each other accountable.
- Be empowered to share *and hear* impact.

Creating a space of inclusion and diversity

# Session 1: CAEECC Business Items

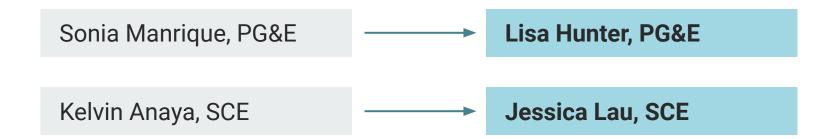
Goal: Decide process for 2024 CAEECC Membership Applications and CAEECC activities for the year

- 1. Membership Update
- \*Discuss Possible Changes to CAEECC Membership Application Process and/or Criteria
- \*Planning for Annual + Semi Annual report sessions - Discuss purpose and approach
- Evolving CAEECC Working Group -Extension for Reflections, now due April 12



# **CAEECC Membership Update**

# Welcome new CAEECC leads!



Also a hearty welcome to Jeorge Tagnipes, the new Energy Division manager overseeing Energy Efficiency (Pam, Ely, and Coby's manager)



# Potential Changes to CAEECC Membership Application Process & Criteria

# CAEECC Groundrules call for periodic review and open applications for Membership

### **Current Process for Adding a New Member Organization**



## **Current Criteria for Adding a New Member Organization**

#### For the Member Organization

- Organizations with substantial demonstrated interest and qualifications on energy efficiency in California
- Documented sponsorship from at least two existing CAEECC Member organizations

#### For the individual lead Member and any alternate Proxy from the Member Organization

- A detailed understanding of and working familiarity with CA's EE policies including its cost-effectiveness framework
- Agreement to abide by all the CAEECC roles and responsibilities for Members and by the CAEECC groundrules
- Specific prior experience working collaboratively in other stakeholder processes

OTHER FACTORS TO CONSIDER: Overall size of CAEECC (e.g. 20-25 range); Composition of CAEECC (i.e., so that there's reasonable balance...); and Avoid overly duplicative Membership on the CAEECC (e.g., an umbrella organization plus separately several of its organizational members).

# Today, CAEECC Members will discuss if high-level changes to CAEECC Membership Criteria & Process should be made.

First, we'll present some options. Next, we will take Public input. Lastly, we will seek Member input.

### **Proposed Options for CAEECC Membership Changes**

**Option 1:** Recruit new CAEECC Members with the current processes <u>as is</u>.

**Option 2:** Recruit new CAEECC Members with the current processes however, <u>remove the documented</u> <u>sponsorship requirement.</u> **Option 3:** Do you have any other ideas?

# **Public Comment**

on Potential CAEECC Membership Application Process & Criteria Changes

10 minutes from approx 9:20-9:30
<u>Instructions:</u> Each individual will have up to 2
minutes to provide verbal public comment.
Public comments will be captured in the
Meeting Summary. Please raise your hand to
get into the speaking queue.



#### **PUBLIC INPUT** - Proposed Options for CAEECC Membership Changes

**Option 1:** Recruit new CAEECC Members with the current processes as is.

**Option 2:** Recruit new CAEECC Members with the current processes however, remove the documented sponsorship requirement.

**Option 3:** Do you have ideas you'd like to bring forth?



Public Comment timer

# **CAEECC Member Discussion**

on Potential CAEECC Membership Application Process & Criteria Changes

First, discuss the 3 options Then seek consensus If consensus isn't reached, take a vote

For reference: Groundrule IV.B: "For any significant process-related issues... the goal would again be to reach a consensus. However, if a consensus is not achieved in a timely fashion, a decision can be made if (a) a quorum (defined as the presence - in person or over the phone - of a Member or Proxy of ¾ of Member organizations) exists, and (b) 2/3 or more of the CAEECC Members (or their Proxies) present – in person or over the phone – agree.

#### **CAEECC MEMBER INPUT** - Proposed Options for CAEECC Membership Changes

**Option 1:** Recruit new CAEECC Members with the current processes <u>as is</u>.

**Option 2:** Recruit new CAEECC Members with the current processes however, <u>remove the documented</u> <u>sponsorship requirement.</u> **Option 3:** Do you have ideas you'd like to bring forth?

# Planning for Annual and Semi-Annual Portfolio Performance Report Review via CAEECC Sessions

# Background Context for Portfolio Performance Report Reviews

# A 2023 CPUC Decision requires PAs to present their Portfolio Performance Report Reviews to CAEECC.

#### Decision 23-06-055, p27:

"We will implement an important aspect of the April 24, 2020 CAEECC Process Proposal. Specifically, we require the following, contained in Section 4 of the April 24, 2020 CAEECC Process Proposal: **Each PA will be required to post its Annual Report on the CAEECC website and provide semi-annual data-driven updates on the energy efficiency portfolio progress at the CAEECC, including:** 

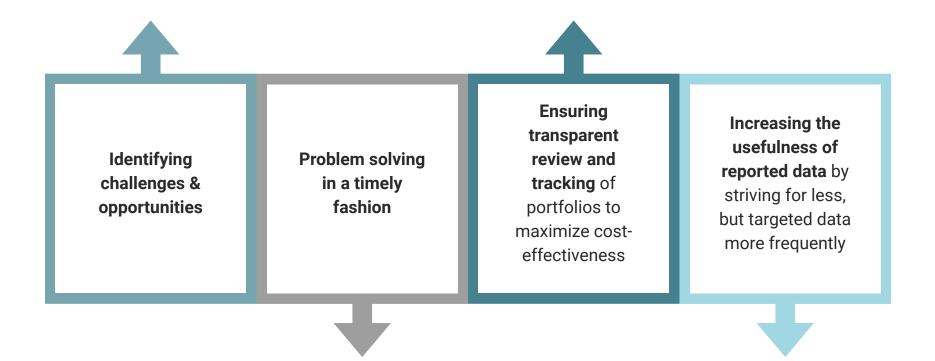
- A high-level overview of its Annual Report near the time it is filed; and
- An update on progress, approximately 6 months after the Annual Report filing"

The 2020 CAEECC EE Filing Working Group report provided consensus recommendations for what and how to conduct these reviews.

# The 2023 CPUC Decision calls for implementation of that WG report.

The next few slides summarize relevant content from that WG report and thus the 2023 Decision.

### **Purpose of CAEECC Engagement in Portfolio Review Process**



### **Timeline for Portfolio Performance Report Reviews**

<b>Q4</b> <sub>2023</sub>	<b>Q1</b> <sub>2024</sub>	Q2	Q3	Q4	<b>Q1</b> <sub>2025</sub>	Q2
Oct Nov Dec 2023 Program Portfolio	and the second	Apr May Jun ew 2023 Annual Portfolic eview at CAEECC '24 ( Meeting	the second se	Oct Nov Dec	Jan Feb Mar 2025 Program Port	Apr M
	2024 Progra	m Portfolio	P	024 Semi-annual ortfolio Review at ECC '24 Q4 Meeting	2024 Portfolio Revi 2024 Annual Por Review at CAEEC Q2 Meeting	tfolio C '25

# Annual Portfolio Performance Report Review

### The What & Why of Annual Portfolio Performance Report Review Presentations

What

- Present key trends to watch (and note any issues that need attention)
- Present overall metrics of progress
- Identify any program closures
- Highlight any specific metrics identified by ED (i.e. Equity and Market Support Indicators)

Why

• Focus on the most useful data to inform the review of progress and focal points for improvements.

# Annual Portfolio

# Performance Report Presentations at CAEECC should include:

#### Format of Presentations:

- A. Charts
- B. Tables
- C. Comparison to yearly projections
- D. Short description of significant challenges, issues, and successes
- E. Programs that are due for closure or extension"

#### **General Metrics:**

- A. Total kWh/MW/therm savings
- B. Percentage toward goals
- C. \$/kWH and \$/therm
- D. For RENs, reporting on CPUC-approved energy savings targets and non-energy related metrics
- E. Budget detail (e.g., how much was allocated vs. spent)
- F. Total Resource Cost (TRC) & Program Administrator Cost (PAC) tests
- G. Consider adding other metrics (e.g. HTR, workforce standards) [Facilitator note Feb 2024: add Total System Benefit (TSB)]

# Semi-Annual Portfolio Performance Report Review

### The What & Why of Semi-Annual Portfolio Performance Report Review Presentations

What

- Highlight trends in PA portfolios
- Get input from CAEECC on possible course corrections
- Bring PA proposals for discussion (at least 3 months prior to filing)
- First series of presentations will be in Sept 2024
- Optional use of Working Groups or Task Forces to tackle challenges raised in the Annual Report

Why

• Provide insight into the progress of programs since the Q2 presentation on prior year's Annual Report

# Draft Template for 2023 Annual Portfolio Performance Review Sessions

# Portfolio Administrator Template Overview for Portfolio Performance Report Reviews

SoCalREN created a template per request at the Q4 2023 Meeting for PAs to use in the biannual sessions. The following slides are an **overview of key elements** included in the template and open for discussion by CAEECC Members and the Public at the end of this Session.

The full template is available on the Meeting Webpage

Questions for Discussion at the end of the Session:

- Is anything missing?
- Do you have preference for reports by Segment or Sector or both?

### [PA] 2023 Annual Portfolio Performance Report Presentation

Presented at CAEECC [Presenting PA Name] [5/14/24 or 5/15/24]

# Summary of Core Metrics

#### Notes

Section to be utilized for any additional notes. [Larger table reflects portfolio without codes and standards]

w/ Codes & Standards	Year
Budget	\$
TSB	\$

	2023			
Segment	Budget Authorized (\$)	% Budget Spent	TSB (\$)	% to TSB Goal*
Resource Acquisition	\$	%	\$	
Equity	\$	%	\$	
Market Support	\$	%	\$	
Other (C&S, EM&V)	\$	%	\$	
TOTAL Portfolio	\$	%	\$	
(Administration)	\$	%	NA	

Year Cost Effectiveness**				
Portfolio				
TRC PAC				
Filed	EOY	Filed EO		
0.00	0.00	0.00	0.00	
Resource Acquisition				
TRC PAC				
0.0	00	0.00		

\*% to Goal reflects yearly TSB projection comparison

\*\* RENs are not required to meet a cost-effectiveness threshold, as affirmed in D.21-05-031.

# Total Portfolio Impact

#### Notes

Add text here

	2023
\$/kWh	\$
\$/therm	\$

2023		
Net GWh Savings	GWh	
Agricultural	XXX	
Commercial	XXX	
Public	XXX	
Residential	XXX	
Public	XXX	
Cross Cutting	XXX	
Net kW Savings	kW	
Agricultural	XXX	
Commercial	XXX	
Public	XXX	
Residential	XXX	
Public	XXX	
Cross Cutting	XXX	

2023		
Net Therm Savings	Therms	
Agricultural	XXX	
Commercial	XXX	
Public	XXX	
Residential	XXX	
Public	XXX	
Cross Cutting	XXX	
TSB (\$)	\$	
Agricultural	\$	
Commercial	\$	
Public	\$	
Residential	\$	
Public	\$	
Cross Cutting	\$	

2023		
GHG (MT CO <sub>2</sub> e)	MT CO <sub>2</sub> e	
Agricultural	XXX	
Commercial	XXX	
Public	XXX	
Residential	XXX	
Public	XXX	
Cross Cutting	XXX	

# Highlights by Segment

# Slides will include written highlights, additional information, and the tables below.

Note for CAEECC Q1, segment indicators are not yet final so this section may be incomplete. Starting for 2024 Program Portfolio Reviews (later this year), this topic will be added.

#### **Resource Acquisition**

	2023
Budget	\$
TSB	\$

#### Equity

	2023
[Metric or Indicator A TBD]	
[Metric B TBD]	
[Metric C TBD]	
[Metric D TBD]	
[Metric E TBD]	

#### Market Support

	2023
[Metric or Indicator A TBD]	
[Metric B TBD]	
[Metric C TBD]	
[Metric D TBD]	
[Metric E TBD]	

# Sector by Sector

# Slides will include written Highlights, Challenges, and Lessons Learned, and Outlook per Sector

Sectors include: Agricultural, Commercial, Public, Residential, Public, CC: WE&T, CC: Finance, CC: C&S

# Program Updates and Collaboration

Slides will include details on which programs are opening / closing, third party program updates (for IOUs), and Unique Value Metrics (for RENs).

# Appendix - Budget Details

Notes

Add text here

2023 Budget by Sector	\$ % of Budget Spent	Notes
Residential	\$ %	Notes
Commercial	\$ %	Notes
Public		
Agriculture		
Industrial		
WE&T		
Finance		
Emerging Technology		
C&S		
TOTAL Portfolio		

# Meeting Format for the Upcoming 2023 Annual Portfolio Performance Review Session

# **Option 1: All Hybrid** - Q2 Meetings with 2023 Annual Portfolio Performance Report Reviews

### May 14th (hybrid in Downtown LA)

- 10 am 4:30 pm
- **4 hours** 2023 Annual Performance Reports (SoCal)
- **2 hours** CAEECC (Community Engagement Indicators WG and Compensation Pilot Report)
- **30min** lunch (provided for in person participants)
- Optional happy hour 4:30-6:30

May 15th (hybrid in Downtown LA)

- 8:30 am 4:30 pm
- **5 hours** 2023 Annual Performance Reports (Norcal, Central)
- 2.5 hours CAEECC (Evolving CAEECC Reflection sharing + Process for Evolving CAEECC, CAEECC Business Items)
- **30min** lunch (provided for in person participants)

### **Option 2: Virtual Annual Report; Hybrid CAEECC** - Q2 Meetings with 2023 Annual Portfolio Performance Report Reviews

May 14th (virtual)

- 8:00 am 5:30 pm
- **9.5 hours** 2023 Annual Performance Reports (all)
- 30min lunch

May 15th (hybrid in Downtown LA)

- 12:00 pm 4:30 pm
- 4.5 hours CAEECC (Community Engagement Indicators WG; Compensation Pilot Report; Evolving CAEECC Reflection sharing + Process for Evolving CAEECC, CAEECC Business Items)
- **30min** break (provided for in person participants)
- Optional happy hour 4:30-6:30

# **Option 3: Virtual + Hybrid** - Q2 Meetings with 2023 Annual Portfolio Performance Report Reviews

### May 14th (virtual)

- 10 am 4:30 pm
- **5 hours** 2023 Annual Performance Reports (Norcal, Central)
- **1.5 hours** CAEECC (Business Items; Compensation Pilot Report)
- 30min lunch

May 15th (hybrid in Downtown LA)

- 9 am 4:30 pm
- **4 hours** 2023 Annual Performance Reports (SoCal)
- 3 hours CAEECC (Community Engagement Indicators WG and Evolving CAEECC Reflection sharing + Process for Evolving CAEECC)
- **30min** lunch (provided for in person participants)
- Optional happy hour 4:30-6:30



### **CAEECC Member Poll: which do you prefer?**

#### **Option 1: All Hybrid**

May 14: 10 am - 4:30 pm

- 4 hours 2023 Annual Performance Reports
- 2 hours CAEECC
- Happy Hour

May 15: 8:30 am - 4:30 pm

- 5 hours 2023 Annual Performance Reports
- 2.5 hours CAEECC

Option 2: Virtual Annual Report; Hybrid CAEECC

#### May 14: 8:00 am - 5:30 pm

- 9.5 hours 2023 Annual Performance Reports
- 0 hours CAEECC

May 15: 12:00 pm - 4:30 pm

- 0 hours 2023 Annual Performance Reports
- 4.5 hours CAEECC
- Happy Hour

### **Option 3: Virtual + Hybrid**

May 14 (virtual): 10 am - 4:30 pm

- 5 hours 2023 Annual Performance Reports
- 1.5 hours CAEECC

May 15 (hybrid): 9 am - 4:30 pm

- 4 hours 2023 Annual Performance Reports
- 3 hours CAEECC
- Happy Hour

## **Logistics Discussion**

<u>Background</u>: At the Q4 2023 mtg, CAEECC Members expressed general interest in two hybrid (virtual + in person option) CAEECC mtgs in 2024, but agreed that two day in-person meetings would be a lot. Members also agreed that the next in-person meeting should be in LA.

Proposal: Co-Chairs and Facilitators propose that

- **Q2** Full CAEECC + Annual Portfolio Performance Report Review Session see 3 options in earlier slides (virtual/hybrid in Los Angeles)
- Q3 Full CAEECC hybrid/in the Bay Area
- **Q4** Full CAEECC + Semi-Annual Portfolio Performance Report Review Session virtual
  - Note: proposing to move the Q3 Semi-Annual Portfolio Performance Report Review Session to Q4

# **Public Comment**



on Planning for Portfolio Performance Report Review via CAEECC Sessions Approximately 10:15-10:25

### **Suggested Input on**

- 1. What do the Members and Stakeholders want to get out of the PA report sessions?
- 2. Template (within the framework of the 2020 consensus CAEECC EE Filing Process Proposal)
- 3. Proposed May Meeting Flow
- 4. Other input?

Instructions: Each individual will have up to 2 minutes to provide verbal public comment. Public comments will be captured in the Meeting Summary. Please raise your hand to get into the speaking queue.

# **CAEECC Member Discussion**

on Planning for Portfolio Performance Report Review via CAEECC Sessions

#### Input on

- 1. What do the Members and Stakeholders want to get out of the PA report sessions?
- 2. Any concerns about reporting by sector b/c don't have segment metrics finalized (PY 2023)? [question added 3/12]
- 3. Template (within the framework of the 2020 consensus CAEECC EE Filing Process Proposal) - we can explore modifications for 2024 Program Year reporting
- 4. Other input?



# **Evolving CAEECC Working Group**

and relevant Groundrule changes

# The Evolving CAEECC Working Group Written Reflections are now due April 12, 2024.

00	Introduction	
01	Session 1: CAEECC Business Items	
02	Session 2: Equity & Market Support Working Group (EMSWG)	Break
03	Wrap Up	(15 min)
04	Optional Assembly	

# Session 2: Equity & Market Support Working Group

Goal: Gather Member input on EMSWG Report and next steps

1. Present Draft Report and Next Steps

\*public input opportunity

# Decision (D.23-06-055) and the Equity & Market Support Working Group

In June 2023, CPUC Decision (<u>D.23-06-055</u>) adopted 13 Equity Indicators, 25 Market Support Indicators, and an additional 17 Market Support Indicators structured around the Awareness, Knowledge, Attitude, and Behavior (AKAB) surveys.

**The Equity & Market Support Working Group (EMSWG) is tasked with clarifying these Indicators** (e.g., identifying information that could be used to determine baselines for future targets; identifying methods for tracking indicators and/or developing baselines).

PAs must file a Tier 2 Advice Letter by May 1<sup>st</sup>, 2024, which **means the WG will wrap up with a Final Report of recommendations by March 15** to allow PAs at least 6 weeks to file the Advice Letter.

### **Equity & Market Support Working Group Updates**

- While D.23-06-055 adopted 13 Equity Indicators and 25 Market Support Indicators, discussions in the EMSWG <u>did not address all</u> of the Indicators, instead <u>prioritizing</u> what the Working Group considers to be the most pressing issues. Note that the PAs are directed to clarify <u>all</u> adopted Indicators in their May 2024 Advice Letter.
  - EMSWG <u>did not</u> address Common Metrics (Optional Activity).
  - EMSWG <u>did not</u> address AKAB Indicators (Optional Activity).
- Early on in the process, EMSWG <u>opted to tackle broader questions</u>, e.g. defining and standardizing terms, before diving into the more technical aspects of the Indicators. The recommendations in the Final Report reflect the discussions around these broader questions as opposed to clarifying every technical aspect of all of the Indicators.

Activity/Meeting	Date	Topic(s)	Homework (after meeting)	
Huddle #1	11/1/23	Introduction to the EMSWG	None	
Meeting #1	11/7/23	Introduction to the EMSWG	Identification of Priority Indicators for Discussion (10 Responses)	
Meeting #2	12/5/23	Equity Indicator Definitions and Work Plan	None	
Meeting #3	12/6/23	Equity Indicators #2, 5-9, and 11-12	Equity Indicators Survey (12 Responses); Market Support Indicator Definitions (6 Responses)	
Meeting #4	1/17/24	Relationship-related Market Support Indicators	None	
Meeting #5	1/24/24	Funding-related Market Support Indicators	None	
Meeting #6	1/31/24	Equity and Market Support Indicators	Market Support Indicators Survey (12 Responses)	
Meeting #7	2/21/24	EMSWG Draft Report - Equity Topics	Review Draft Report	
Meeting #8	2/28/24	EMSWG Draft Report - Market Support Topics	Review Report Draft #2	
Final Report	3/22/24	Final Report Due	Draft comments due 3/19	

EMSWG Process



# **Draft EMSWG Report**

### **Structure of Report**

- 1. Executive Summary
- 2. Introduction
- 3. Background
  - a. Previous Metrics Working Groups and Convenings
  - b. Relationship between Metrics, Indicators, and Targets
  - c. Indicators Adopted in D.23-06-055
- 4. Working Group Overview
  - a. Purpose
  - b. Recruitment Process
  - c. Working Group Composition
  - d. Meetings Summary
  - e. Priority Indicators and Issues for Discussion

- 5. Recommendations
  - Definitions of Consensus, Near Consensus, and Non-consensus
  - b. Purposes of Indicators
  - c. Equity Indicators
  - d. Market Support Indicators
  - e. Reporting Process
- 6. Remaining Issues

# **Table Summary of Indicators**

Indicator #	Indicator Description	Applicable Definitions ("What")	Objective or Sub-objective ("Why")	"How"		
				Initial Quantification Approach	Unit	Methodology or Formula
Equity 1	Count of equity target participants in equity segment, by sector (Q,S)	Recommendation #2: "Equity target participant" is defined as a program participant that meets CPUC-adopted criteria for being hard-to-reach, located in a disadvantaged community, OR underserved. The participant can be in an Equity, Market Support, or Resource Acquisition segment program.	Address disparities in access to energy efficiency programs	Recommendation #3: In initial reporting, PAs should use PA program data to report participants disaggregated by program and include details on how participants were counted so readers can understand the context. In the future, PAs can come to a consistent and/or different level of granularity.	households, single-site business, multi-site business, farm, local	See Recommendation #3 under Initial Quantification Approach

The full table (including the 13 Equity and 25 Market Support indicators) will be posted in the Working Group Report expected 3/12/2024 on the Working Group Webpage: <a href="https://www.caeecc.org/equity-market-support-wg">www.caeecc.org/equity-market-support-wg</a>



The Facilitation Team is aiming to get the Final Report to PAs by **March 22**. WG comments on the draft are due March 19.

Program Administrators will file a Tier 2 Advice Letter to Energy Division (via SDG&E) clarifying the Indicators.

If needed, stakeholders *may* request to reconvene after collecting annual data to further discuss and refine the Indicators.

### Status on Joint PA Tier 2 Advice Letter Identifying Indicators, Common Metrics and Baselines Due May 1, 2024

### **Status on Indicators**

**3/12**: CAEECC EMSWG has provided 2<sup>nd</sup> draft for feedback

3/19: All feedback on report is due back to CAEECC

**3/22**: Final report will be Issued by CAEECC EMSWG to PAs to be used as Attachment A within Advice Letter

### **Status on Common Metrics**

12/11-3/5: Grounded Research & PG&E led Working Group Meetings with all PA's to address Common Metrics.
3/19(est): Grounded Research to issue draft on Common Metric Memo for final PA Review to be used as Attachment B within AL

### **Status on Baselines**

3/7-4/4: PAs commencing work on baselines

# Wrap Up

### Goal: Evals and next steps

- 1. DEI Phase III Scheduling
- 2. \*Preparation for Q2 2024CAEECC Quarterly Meeting 5/15
- 3. Evaluation results of the last CAEECC Quarterly Meeting
- 4. Live evaluation of this CAEECC Meeting

Session: Wrap Up

# **DEI Phase III**

# As a reminder, at the Q4 '23 CAEECC Meeting, **CAEECC Members approved a Phase III DEI Training Plan.**

### **Objectives of Phase III, as presented at Q4 '23**

- 1. Provide **interactive training** around four dimensions of equity (presented in Kickoff training)
- 2. Explore **case studies** of advancing different dimensions of equity from regulated energy efficiency programming around the nation
- 3. Engage in **courageous conversations** about the role of race, wealth, socioeconomic status, in the accessibility of energy efficiency programs and how to address
- 4. Have everyone **suggest two improvements** they can do with a program they are intimately familiar with based on the dimension and have the equity team provide feedback

# 4 Dimensions of Equity (in a 3 part series)

<b>Recognition/Restorative</b>	Distributive	Procedural	
Session #1	Session #2	Session #3	
3 hours	3 hours	3 hours	
Facilitators: Dr. Anthony Kinslow II, Michelle Vigen Ralston, Suhaila Sikand	Facilitators: Dr. Anthony Kinslow II, Michelle Vigen Ralston, Suhaila Sikand, Sooji Yang	Facilitators: Tanya Paslawski Date: TBD in Fall	
Date: 6/12 12pm - 3pm	Date: 7/31 12pm - 3pm		

### **Updates | Next Steps**

- Gemini Energy Solutions (Dr. Anthony Kinslow II) & Common Spark (Michelle Vigen Ralston, Suhaila Sikand) are developing a CAEECC-customized training for Sessions 1 and 2
- The Facilitation Team is in contracting with Tanya Paslawski, <u>Elevated</u>
   <u>Engagement</u> for Session 3.
  - Paslawski is an attorney and energy industry veteran with over 20 years of experience in regulatory policy analysis, development, and advocacy.
  - Lead author of <u>State Energy Justice Roundtable Series: Participation in Decision</u>
     <u>Making</u>, a publication of the National Association of Regulatory Utility Commissioners.
  - Tanya is co-founder and facilitator for <u>Advancing White Anti-Racist Education (AWARE</u>), providing training and conversations on systemic inequities and tools for change.

Session: Wrap Up

# **Prep for Q2 Full CAEECC Meeting**

### Proposed Q2 2024 Mtg Topics

- Community Engagement Indicators Prospectus Development Process
- 2. Evolving CAEECC Working Group reflections & possible presentations
- 3. Compensation Pilot Final Report
- 4. Optional updates:
  - SDREN updates (if applicable)
  - CalMTA update (if applicable)
  - CEC update on Equitable Building Decarbonization program
  - Others?

### Other topics?

Α.

### Q3 topic (added 3/13)

-What do we want to get out of Semi-Annual Performance Report Review Sessions (starting in Q4 2024)?

# **Public Comment**

### on Proposed Topics for 2024 Q2 Meeting

Approximately 11:25 -11:35 Instructions: Each individual will have up to 2 minutes to provide verbal public comment. Public comments will be captured in the Meeting Summary. Please raise your hand to get into the speaking queue.



launch Public Comment timer

#### **Next Steps**

- Meeting summary will be posted in 5 business days
- Members to complete evaluation by 3/21
- Others?

Session: Wrap Up

## **Evaluations**

#### 11/29/23 Full CAEECC Meeting #40 Evaluation Survey Results

Question	Avg. Score
Objectives of the meeting were accomplished.	5.0
Presentations and background documents were clear and helpful.	4.9
Do you feel this meeting was an inclusive and trusting environment?	4.9
The facilitators were effective in running the meeting (e.g., fostering a constructive and efficient forum, being impartial, and making sure no one dominated discussions).	4.7
Overall, the virtual meeting format was smooth and effective.	5.2
Overall, this Full CAEECC meeting was successful.	4.6

1) Scores are 1-6 scale, where 1 is "strongly disagree" and 6 is "strongly agree"; and 3.5 is mid-point of 1-6 scale

- 2) Scores based on responses from 17 members and 4 stakeholders
- 3) Facilitation Team and Co-Chairs reviewed and debriefed comments from respondents

\*this question was on a scale of 1-3 and multiplied to fit the proper scale

#### 3/14/24 Full CAEECC Meeting Evaluation



Evals will be sent by CAEECC Facilitator



Complete evals **today**, latest by March 21, 2024 COB

#### **Meeting Goals**

Decide process for 2024 CAEECC Membership Applications Prepare for Q2, Annual and Semi Annual Report Presentations, and DEI Training

2

## **Main Assembly Meeting Evaluation**

#### Do you feel the Main Assembly was an inclusive and trusting environment?

Not at all inclusive/trusting ..... Somewhat inclusive/trusting ..... Very inclusive/trusting

#### Do you feel the Main Assembly was effective?

Not at all effective ...... Somewhat effective ...... Very effective

What worked well? How can we improve?

?

04	Optional Assembly	
03	Wrap Up	(10 min)
02	Session 2: Equity & Market Support Working Group (EMSWG)	Break
01	Session 1: CAEECC Business Items	
00	Introduction	

. .

# Optional Assembly: Relevant Updates

- Solicitation Updates & Schedules
- 2. Non-Energy Benefits (NEBs) Working Group Update
- 3. CalMTA Update

**Optional Assembly** 

# **Program Administrator Solicitations**

Stacie Risley, SDG&E

## **PG&E Solicitation Timeline**



	Year						20	24					
	Quarter	•	Q1			Q2			Q3			Q4	
Portfolio Segment	Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Νον	Dec
Codes & Standards	SW CODES & STANDARDS ADVOCACY RFP - Wave 2	Cont	acting	AL		IP							
Codes & Standards	CODES & STANDARDS CODE READINESS RFP	Cont	acting			AL		IP					
<b>Resource Acquisition</b>	2024 SUMMER RELIABILITY PLATFORM ADMINISTRATOR RFP	Cont	acting			AL	IP						
Equity	ZONAL ELECTRIFICATION (Residential & Commercial) RFP	Cont	acting			AL		IP					
Equity	RESIDENTIAL ELECTRIFICATION EQUITY RFA/RFP	Cont	acting							AL		IP	
Market Support	RESIDENTIAL WHOLE HOME LOAD MANAGEMENT (ResCEO) RFP	RFP		Contr	acting	3					AL		IP
<b>Resource Acquisition</b>	COMMERCIAL ENERGY MANAGEMENT (SEM Expansion) RFP	RFP			Cont	racting					AL		IP
Market Support	RESIDENTIAL MARKET SUPPORT (Single Point-of-Contact) RFP	RFP	PREP	RFP			Conti	acting	3		AL		IP

PG&E has been focused on launching new programs in the areas of:

- Equity
- Electrification
- Load Management
- Summer Reliability
- SEM-Expansion
- Codes & Standards

#### **Upcoming Solicitations:**

Residential
 Single-Point-of-Contact

#### **Potential Future Focus Areas:**

 Customer Resiliency (Residential & Public)

#### SoCalGas Solicitation Timeline

		Year						2	023											20	24					
IOU		Quarter						. 1		Q3			Q4		Ì.	Q1			Q2			Q3			Q4	
		Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
SoCalGas	Local - Public	Living Wise																								
SoCalGas	Local - Commercial	HERS Rater Training																								
SoCalGas	Local - Commercial	Retail Partnering																		., .						
SoCalGas	Local - Commercial	Non-Res EE Advisor																								
SoCalGas	Local - Residential	Residential EE Kits													,											
SoCalGas	Local - Commercial	SEM																								
SoCalGas	Local - Residential	Innovation Design for EE Activities																								
SoCalGas	Local - Residential	Innovation Design for EE Activities																							_	
SoCalGas	Local - Residential	Market Access Program																								

LEGEND:	
RFA Prep	
RFA	
RFP Prep	
RFP	
Contract Negoti	ation
AL (if applicable	e) + Approval + IP

#### SDG&E 2023 – 2025 Solicitation Schedule\*

	Year 2023										2024																		
۵	uarter		Q1			Q2			Q3 Q4					Q1		Q2			Q3				Q4			Q1		Q2	
Ν	/lonth	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Local Commercial	Groceries, Restaurants, Food Storage																												
Local Commercial	Private Institutions, Healthcare																												
Local Commercial	Lodging																												
Local Commercial	Retail, Offices and Wholesale																												
Local Cross-Cuttin	Market Access																												
Legend:					h-fli	ght	Neg	otia	atio	ns:					n-fl	ight	Sol	icita	atio	ns:									
RFA	Prep				R	etai	l, Of	fice	s an	Ь				<ul> <li>Lodging: Hotels/Motels</li> </ul>															
RFA							esal		Jun	u						riva	-						l+h	aro					
RFP	Prep				V	/1101	esai	е							• ٢	IIVd	ten	istii	uuic	115	anu	пес		Jare					
RFP																													
Cont	tract Negotiation			K	Kicking off Negotiations:							Soon to Launch Solicitations:																	
AL (i	f applicable) + Appr	oval +	IP	•	<ul> <li>Groceries, Restaurants</li> </ul>							<ul> <li>Market Access Program</li> </ul>																	
	and Food Storage																												

\*Subject to change, pending any modifications and/or approvals from the Commission related to SDG&E's Energy Efficiency program administration.

#### SoCalGas Solicitation Timeline

		Year						2	023											20	24					
IOU		Quarter						. 1		Q3			Q4		Ì.	Q1			Q2			Q3			Q4	
		Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
SoCalGas	Local - Public	Living Wise																								
SoCalGas	Local - Commercial	HERS Rater Training																								
SoCalGas	Local - Commercial	Retail Partnering																		., .						
SoCalGas	Local - Commercial	Non-Res EE Advisor																								
SoCalGas	Local - Residential	Residential EE Kits													,											
SoCalGas	Local - Commercial	SEM																								
SoCalGas	Local - Residential	Innovation Design for EE Activities																								
SoCalGas	Local - Residential	Innovation Design for EE Activities																							_	
SoCalGas	Local - Residential	Market Access Program																								

LEGEND:	
RFA Prep	
RFA	
RFP Prep	
RFP	
Contract Negoti	ation
AL (if applicable	e) + Approval + IP

**Optional Assembly** 

## Non-Energy Benefits (NEBs) Working Group Update

Aaiysha Khursheed (SCE)

Market Rate Equity Sector Non-Energy Benefits Working Group Activities

**CAEECC** Quarterly Meeting

March 14, 2024







OUTHERN CALIFORNIA



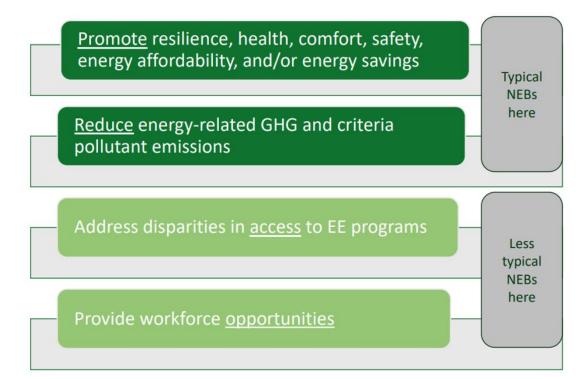


## Formation of Working Group

- The Market Rate Equity Sector (ES) Non-Energy Benefits (NEBs) Study was authorized in the Market Rate EE proceeding via <u>D.23-06-055</u> (Section 5.4, pg.32).
- The decision directed Energy Division to form a stakeholder working group (WG) to inform an ES NEBs study due October 1, 2026.
- As noted in OP18, the IOUs shall submit and advice letter detailing the non-energy benefits study's working group recommendations and next steps to begin the study – due early July 2024.

The Decision states, "we agree with the need to develop specific methods / approaches for <u>quantifying non-energy benefits for equity segment</u> programs, to assess the success of these programs and ultimately whether they achieve their intended outcomes and provide tangible benefits to equity segment customers."

## Equity Program Objectives (from D.23-06-055)



## WG Activities to Date

- WG meetings began in November 2023 and will end July 2024
- Members of the WG are currently prioritizing the NEBs for the study based on examination of equity programs offered by the PAs
  - Began with a list of 46 NEBs and the WG narrowed this to 17
  - Study budget will likely not cover 17 NEBs, so WG is refining this list down further

1. Decreased bill payments/fluctuations	10. Economic development
2. Improved social equity outcomes	11. Increased jobs
3. Mitigation of climate change	12. Career advancement
4. Enhanced community resilience	13. Reduced shutoffs
5. More comfortable	14. Increased productivity
6. Better health	15. Skill development
7. Increased property value	16. Increased ability to fund other work
8. Reduced health risks	17. Enhanced customer and employee satisfaction
9. Improved safety	

## **Current Activities and Next Steps**

- Currently addressing the prioritization issues coming up in Q1.
- Other decision questions raise some challenging and interesting issues as well related to, for instance:
  - The process PAs follow for incorporating NEBs estimation as indicators or metrics for the equity segment
  - The ability to assess the impact of different benefits to different types and classes of equity customers
  - Other interesting questions
- Next Steps address remaining questions and provide joint IOU Tier 1 Advice Letter with WG recommendations to meet deadline

# **Questions for Consideration**

D.23-06-055 provided a set of questions for the WG to consider

## Questions

- 1. What research areas, including specific types of NEBs, should be considered priority for the study?
- 2. How will stakeholders remain involved throughout the study?
- 3. What process should the PAs follow for considering and incorporation estimation of NEBs as indicators or metrics for the equity segment?
- 4. Should specific NEBs be incorporated into PAs' equity goals (expected development in 2025) and if so which ones? Should any of the remaining NEBs be incorporated into equity goals?
- 5. How will the study assess the impact of different benefits to different types and classes of equity customers?
- 6. How could the study's results be used or applied to non-equity segments? How should non-equity segment NEBs be studied?

**Optional Assembly** 

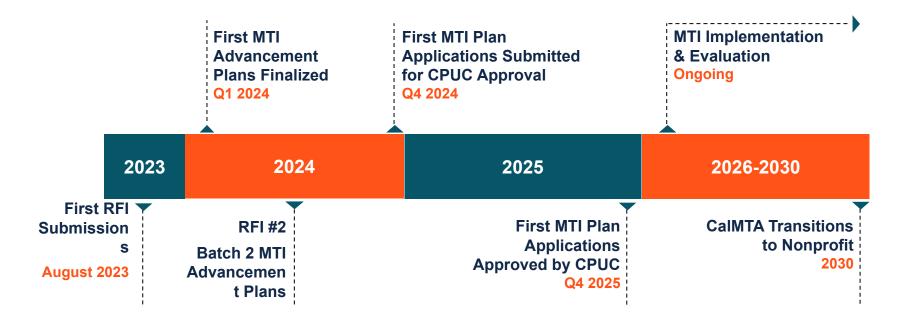
# **CalMTA Update**

Nils Strindberg, CalMTA



## **Key Milestones**





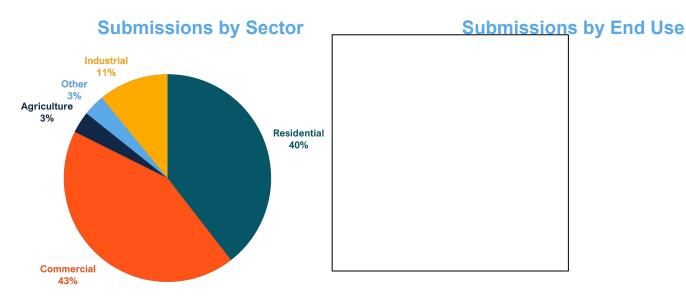




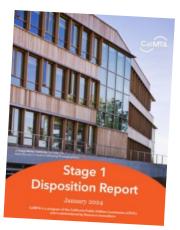


### **Disposition of Ideas Received**





calmta.org/resources-and-r eports/disposition-report/



### **MT Ideas in Phase I**





Idea recommendations memo available on CaIMTA website

CalMTA is a program of the California Public Utilities Commission and is administered by Resource Innovations

### **Phase I MT Ideas**



Efficient Streetlighting

Residential Heat Pump Water Heaters





Single Pane Replacement (Commercial)

Food Service Water Heating

- Advancement Plan presented to MTAB in June 2024
- Two-week public comment period
- Updated version to presented MTAB in July 2024

- Advancement Plan presented to MTAB in July 2024
- Two-week public comment period
- Updated version presented to MTAB in

CalMTA is a program of the California Public Utilities Commission and is administered by Resource September 2024 Innovations

### **MT Ideas in Phase II**





CalMTA is a program of the California Public Utilities Commission and is administered by Resource Innovations

### **Phase II MT Ideas**





Portable/Window Heat Pumps



Induction Cooktops and Ranges



Efficient Rooftop Units

#### **Full MT Initiative Implementation Plans:**

- Market Transformation Theory & Logic Model
- Technology/Product Assessment
- Market Characterization

- Stakeholder Outreach and Engagement
- Cost Effectiveness Models
- Evaluation Market Progress Indicators & Market Research
- Budget



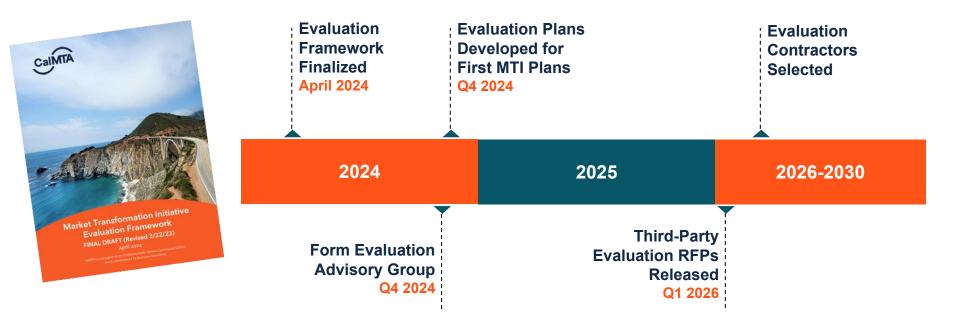
### **Phase II Strategy Pilots**



- CalMTA "Strategy Pilots" seek to test potential market interventions included in an Advancement Plan
  - Relatively short duration
  - Smaller budget than most traditional EE pilots
  - Informed by MTAB feedback and public comment
- Two Strategy Pilots in development:
  - <u>Portable/Window Heat Pump Self-Installation Practices</u>
  - <u>Geographic Targeting Using ESRPP for Portable/</u> <u>Window HPs and Induction Cooking</u> CalMTA is a program of the California Public Utilities Commission and is administered by Resource Innovations

### **Evaluation Framework**







# Transformative Energy Solutions for the public good

Market transformation is a proven approach that works to remove market barriers so that energy efficient, equitable, and climate-friendly approaches become the new standard practice for all Californians.

Sign up for updates at: calmta.org/contact/

Questions? Email info@calmta.org

Follow us at linkedin.com/showcase/calmta/

## **Optional Assembly Evaluation**

#### Was the Optional Assembly valuable to you/your organization?

Not valuable.....Very valuable

#### How likely are you to join the Optional Assembly in future Full CAEECC Meetings?

Not likely.....Very likely

What worked well? How can this Assembly improve?

?

poll

# THANK YOU.

### Next Meeting Wednesday, May 15, 2024

## APPENDIX - Potential Changes to CAEECC Membership Process and/or Criteria

#### **Current Process for Adding a New Member Organization**

- 1. CAEECC **Facilitator periodically notifies interested stakeholders** when there are openings in the CAEECC (by informing CAEECC Members of posting on the website, and potentially notifying the CAEECC list serve)
- 2. Interested potential Member organizations will be required to submit a short application to the CAEECC Facilitator, including the following:
  - a. Name, explanation of how meet criteria, describe experience in other stakeholder processes, list sponsorship of 2 existing CAEECC Members
- 3. **Factors for CAEECC Members to consider** in deciding new Members
  - a. How well applicant meets criteria; Overall size of CAEECC (e.g. 20-25 range); Composition of CAEECC (i.e., so that there's reasonable balance among the different stakeholder interests and that there's not redundancy of interests among Members); and Avoid overly duplicative Membership on the CAEECC (e.g., an umbrella organization plus separately several of its organizational members.)
- 4. **Facilitator compiles applications and annually circulates to Full CAEECC for their consideration**, along with an initial proposal based on criteria above
- 5. CAEECC Members discuss and Facilitator seeks consensus. If no consensus, need a minimum of <sup>3</sup>/<sub>4</sub> f total Membership
- 6. **Periodically (i.e., every other year) the CAEECC should consider whether important broad stakeholder clusters are missing** from current CAEECC make-up-e.g., an organization specializing in social justice issues

Excerpted from CAEECC Groundrules Appendix A

## APPENDIX - Planning for May 2024 Portfolio Performance Annual Review Session

#### Yearly CAEECC Presentation on Key Annual Report Metrics

"The proposal here is to utilize the Annual Report (Q2 – May) to kickstart the year of review. At the Q2 meeting, the PAs will present key trends to watch (potentially identifying issues that need attention, which would follow the outlined process below), overall metrics of progress, any program closures, and a selection of specific metrics from D.18-05-041, Attachment A,10 to be determined by Energy Division and CAEECC. The intent is to focus on the most useful data to inform the review of progress and focal points for improvements.

NRDC 2020 Motion Seeking Commission Ruling on CAEECC Proposal for Improvements to the EE Portfolio and Budget Approval Process WG Report, p16

#### 1. General Metrics:

- A. Total kWh/MW/therm savings
- B. Percentage toward goals
- C. \$/kWH and \$/therm
- D. For RENs, reporting on CPUC-approved energy savings targets and non-energy related metrics
- E. Budget detail (e.g., how much was allocated vs. spent)
- F. Total Resource Cost (TRC) & Program Administrator Cost (PAC) tests
- G. Consider adding other metrics (e.g. HTR, workforce standards) [Facilitator note Feb 2024: add Total System Benefit (TSB)]

#### 2. Format of Presentations:

- A. Charts
- B. Tables
- C. Comparison to yearly projections
- D. Short description of significant challenges, issues, and successes
- E. Programs that are due for closure or extension"

#### **Semi-Annual CAEECC Presentation on Key Annual Report Metrics**

First series of presentation will be in Sept 2024

"The intent of the semi-annual presentations is to **provide insight into the progress since the Q2 presentation on the Annual Report** (Section 8.3.1). These presentations would **focus on overall metrics by sector and portfolio** (as outlined above), **any challenged programs, and any progress made** if short-term working groups or task forces were established to tackle particular challenges raised in the Annual Report, as described below."

NRDC 2020 Motion Seeking Commission Ruling on CAEECC Proposal for Improvements to the EE Portfolio and Budget Approval Process WG Report, p16

### **CAEECC Engagement on an On-going Basis**

#### Section 8.3.4 of CAEECC WG Report (p17)

As CAEECC would be receiving semi-annual updates based on the existing reporting requirements this would provide an opportunity to identify significant challenges or potential new significant opportunities during the presentations and establish a process to brainstorm solutions in a timely fashion. For example:

- 1. The PAs would present on their Annual Report at the Q2 full CAEECC meeting. If there were portfolio implementation or policy challenges that were identified in the Annual Report, the CAEECC facilitator would take note during the presentation and would later **discuss with CAEECC Members which, if any, items should be prioritized for problem-solving**. If the issue aligned with the current criteria for choosing which discretionary issues CAEECC undertakes, including sufficient interest, then:
  - a. Small task forces or Working Groups could be established per category of challenge to brainstorm recommended solutions between quarterly meetings (timing to be decided in the meeting), noting that these recommended solutions would be advisory to the PA and implementer....
- 2. **This would allow for additional expertise to be included in developing the solution**, including those that could be deemed financially interested. Without input from those impacted, the solution may not be the most productive or effective.
- 3. Identifying issues and proposed solutions in this manner also provides CAEECC (and the public) transparency into the process of correcting for any issues while creating a more collaborative approach to problem-solving.
- 4. If the problems are not resolved and PAs need to close programs to improve metric performance, the PAs could use the scheduled presentations to inform the CAEECC of their plans for such closures and the timing of when the Tier 2 Advice Letter will be submitted to the CPUC.

#### **CAEECC Engagement Related to Interim Filings**

#### 8.3.3 pg 17

In addition to **solving challenges as they arise**, CAEECC provides an opportunity to **work together to increase transparency and collaborate regarding interim filings** to ensure challenges are addressed and input is sincerely integrated prior to such filings. The objective of this effort is to solve for any challenges ahead of time, reduce forthcoming litigation, and improve the portfolios.

If there is an event that results in a trigger-based filing (e.g., a new Application or Tier 2 Advice Letter), the **PAs could use the semi-annual reports to highlight the trends they observe, get input from CAEECC on possible course corrections, and then bring proposals** (e.g., for an updated application) for discussion to CAEECC at least 3 months prior to filing consistent with the process outlined in Section 8.2 above.

#### **Recommendations on Stakeholder Process**

#### <u>8.1 pg12-14</u>

The goals that this proposed stakeholder process aims to achieve include:

- 1. Create a process to integrate collaborative planning and problem-solving prior to filing Applications,
- 2. Ensure transparent review and tracking of energy efficiency portfolios through CAEECC to increase understanding of progress and to help maximize cost-effective savings,
- 3. Increase the usefulness of reported data by striving for less, but targeted data more frequently as opposed to more data less frequently, and
- 4. Establish effective and transparent collaborative opportunities to brainstorm solutions to challenges that arise during implementation.

#### The current issues that this proposed stakeholder process aims to solve include:

- 1. There is no opportunity to delve into the details of developing a compliant application with the opportunity to solve for challenges prior to filing.
  - a. How can we utilize CAEECC to increase collaboration, transparency, and problem-solving as PAs develop their applications?
- 2. There is little meaningful insight into programs until after final analysis.
  - a. How can we use ongoing data to understand progress and solve for challenges as they occur?
- 3. Reporting criteria are onerous to generate and review.
  - a. How much does this churn contribute to program cost without contributing to program improvement or C/E?
  - b. Are all the data useful and/or used? If not, should CAEECC propose reporting requirement modifications to focus time and money on the most useful data?
- 4. Current information and timing of data is not helpful to improve programs.
  - a. How can we use information to conduct mid-cycle modifications to increase C/E and improve customer experience?
- 5. There is no opportunity to discuss challenges or expand successes.
  - a. How can we utilize CAEECC to best solve issues as they come up or expand successes when they occur?