

Stakeholder Meeting 1 – REC Program Design Review and Key Design Elements
Stakeholder Listening Session – Breakout Room Notes
05/21/21

Goals

- Better understand stakeholder needs
- Identify key areas of interest
- Inform the next scheduled session
- Improve REC's program planning and design

Process

1. Attendees will be divided into three breakout rooms
2. Each room will be facilitated by a SEEA staff member
3. Questions and comments will be received verbally and via chat
4. Questions will not be resolved during this session

Stakeholder Prompting Questions:

- What do you hope to gain from this process?
- What questions do you have about REC's program design?
- What kind of outcomes do you want to see from this program?

Key Themes in Comments/Questions

- Equitable participation in the stakeholder process
 - Want to see more members in this process
 - More diverse and non-email or bill based outreach to target communities (LMI, BIPOC)
 - How is REC reaching out to members?
- Equitable access to participate in the program as a member-owner
 - How will diverse member-owners be targeted, marketed too?
- Equitable access to job opportunities stemming from program
 - Contractor recruitment and vetting process details?
 - What are REC goals and strategies towards diverse and local workforce opportunity?
- Consumer protections
 - What consumer protections will be guaranteed in program design?
 - How will post-retrofit performance be assessed?
 - How will participant issues be identified and addressed?
- Transparency in program impacts
 - Set a high standard for data gathering, access to data, and sharing of data publicly.
 - Including participant member demographics
 - Savings and comfort are measured and reported

Breakout Room 1: Wesley Holmes

Name	Cares	Questions
Lena Lewis	Want to see success and more programs	No questions.
Rory McIlmoil, Appalachian Voices	<ul style="list-style-type: none"> • Support program success • Can provide educational materials, video to support education. 	<ol style="list-style-type: none"> 1. Has REC identified a source of funds for the program? 2. What is the cost recovery period for the program? 3. What is the interest rate REC will apply? 4. What is the idea for total scale over the first 5, 10, 15 years? 5. How will REC address the nexus of energy burden in communities of color? 6. How are you doing value based targeting of properties? 7. What about opportunities for manufactured housing? 8. Addressing critical repairs/health and safety issues that inhibit program participation? 9. How will REC support networking to reach members?
John Stevens, VSCC	<ul style="list-style-type: none"> • Increase knowledge of model • Best practice for future efforts 	No questions.
Karen Campblen NAACP	<ul style="list-style-type: none"> • Understand stakeholder process • Equitable participation in process and design 	<ol style="list-style-type: none"> 1. What steps will REC take to ensure a productive and involved in process. Member owners are not just informed, but engaged 2. Are these the only opportunities for member-owner feedback? 3. Time may prevent member participation. 4. Info on website, posting in high traffic area? 5. Joyce – Likes idea for submitting comments through website. 6. Karen – In person meetings are very valuable for members without grounding/experience. Want to ensure understanding for member owners. 7. Joyce – Video and educational materials. 8. Econ Development – How do we make sure that minority and local operators can competitively bid and benefit
Jill Ferguson, LibertyHomes	<ul style="list-style-type: none"> • How does REC program compare with others? 	<ol style="list-style-type: none"> 1. How will REC identify properties to participate? 2. Recommend looking beyond high bill/high energy as an indicator.

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Andrea Miller – Member owner	<ul style="list-style-type: none"> Want to see member participation in process and program. Did not hear about this process from REC. 	<ol style="list-style-type: none"> How will member owners find out about process and participate? How will you promote? Will you use Cooperative living? Recommend Use postcards and mail.
Anthony Kinslow, Gemini	<ul style="list-style-type: none"> Equity in process 	No questions.
Peter Anderson Appalachian Voices, VA Staff	<ul style="list-style-type: none"> Ensure broad program participation Lower bills for consumers 	No questions.
Erin Puyear, ODEC	<ul style="list-style-type: none"> Support REC and get input on program model overall 	No questions
EJ Scott NAACP	<ul style="list-style-type: none"> Diverse contractor engagement and opportunity Equity and diversity lens on design elements 	<ol style="list-style-type: none"> How will REC conduct outreach to engage black communities and communities of color in program offering and opportunities? How will people know about the program? Recommend – Provide notice and increase awareness through non-web-based engagement.
Katherine Powers, ODEC	<ul style="list-style-type: none"> Better understand stakeholder perspectives 	No questions.
Alex Frazier – DMME Fellow	<ul style="list-style-type: none"> Learning opportunity 	No questions.
Gary Pritty – REC member and farm consultant	<ul style="list-style-type: none"> Workforce opportunities Quality assurance on post retrofit 	<ol style="list-style-type: none"> Supporting new construction? <ol style="list-style-type: none"> App Voices – Law excludes new bldg investment Accounting for air quality after retrofit?

Breakout Room 2: Cyrus Bhedwar

Name	Cares	Questions
KC Bleile	<ul style="list-style-type: none"> Excited to see possibility of program moving forward 	<ol style="list-style-type: none"> How is the energy savings calculated? What happens if energy savings is not achieved

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Morgan Messer, SVEC	<ul style="list-style-type: none"> Listening mode 	<ol style="list-style-type: none"> How does REC determine member interest/take rate to program.
Seth Heald, member owner	<ul style="list-style-type: none"> Glad to see REC moving forward on this 	<ol style="list-style-type: none"> Want to see program be ambitious, esp. focused on energy burdened customers; sets goals for savings When will REC educate all coop owners in VA?
Kerri Walker, Project HOMES	<ul style="list-style-type: none"> Roll out plan Member benefits 	<ol style="list-style-type: none"> How are you going to track and report energy savings?
Tom Handley, REC employee and member	<ul style="list-style-type: none"> Helped introduce OBT to REC 	No questions.
Chris Meyer, LEAP	<ul style="list-style-type: none"> Very interested as a service provider 	<ol style="list-style-type: none"> Will there be a subsidy for different income levels? How could this program be braided with RGGI funded EE program or other programs? What are the vendor requirements? How do you control for human behavior with respect to expected savings? Appears to need a lot of auditors, not sure we have that capacity. How can you do fuel switching or BE with this program? Can we leverage this program to install storage capacity (batteries) Would window AC units be able to be replaced with mini splits? Will there be any health and safety budget for low income members to address minor repairs?
Keilah Gadson, TNC		<ol style="list-style-type: none"> What protections are offered to low income participants?
Lori Shreaves,		Comment in the chat
Tammy Agard, EETility		No questions.
Taylor Jantz-sell, US EPA	<ul style="list-style-type: none"> Excited to see this 	No questions.
Sam Brumberg		<p>In response to Seth's comments/questions:</p> <ol style="list-style-type: none"> See two coops here today, expect others to wait and see RECs experience. Agrees that REC should be ambitious Will note interest in seeing that this is listed in Cooperative Living Magazine

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Breakout Room 3: Maggie Kelley

Name	Cares	Questions
Carmen Bigham, VPLC	<ol style="list-style-type: none"> 1. Improving / EE programs in low-income families 2. Member participation in program design 3. Ensuring consumer protections 4. Equitable job opportunities 5. REC sets the standard for data access on program delivery to better understand the program participants and impacts. 	<ol style="list-style-type: none"> 1. How will REC ensure that there are consumer protections in the consumer design? (VA consumer protection act) 2. What will proper disclosures to participants? 3. What is the vendor process? How are they vetted? How will the owners know that these are legit contractors w/i the program? Approved list? 4. How will REC support program data disclosure? What measurements of outcomes provide data on what member owners are participating, and at what level (full deep house or surface stuff)? And what are the demographics of households to 5. How will REC support member to better understand how to use the equipment to ensure they are able to truly realize the savings? (tune ups, etc.) 6. Being clear about what kind of consumers are included (I.e. who will need to be in no-cost programs vs tariff program)?
Ron Morris, Member/owner	<ul style="list-style-type: none"> • REC member representation in process • Workforce opportunities 	<ol style="list-style-type: none"> 1. What are the eligibility criteria? Will any member be allowed or will there be specific things like income thresholds or housing stock requirements? 2. What is the vetting process for contractors? (he is a contractor)
Emily Piontek, App Voices	<ul style="list-style-type: none"> • Member access and impacts • Long term sustainability of program 	<ol style="list-style-type: none"> 1. How will you ensure robust participation of low-income participation? (50% REC members are low-income, with high EB, at least 12%) 2. Will REC set targets for participants in certain demographics? 3. Is there a threshold or ideal number of participants? 4. Is there some point at which the program becomes sustainable for REC? (DK – slower roll out at first and that it is manageable, incremental expansion of program over time)
Judy Lamana, Fauquier Climate Change Group	<ul style="list-style-type: none"> • Member education on EE • Algorithm for how to assess the impacts after install seem problematic. “As a stakeholder, I really have to have confidence in the algorithm used to determine savings.” • Workforce opportunities 	<ol style="list-style-type: none"> 1. Education is important. Worries people might want new HVAC but envelope may need to be improved first. 2. REC did not mention comfort, and how will they evaluate if they improve the home but use more energy due to behavior? 3. How will REC support information sharing to show neighbors on where they rank could be helpful to ensure behaviors? 4. Could REC use the VA training organizations, could there be funding for training with people who are entering the workforce? 5. What has been the response of homeowners in other in other co-ops receiving TOB programs? Maybe there have been some customer surveys results that can be shared at the next meeting?

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Judy Lamana, Fauquier Climate Change Group	<ul style="list-style-type: none"> Member education on EE Algorithm for how to assess the impacts after install seem problematic. "As a stakeholder, I really have to have confidence in the algorithm used to determine savings." Workforce opportunities 	<ol style="list-style-type: none"> Education is important. Worries people might want new HVAC but envelope may need to be improved first. REC did not mention comfort, and how will they evaluate if they improve the home but use more energy due to behavior? How will REC support information sharing to show neighbors on where they rank could be helpful to ensure behaviors? Could REC use the VA training organizations, could there be funding for training with people who are entering the workforce? What has been the response of homeowners in other in other co-ops receiving TOB programs? Maybe there have been some customer surveys results that can be shared at the next meeting?
Chelsea Harnish, VAEEC	<ul style="list-style-type: none"> Program design elements Data access 	<ol style="list-style-type: none"> What measures will be included in the program? What data will be shared? How will this be layered with RECs other offerings?
Frank Mosely, SEED Initiative	<ul style="list-style-type: none"> Low-income awareness and access Workforce opportunity 	<ol style="list-style-type: none"> Participation rate: how are we providing info to low-income members? How will REC ensure black/brown contractors are informed and potentially trained and info on qualifications to be involved? Are we surveying information before getting to the home on what the participants perceived needs are? Marketing plan? To include program, benefits, and contractor opportunities. Contractors are energy auditors, or can they have an auditor on their team to meet that criteria? What are REC's diversity, equity and inclusion insurances? What is the opportunity for questions in between meetings? What is the cost being initially high and over time it would lower the cost? (to something that Joyce mentioned in her presentation) Can you clarify the financial modeling for long-term cost/benefit?
Aaron Sutch	<ul style="list-style-type: none"> 	No questions.
Daniel Baker, Gemini	<ul style="list-style-type: none"> Commercial opportunities Equitable participation/access 	<ol style="list-style-type: none"> Is there program planning for small commercial? (DK: law says residential, but not to say its not possible as an expansion down the road).
Alisha Butler, EEtility	<ul style="list-style-type: none"> Program design Member clarity 	<ol style="list-style-type: none"> Gave some context about the tariff charge (it stays the same); ensure that payment is less than the original avg bill
Bob Shippee – Sierra Club	<ul style="list-style-type: none"> n/a 	No questions.
Andrew Grigsby, Viridiant	<ul style="list-style-type: none"> n/a 	No questions.
(non name changed individual "Joyce Bodoh")	<ul style="list-style-type: none"> n/a 	No questions.

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