

Draft meeting notes

Thursday September 17th, 9:00 – 4:30 PM

Webex Virtual Meeting

Board Member Attendance:

Present: Shiroma, Delgado-Olson, Castaneda, Watts, Wimbley, Rendler, Medina, Linam, Irwin, Castilone

Absent: Stamas

1. Welcome and Introductions

Board Chair Delgado-Olson opened the meeting of the Low Income Oversight Board (LIOB) at approximately 9:00 AM, following a brief overview of the Webex platform. Commissioner Shiroma of the California Public Utilities Commission (CPUC) opened her remarks with information on the current Energy Savings Assistance (ESA) and California Alternative Rates for Energy (CARE) Proceeding, A.19-11-003. The next stages of the proceeding will be testimony, rebuttal testimony and briefs, concluding in December. The Administrative Law Judge (ALJ) will begin drafting the Proposed Decision, slated to be released in February or March of 2021. More information on the proceeding, including the schedule and filed documents, are available on the docket card. Turning to agenda, Commissioner Shiroma spoke of one speaker, Bruce Saito of the California Conservation Corps and his years of service in this historic organization. The Commissioner closed her remarks by thanking Board Member Rendler for his year of service on the Low Income Oversight Board as a representative from an Investor Owned Utility (IOU), Southern California Gas (SoCalGas). Board Chair Delgado-Olson seconded Commissioner Shiroma's comments and noted Board Member Rendler's positive approach to collaboration.

Board introductions, starting with Board Member Rendler who expressed gratitude for the opportunity to serve, followed. Board Vice-Chair Stamas was not in attendance due to a last minute conflict.

2. Public Comment

Anna Solorio of Community Housing Opportunities Corporation (CHOC) thanked the Board for the opportunity to speak. She highlighted the multiple crisis situations ongoing in California at once – COVID-19, wildfires, toxic air pollution – and the increased need for Personal Protective Equipment (PPE) for ESA contractors. Currently the cost of PPE is not reimbursed by the IOUs, however, it is approved cost by the state Weatherization program. Ms. Solorio appreciated the proactive steps the CPUC took to retain the ESA workforce in the beginning of the pandemic, but unfortunately many contractors are still not able to return to work in the same level as pre pandemic. As the crisis is still ongoing, she asked the CPUC to consider increasing the Post

Pandemic Return to Service (PPRS) credit payback period or authorizing the use of more advanced funds. Char Delgado-Olson thanked Ms. Solorio for her comments and for highlighting the challenges to the ESA workforce.

3. Approval of the June 12, 2020 LIOB Meeting Minutes

Board Member Rendler moved to approve the minutes from the June 12th meeting and Board Member Medina seconded the motion. The LIOB approved the minutes unanimously.

4. Comment from Community-Based Organizations.

Chair Delgado-Olson introduced Julia Hatton, the CEO of Rising Sun, an Oakland nonprofit that provides job training and employment to youth and low-income adults. Julia has directed Rising Sun's programs for over five years, including its direct install energy efficiency program serving hard-to-reach residents. Julia opened her remarks by sharing a brief history of Rising Sun, which has been around since 1994 and serves the 9 Bay Area counties and San Joaquin county. Rising Sun provides career pathways for youth and adults that focus on economic equity and climate resilience. The Climate Careers program for youth incorporates energy efficiency upgrades, such as lightbulbs, power strips, smart thermostats, and water fixtures to hard-to-reach communities.

Chair Delgado-Olson asked if Rising Sun works with solar, Julia responded that they do not, but focus on energy efficiency work.

Board Member Medina asked if the programs are able to lead to careers as ESA contractors and if the IOUs offer support or training for participants. Ms. Hatton responded that participants in Climate Career can be as young as 15, so it is not easy to track where they go after the program, however some alumnus at the program have later gone on to work for Pacific Gas and Electric (PG&E). The adult program is focused on job placement, but does not focus on energy efficiency work. Ms. Hatton also noted the Rising Sun used to be an ESA contractor, however, wages required to fit an ESA contractor budget were not enough to support the goals of Rising Sun. The Climate Careers program was funded by PGE mainstream Energy Efficiency (EE) funding through 2020.

Board Member Watts asked if Rising Sun is working with the California Department of Community Services and Development (CSD) or other public programs and Ms. Hatton responded no, as one goal of the program is to make is as accessible as possible and remove all barriers to entry, which may exist in public programs.

Board Member Rendler thanked Rising Sun for the work they do and noted that he began his career doing energy surveys in the field. Similar programs exist in Southern California via Goodwill.

Board Member Castaneda commented that one of the most underserved parts of the ESA program is workforce development. The current proceeding is opportunity to strengthen

workforce development in the ESA program and there is a way to create opportunities that are beneficial to both the public and private sectors.

With no further board questions, Commissioner Shiroma introduced the second Community Based Organization speaker, Bruce Saito, the director of the California Conservation Corps (CCC) appointed by Governor Newsom. The CCC is the oldest and largest Conservation Corps in the country. Prior to the CCC, Mr. Saito helped establish the LA Conservation Corps. Mr. Saito shared that the CCC has been involved in energy efficiency work since its inception, specifically working with proposition 39 to upgrade schools. Currently, CCC Energy Corps upgrades lighting and control systems at government owned buildings, including at schools and courthouses. The goals of the CCC are to expand work opportunities for young people and also expand the types of services they can provide to public entities.

Commissioner Shiroma noted that the program helps participants complete their GED and asked about the demographics of the CCC. Mr. Saito responded that there are approximately 1,400 young people spread out at 25 centers in the state. The racial demographics are approximately 40% Hispanic, 30% Caucasian, 25% African American, 5% Asian or other. 30% of participants do not have their GED so they are required to attend a charter high school to obtain it. Academic and vocational education are both important to the success of CCC participants.

Commissioner Shiroma then asked if the CCC tracks graduates of the program and where they are able to find jobs. Mr. Saito responded that the unofficial motto of the CCC is hard work, low pay, and miserable positions, but the commitment from the CCC to participants is that if they put in the time, they will be provided with career opportunities after. The CCC is always working on increasing partnerships in the state.

Board Member Watts, who has known Bruce Saito from when worked for the LA Conservation Corps, asked if the CCC works with ESA contractors for youth employment opportunities. As an ESA contractor, her organization has opportunities in installation and outreach. Mr. Saito answered that the CCC is collecting more data on the type of skills that employers look for in order to make sure their participants have applicable work experience.

Board Member Medina asked if the program has representation in the central valley, and participants who speak a language other than English as their primary language. Also, if any participants are connected to the IOUs for jobs. Mr. Saito responded that there is a strong physical CCC presence in the central valley, as there are work centers in Fresno, Stockton, and Auberry. Participants can choose from work centers throughout the state, but there are many who reside in the central valley. CCC participants represent a wide range of spoken languages – for example at the large San Diego center there are ~20 languages spoken – and the CCC works with individuals based on their language needs. The CCC has some connections to the IOUs, for fire work or workforce development, but looking into strengthening that connection.

5. CPUC Standing Reports – Legislative Update:

A CPUC Legislative Update was included in the agenda packet which summarized the end of the 2020 legislative session. Due to the ongoing COVID-19 pandemic and the huge budget shortfalls facing the state, the legislature passed significantly less bills this legislative session. No legislation that reached the Governor’s desk this year is specifically regarding low-income ratepayers. However, some proposals that will be likely taken up again next legislative session include California Lifeline, California Advanced Services Fund, and energy procurement.

Chair Delgado-Olson commented that a common theme is connectivity, which is very important in the pandemic for people to work and attend school at home.

Commissioner Shiroma shared that an Order Instituting Rulemaking (OIR) 20-09-001 on Broadband for All was passed earlier this month. This rulemaking is in response to the Governor’s executive order N-73-201 from August 14, 2020 directing state agencies to bridge the digital divide and increase access to broadband. Commissioner Shiroma also noted that a proposed decision for the Lifeline proceeding, where she is the assigned Commissioner, released a proposed decision that includes free and low cost service options.

Board Member Castaneda shared an update on Senate Bill 1403, which did not make it to a final vote this legislative session. Board Member Castaneda worked on this bill in a context separate from his participation on the LIOB. The bill would have increased income eligibility guidelines for ESA. The bill passed with heavy support in the senate, but was held up in the lower chamber. Board Member Castaneda thanked the Sempra utilities for their willingness to meet on the topic in good faith and Senator Hueso and staff for introducing and supporting the bill.

Chair Delgado-Olson concluded by stating that it was a challenging year for legislative session as a lot of good work had to be put on hold to focus on pandemic response, but he was excited to hear about the work on connectivity.

5. CPUC Standing Reports – Water Division Update:

Viet “Kevin” Truong of the CPUC’s Water Division presented on several Water Division Updates: low income enrollment and the water low income proceeding. Since March, there has been a 10.5 % increase in enrollment in the low income water program. The two spikes in enrollment followed data exchanges between energy and water programs. Data exchanges between water and energy have resulted in bumps to increases in enrollment. The first phase of the low income proceeding included changing all low income water programs to the “Customer Assistance Program” and a California American Water (Cal Am) pilot program for multifamily buildings with low income tenants. The second phase of the proceeding will focus on the effects of COVID-19.

Board Member Linam commented that the data exchange was a great opportunity to capture the newly eligible due to COVID. He also updated the meeting on the credit card pilot program,

which is still collecting data and shared that CalAm will be working on coming up with a pilot program to target master meter customers.

Board Member Medina asked if ESA contractors share information on low income water programs. Board Member Linam responded that there are co-marketing partnerships, such as CalAm and PGE. Commissioner Shiroma also responded that showerheads are an ESA measure. Anthony Gilbert, member of the public and ESA contractor in Yuma county, commented that they provide a low income toilet retrofit measure and work with Cal Am on sharing information on the low income water program.

Chair Delgado Olson asked for more information on the data exchange and who facilitates it. Mr. Trương answered that the energy water data exchange began in 2012 and is completed twice a year via agreements between each utility. The exchange takes about a month to complete and results in customers being automatically enrolled. This was required via decision for all private water companies.

5. Energy Division Update:

Kapil Kulkarni presented the Energy Division update, which included information about the Disconnection Order Instituting Rulemaking (OIR), 2021-2026 IOU ESA/CARE application (A-19-11-003), and Low Income Needs Assessment (LINA). A decision for the Disconnections proceeding was approved in June, and included bans on disconnection fees, requirements for payment plans, and outreach for medical baseline customers. The Percent of Income (PIP) Pilot is being developed on a separate track of the proceeding. For the ESA/CARE proceeding, IOUs applications and party testimony are under consideration for a Q1 2021 decision. Bidder proposals for the LINA were received by SCE this week.

Chair Delgado-Olson commented that for the LINA presentation, it is helpful to see a forward looking timeline for the project.

Board Member Medina asked if there were ways that the ESA/CARE programs could offer additional pandemic related assistance, which would set a precedent for future similar emergencies. For example, people are using more energy and energy charged at a peak rate due to the pandemic and will have higher bills and accrued debt. The ESA program could shift unspent funds to customer bills or the CARE/Family Electric Rates for Energy (FERA) bill reduction amount could be increased. Mr. Kulkarni responded that the Disconnections proceeding is looking into ways to offset customer arrearages accrued during the pandemic, whether it be through debt forgiveness or payment plans. Staff have also considered adding an element of demand response to the current ESA/CARE proceeding, in order to lower customer bills long term.

Board Member Castaneda recommended to all board members to review IOU ESA/CARE applications and to reach out to IOUs with questions on the applications. Also available for board members is intervener testimony from stakeholders. Board Member Castaneda asked if

the impact from COVID-19 will be analyzed in the current LINA study. Mr. Kulkarni responded that he will have to get back to Board Member Castaneda.

Board Member Wimbley commented that he is concerned with how the CPUC is assessing the effects of the disconnections moratorium, as the proceeding did not anticipate the high level of debt people are accruing due to the pandemic still ongoing. Commissioner Shiroma responded that the Disconnections proceeding is trying to manage the COVID-19 related debt and that the assigned Commissioner is Martha Guzman-Aceves. Board Member Rendler also commented that the IOUs share that concern and are looking into the best way to address the problem. Board Member Delgado-Olson similarly expressed that there is no clear end to the pandemic in sight and it may go on for much longer.

Adam Basniak, also of the CPUC Energy Division, follow board member comments with an informational announcement on the California Climate Credit program. The climate credit is a biannual residential refund on electric and gas bills. The CPUC is hosting public workshops on the 2020-2030 program cycle and looking for representation for low income stakeholders. Low income considerations include increased marketing to make sure consumers are aware of the program and making sure certain housing types, such as submetered mobile home parks or seasonal housing, are still passing along the credit. The date of the workshop is to be determined, but Energy Division will pass along when it is scheduled.

6. Self-Generation Incentive Program (SGIP) Equity and Equity Resiliency Budgets:

Nora Hawkins, of the CPUC Energy Division, presented on the Self-Generation Incentive Program (SGIP), which provides incentives for certain energy storage or generation technologies. The Equity decision in 2017 directed 25% of funds to be allocated for low income customers and disadvantaged communities. Since 2017, additional decisions have increased considerations for low income communities, such as the Equity Resiliency Budget which is available for residents at high risk of wildfires. Customer facing information is available on the CPUC website.

Board Member Wimbley asked about the structure of SGIP equity resiliency incentives and how projects are reserved, whether it be by developer or customer. Ms. Hawkins responded that installations have to be done by approved SGIP developers as determined by the program administrator. Customers can self-install, but they would have to meet the same licensing requirements as developers. Developers apply to the program on behalf of the customer.

Board Member Medina commented that on the PGE SGIP page, the Spanish language website isn't the same as the English one. She also asked about the white color of the central valley on the map in the slide deck. Board Member Medina also asked if ESA contactors are being made aware of this program so they can inform customers. Ms. Hawkins responded that she will pass along the comment on PGE's Spanish website to the appropriate staff and explained that on the

equity resiliency map, much of the central valley is not considered a high fire threat zone. She also answered that the IOUs can inform their ESA networks on SGIP.

Board Member Irwin shared that his tribe, the North Fork Rancheria of Mono Indians, had hoped to apply for the equity resiliency budget as they are in a high fire threat district, so was disappointed at how fast the funding for PGE territory was allocated out. He asked if there is a way to track how many customers in “California Indian Country” were able to benefit from the program. Ms. Hawkins responded that the SGIP website has a report where “California Indian Country” is a data filter.

Board Member Wimbley commented that there was a missed opportunity in this program and available funding not being shared with the LIOB prior to deployment, as many organizations in PGE territory missed out on funding because it was gone as soon as the applications went live. He encouraged the other IOUs to carefully consider how remaining funds are allocated to disadvantaged communities.

Commissioner Shiroma asked if all the equity funding in the PGE is exhausted. Ms. Hawkins responded that all of the equity and equity resiliency funding has been allocated. Commissioner Shiroma responded that she would encourage PGE to keep the public informed if funding opens up as applications are reviewed.

Chair Delgado-Olson asked when additional funding for PGE territory would be available. Ms. Hawkins responded that the entire budget was authorized, however, a current proposed decision could fund shift from the market rate budgets into the equity budgets. That proposed decision would have to be approved before IOUs could submit advice letters to fund shift, which could happen in early 2021 if the decision is approved.

7. Climate Adaptation Decision

David Matusiak, of the CPUC Energy Decision, briefed the Board on a recent Commissioner decision on climate adaptation. Climate adaptation is different from climate change mitigation, as it attempts to plan for adaptation to the changing environment in real time. The most recent proceeding focused on disadvantaged communities, as they are more vulnerable to climate change and may need more resources to adapt to changing environments. The decision outlined the community engagement plans, which will be conducted by the IOUs, to assess vulnerabilities and propose solutions for mitigation over a 20-30-year timeframe. Community members can review and provide comment on the community engagement plans. More information can be found on the CPUC website and by following the proceeding docket card.

Commissioner Shiroma commented that this proceeding is unique because it acknowledges that climate change is already here and we need to identify and prioritize the communities most vulnerable. Once these engagement plans are done, ideas will be sifted out on what mitigation measures are needed for each community.

Board Member Medina noted that she appreciated seeing “meaningful engagement” because making sure the engagement is tailored to each community is very important. In migrant or non-English speaking communities, residents may not be used to asking for things or having community demands. Different communities have different cultural and literacy limitations. In her community, clean air filters for low income families would help mitigate poor air quality. Board Member Medina expressed her strong interest in being involved in the community engagement plans. Mr. Matusiak responded that he would contact Board Member Medina after the meeting to connect her to the appropriate utility staff.

Board Member Linam asked whether this decision only applies to the four large energy IOUs and whether there are plans to expand out to other industries, like water. Mr. Matusiak answered that currently it is just the four energy IOUs, but future decisions will apply to other industries like water and telecommunications. There is no timeline for when other industries will be considered.

A member of the public asked how this decision dovetails with existing CPUC Environmental Social Justice Action Plan (ESJP). Mr. Matusiak replied that the overlap is that both aim to make vulnerable communities central to the decision making process and can inform one another, but there is no formal link. Commissioner Shiroma also answered that the goal of the ESJP is to create a consideration of vulnerable communities in every proceeding, but the climate adaptation decision is seeking input directly from vulnerable communities.

At this point in the meeting, the LIOB adjourned for lunch.

8. Affordability Proceeding Update

Ankit Jain, of the CPUC Energy Division, updated the Board on the Affordability Proceeding. The scope of the proceeding is to identify and define affordability, then develop methodology to assess impact of CPUC proceedings on affordability. Phase 1 of the proceeding concluded earlier in 2020 and Phase 2 will refine metrics and implement them in the decision making process for individual proceedings. Metrics for affordability include Affordability Ratio (AR), Hours at Minimum Wage (HM), and Socioeconomic Vulnerability Index (SEVI). An annual affordability report on the current state of utility affordability will be produced at the end of 2020. Phase 2 will include a public workshop on resolving some of the implementation issues, a staff proposal on implementation with public workshop, and a proposed decision by the end of 2021.

Board Member Castaneda commented on the great work of the proceeding and inclusion of SEVI as a baseline metric. He shared that yesterday he attended a workshop from the American Council for an Energy Efficient Economy, which previewed a report on energy burden. This report utilized a Department of Energy Low Income Energy Affordability Tool. One of energy burden recommendations was more low income energy efficiency upgrades, like the ESA program. Board Member Castaneda said he was interested in how affordability could inform

income ESA/CARE eligibility, as people living in areas with high cost of living may not be eligible for the programs because their income is too high.

Chair Delgado-Olson asked if there were any areas to incorporate the affordability metrics into the Energy Division Low Income Needs Assessment (LINA), or if there has been discussion on how to align the assessments. Mr. Jain answered that the Affordability proceeding has only focused on methodology to date, but is now looking into different ways it can be used, such as evaluating the impact of low income assistance programs.

A member of the public asked if there was any significant difference between the definition of low income from the affordability proceeding and the low income threshold for many public assistance programs, which is set at 200% of the Federal Poverty Line. Mr. Jain answered that the affordability assessment used census bureau data, so that regional housing costs could be incorporated into the analysis.

9. Joint IOU Status Report of COVID-19 Impact, CARE and ESA Programs, and Unspent Funds for the ESA Program:

Instead of presenting, the IOUs shared slides with the Board in advance of the meeting and prepared to answer questions. Representatives from PGE, San Diego gas & Electric (SDGE), SoCalGas, and Southern California Edison (SCE) were available for questions. The slides covered COVID-19 impacts, CARE/ESA, and ESA Unspent Funds. Board Member Rendler provided opening remarks to introduce the discussion. In his new role at SoCalGas, he is responsible for safety and emergency services and over the past few months he has had to respond to several types of emergencies, like the pandemic, wildfires, and earthquakes. Board Member Rendler expressed gratitude for all the IOU essential workers who keep utility service safe and reliable and acknowledged all the IOU efforts to mitigate the effects of Public Safety Power Shutoff (PSPS) events.

Board Member Castaneda commented that PPE and associated costs for ESA providers remains a critical issue. As PPE is essential to doing work in the pandemic, Board Member Castaneda asked the IOUs to speak on how they are working with contractors on this added cost. SCE responded that they have had conversations with several contractors, but have not yet received a request for reimbursement. PGE answered that they worked with a bulk PPE provider to get their contractors access to materials for purchase. PGE is waiting for more guidance on whether PPE could be charged as a resiliency cost. Board Member Castaneda replied that CSD has approved reimbursement for PPE costs in their programs. Board Member Castaneda encouraged contractors to make the formal request for reimbursement to their respective IOU. Board Member Wimbley commented that purchasing PPE has now become an essential cost of doing business. Board Member Rendler responded that the IOUs are focused on supporting the health of contractors and customers, and that formal requests from contractors and guidance from the Commission would be good first steps.

Commissioner Shiroma noted that the advanced payment program for ESA contractors the first program of its kind nationally and said that the PPE comments have been taken under advisement. Commissioner Shiroma then asked about the ESA summary slide and why PGE was so far ahead of the other IOUs in meeting the 2020 household treated goals. PGE answered that their ESA program ended 2019 strongly and had many homes treated in the beginning of 2020. Also, in 2019 the program started having inspectors install a few small measures upon inspection, with larger measures being installed later. This system allows home with only an inspection to be counted toward the annual goals. SoCalGas answered that they had a substantial goal for 2020, and despite a strong end of 2019 and beginning of 2020, the impact of the pandemic slowed operations for most of the year. SCE responded that similarly their ESA operations are only now beginning to ramp up post pandemic and that they still have clients wary of letting people in their home. Also the SCE 2020 goal in the slidedeck includes homes treated targets from earlier years that were not met. SDGE shared that in addition to similar issues already expressed by other IOUs, SDGE has had very fluctuating lockdown restrictions in its geographical territory.

Commissioner Shiroma also asked that given the dramatic increase in families now meeting income guidelines, what additional outreach is being done for the FERA program. PGE answered that FERA is marketed alongside with CARE and that PGE is working on a propensity model to target likely FERA eligible customers. SCE is also working on a FERA propensity model and co-marketing FERA with CARE. SDGE commented that they have combined CARE FERA applications. SoCalGas does not have the FERA program, but is doing large scale marketing for CARE.

Board Member Medina responded to the earlier discussion on PPE that a more transparent way for responding to emergencies needs to be established for the future, as other natural disasters might require PPE or new safety materials. Board Member Medina asked PGE about CARE penetration in the central valley. PGE answered that CARE already had high penetration in that area prior to the pandemic so there have not been notable increases in enrollment in that region compared to other regions.

Board Member Watts commented on the issue of PPE and pointed out the high demand for materials nationally, which creates a challenge in obtaining it at a reasonable cost. In addition to the question of reimbursement, there should also be discussion to ensure adequate resources to source PPE. Chair Delgado-Olson commented that in addition to the national demand, there is also an increased local demand in California for fire season. In his work experience, he has been able to work directly with manufacturers to get estimates on lead time required to order PPE. He would encourage the utilities to work together and do a needs assessment for contractor PPE needs.

Board Member Wimbley thanked the IOUs for their presentations and noted the great strides they accomplished in increasing CARE and FERA enrollment. He asked if it would be possible for these reports to include updates on disconnections. Board Member Wimbley expressed

concern for the gravity of the unpaid balances as a result of the moratorium and how the IOUs plan to address these accounts once the moratorium is lifted, whether it be through arrearage management plans, payment plans or other options. Commissioner Shiroma responded that Board Member Wimbley's concerns are important and the disconnections moratorium expires in April 2021, giving customers a year of protection from disconnections for unpaid balances. When the moratorium expires, customers will have options like payment plans and debt forgiveness in some circumstances. Commissioner Shiroma affirmed that more disconnections information can be presented at the December meeting. SCE replied to the Board's comments that there the Disconnections Proceeding has already outlined several measures that can be applied to customers when the moratorium expires. PGE also replied that this issue is important to them and they are already working with CSD and the Low Income Home Energy Assistance Program (LIHEAP) agencies to assist customers with high unpaid balances.

Chair Delgado-Olson asked SDGE about their reported CARE penetration, which has seen an increase, but one slide shows it at 94%. SDGE responded that this was a typo and CARE penetration is 108%.

Chair Delgado-Olson also mentioned a past LIOB meeting, where FERA enrollment was discussed. Due to the pandemic, there are likely many newly unemployed who might be eligible. Chair Delgado-Olson asked if there has ever been any formal engagement between the IOUs and California Employment Development Department (EDD) to identify unemployed people who could be eligible for FERA. PGE responded that they have looked into this topic before, but currently in order to receive information from another state agency, the individuals would need to consent to personal information being shared with PGE. This consent affirmation is not currently on EDD forms.

Board Member Wimbley asked for clarification on the next steps for the PPE discussion. Commissioner Shiroma answered that nothing prevents contractors from making a formal request for PPE now. Concurrently, she will look into the question more with Energy Division. Chair Delgado-Olson asked if it should be discussed a subcommittee meeting before the next full board meeting. Commissioner Shiroma answered that she will start looking into it now and can report out at a subcommittee meeting. Board Member Castaneda responded that he would like the Low Income Energy Assistance Programs (LIEAP) subcommittee to facilitate further discussion on this topic among all stakeholders and that the subcommittee could issue formal recommendations.

Board Member Irwin commented on the tribal reporting slides and shared that the 2016 program decision required the IOUs to conduct tribal consultations for tribal sovereign nations being served in utility service territory. When looking at the reports in the powerpoint, there are discrepancies between how each IOU reports activities, specifically how some IOUs report consultation and how others report on outreach. Board Member Irwin asked SoCalGas and SDGE if they are conducting tribal consultations, since that information is not in the presentation. Board Member Irwin also noted that outreach is not the same as directly

consulting with a sovereign nation. SoCalGas answered that they have relationships with organizations that help outreach the programs to tribal communities and have visited some tribal lands, but are open to suggestions or contacts for working with tribal nations one on one. SDGE answered that they do have a dedicated tribal liaison who works on consultations and would have to follow up with her for an answer to Board Member Irwin's question. Board Member Irwin expressed interest in seeing a more uniform tribal report section going forward, to better identify progress among the IOUs.

Following Board Member questions and comments, there was one question from a member of the public, who asked about why the current year to date gas savings was only at half of the annual target goal, and whether there were COVID-19 factors impacting the gas savings. SoCalGas answered that the latest ESA impact evaluation reduced the downward savings of some ESA gas measures from what was estimated in the 2016 decision. The reduced gas savings are a result of the impact evaluation and not related to COVID-19 behaviors.

10. Coordination Report on Low Income Weatherization Program (LIWP)

Board Member Wimbley had no updates to report on since the previous Board Meeting.

11. Updates on the Technical Advisory Committee (TAC)

Chair Delgado-Olson updated the Board on the Technical Advisory Committee (TAC) and shared the history of the committee, which was created 3 years ago with the goal of improving access to assistance programs. Low income ratepayers are likely receiving assistance from other programs so there is tremendous overlap in the different state public aid systems. The committee would like to look into how making structural changes that would allow social service programs to also enroll people in CARE could be achieved. Given the increased need as a result of the pandemic, limiting the amount of places that a low income family would have to go to get all of their assistance needs met is critical. The next steps for the TAC are to explore a study that would identify the necessary next steps for streamlining applications among different state programs.

Commissioner Shiroma expressed her support of this effort and shared her opinion that one likely barrier is technology and connecting the different systems to each other in a way that protects consumer privacy. Board Member Rendler also expressed support for this topic and a need to look into the consumer perspective. He also shared that there is opportunity to begin looking into this via the current open proceeding. Echoing Commissioner Shiroma's comments on the technical barriers, Board Member Rendler commented that there are many different jurisdictions involved in providing social services, but he looked forward to discussing the possibilities more.

Board Member Medina shared she joined this board to help low income consumers and since the pandemic started, she has been involved in helping community members connect to

education resources for their children and in helping them apply for assistance online. She has learned in her past experience that the bureaucratic process for getting things changed is an old system, but it is very important to coordinate with legislators on possible changes to existing legislation.

Board Chair Delgado-Olson closed his comments by mentioning that there are also opportunities to benefit the weatherization program, as income verification is an identified barrier for the program. Better data sharing would help the weatherization providers.

This agenda item did not include an action item for the Board.

12. Low Income Needs Assessment (LINA) Subcommittee

An attachment with recommendations for the 2022 LINA study was included in the meeting materials. Chair Delgado-Olson shared that at the December Board Meeting, the Energy Division might be able to share how the Board's feedback was included in the Request for Procurement (RFP).

Board Member Castaneda commented that previous board meetings, there was discussion on whether COVID-19 impacts would be included in the LINA and he is looking for an answer on that. Board Member Castaneda is planning a joint LINA subcommittee meeting to determine whether COVID-19 can be included in the upcoming LINA in some way. Chair Delgado-Olson replied that he supports any joint subcommittee meeting, but that he was not sure if the additional research topic could be included in the LINA at this point, given that the RFP was already released. Commissioner Shiroma answered that she will work with Energy Division to get a response to whether COVID-19 impacts can be included in the LINA or not.

Board Member Wimbley replied to Board Member Castaneda's comment by sharing that instead of COVID-19 specific, the LINA could look into how the programs respond to emergencies in general and whether there are special offerings the program can make during those times. Other emergencies experienced this year include excessive heat and PSPS events. For example, the LIHEAP program provides backup generators during PSPS events and cooling equipment during excessive heat events. Commissioner Shiroma responded that she will take that under advisement as well.

Chair Delgado-Olson asked if since Board Member Rendler's appointment is expiring, whether a space could be reserved on the same subcommittees for the next IOU representative, or whether Board Member Rendler could serve until a new representative is appointed. Board Member Rendler answered that he would continue to attend subcommittee meetings if requested until a new IOU representative is appointed.

13. Subcommittee Reports

The Legislative Subcommittee meeting did not meet this quarter.

Board Member Castaneda shared that the Low Income Energy Assistance Programs (LIEAP) subcommittee will meet next quarter to discuss PPE, and that the LINA subcommittee will meet, possibly jointly with LIEAP subcommittee to discuss incorporating disaster relief into the LINA. Board Member Castaneda also shared an announcement of an upcoming webinar on best practices in the ESA program on September 30th, 10-11:30 AM. The webinar will address best practices, COVID-19 workforce challenges, and customer acquisition barriers. Board Member Castaneda encouraged attendance at that webinar, as it serves as a good forum for the contractor and stakeholder community. Information on that webinar will be shared following this meeting.

Board Member Castaneda mentioned that another topic for the LIEAP subcommittee meeting is income eligibility and incorporating different methodologies, such as the ones outlined in the Affordability presentation. The subcommittee should review other income studies and consider how program eligibility could be expanded without increasing budget costs so that they would put upward pressure on customer rates.

Board Member Watts spoke to give credit to the contractors working on the program through the course of the pandemic and continually discussing among each other how to meet the program challenges. She asked when the LIEAP subcommittee would meet. Board Member Castaneda responded that to align with the timelines of the ESA CARE open proceeding, the subcommittee should meet in late October. Board Member Castaneda then encouraged the Board to read the IOU applications and consider feedback that could be shared with the Commission.

Board Member Linam shared that the Water & Climate Change Subcommittee did not meet last quarter.

14. Disadvantaged Communities Advisory Group (DACAG)

Board Member Castaneda provided a summary of the last Disadvantaged Communities Advisory Group (DACAG) meeting, which discussed tribal engagement with energy programs overseen by the California Energy Commission. He expressed that it would be useful formalize the relationship between the LIOB and the DACAG going forward, in order to best leverage resources. Given the tribal emphasis of DACAG subject areas, Board Member Castaneda offered for Board Member Irwin to participate.

Commissioner Shiroma shared that there has been an ongoing idea for a joint meeting between the LIOB, DACAG, and Lifeline advisory board. To support this coordination, it would be helpful for the chairs of these boards to meet first and also to engage with the newly appointed CPUC tribal advisor, Kenneth Holbrook.

Wrap Up:

Commissioner Shiroma provided closing remarks by thanking the Board for their continued work during the course of the pandemic.

Board Member Medina commented that since the meetings will have a virtual format for the foreseeable future, she would like to start integrating Spanish language translation options to increase public participation. Commissioner Shiroma responded that the CPUC will look into language services for the next meeting. Board Member Medina also shared that she would like to serve again when her term expires, and that she would appreciate physical meeting packets in advance of board meetings.

Board Member Rendler shared his appreciation for the Board and the continued IOU engagement in the LIOB meetings. Board Chair Delgado-Olson thanked Board Member Rendler for his service and the Board for their work during this difficult time.

The meeting adjourned at approximately 3:15 PM.

Action Items:

- Include more information on the Disconnection moratorium at the December LIOB meeting
- CPUC Energy Division to answer whether COVID-19 impacts could be considered in 2022 LINA
- CPUC staff to look into ways of increasing language accessibility at future LIOB meetings
- CPUC staff to provide physical meeting packets to Board Members at future LIOB meetings