



**COMMUNITY
POWER COALITION
OF NEW HAMPSHIRE**
For communities, by communities.

PUBLIC MEETING NOTICE

Member Outreach and Engagement Committee

10:00 A.M. Tuesday, July 11, 2023

Macleod Board Room, Portsmouth Public Library

175 Parrott Avenue

Portsmouth NH 03801

<https://goo.gl/maps/fXiLpajSmvw8Ypt37>

This meeting is open to the public pursuant to RSA 91-A.

The Community Power Coalition of New Hampshire is a non-profit corporation that operates as a governmental instrumentality pursuant to a Joint Powers Agreement between 34 municipalities and one county, in accordance with NH RSA 53-A and RSA 53-E.

Additional information: <https://www.cpcnh.org>

Notice & virtual access: <https://www.cpcnh.org/calendar>

Virtual Access:

To join the video meeting, click this link: <https://meet.google.com/fzv-afhd-biy>

Otherwise, to join by phone, dial +1 567-443-0834 and enter this PIN: 148 844 631#

To view more phone numbers, click this link: <https://tel.meet/fzv-afhd-biy?hs=5>

CPCNH Member Outreach and Engagement Committee, 7/11/23

“There shall be a Member Outreach and Engagement Committee (MOEC) consisting of up to twelve seats which may be filled by Directors, primary or alternate member representatives, or other individuals appointed by the Board Chair. The committee shall be responsible for supporting and facilitating Member engagement, education, and collaboration across the Membership, present and future, and providing a forum for the Members to interact with one another and with the organization. The committee membership should reflect the diversity of the Membership in community size, governing structure, and geography.”

AGENDA

- 1) Welcome & Housekeeping
 - a) Rollcall, quorum confirmation (1/3 of 8 → 3), consensus on agenda
 - b) Approval of [6/6/23 Draft Minutes](#) (**Action**)

- 2) Member Services Update
 - a) CEO Callnan update
 - b) Calpine Weekly Stats - **Attachments 1 & 2**
 - c) B-fresh Consulting report

- 3) Communications
 - a) Regular Member Updates – cadence, process, content, format (see example from September **Attachment 3**)
 - b) Member Resources - Tabling materials / Surveys

- 4) Mentor/Ambassador program
 - a) Update for Board (review and suggest) **Attachment 4**
 - b) Membership meeting – July 27 before regular Board meeting

- 5) Adjourn - Next meeting August 1 or 8?

Attachment 1: Contact Center Stats Report

CPNH Contact Center Stats Report (6/27/23)

1. Call Volume

- Total call from 6/19/23 to 6/25/23 equals to 82 calls, up 12% from the previous week. (73 calls the previous week).

2. Trending Topics

- 48 verified accounts 1 from Canterbury, 0 from Enfield, 2 from Exeter, 8 from Hanover, 0 from Harrisville, 7 from Lebanon, 17 from Nashua, and 9 from Peterborough, 0 from Plainfield, 3 from Portsmouth, 0 from Rye, and 1 from Walpole.

Top 5 Call Topics All Calls

Interaction Type	Count of Interaction Type	% of Documented Calls
General Info	34	41%
Account Status Inquiry	14	17%
Billing Inquiry	13	15%
Opt Out	11	13%
Account Update	9	10%

Top 5 Call Topics Canterbury Accounts

Interaction Type	Count of Interaction Type	% of Documented Calls
Opt In Inquiry	1	100%
Billing Inquiry	1	100%
Rate Comparison	1	100%
General Info	1	100%
Granite Basic	1	100%

Top 5 Call Topics Enfield Accounts

Interaction Type	Count of Interaction Type	% of Documented Calls
No calls from this city	0	100%

Top 5 Call Topics Exeter Accounts

Interaction Type	Count of Interaction Type	% of Documented Calls
General Info	2	100%
Granite Plus	1	50%
Billing Inquiry	1	50%
Opt Up	1	50%
Rate Comparison	1	50%

Top 5 Call Topics Hanover Accounts

Interaction Type	Count of Interaction Type	% of Documented Calls
General Info	3	37%
Billing Inquiry	2	25%
Account Update	2	25%
Account Status Inquiry	2	25%
Granite Plus	1	25%

Top 5 Call Topics Harrisville Accounts

Interaction Type	Count of Interaction Type	% of Documented Calls
No calls from this city	0	100%

Top 5 Call Topics Lebanon Accounts

Interaction Type	Count of Interaction Type	% of Documented Calls
General Info	5	71%
Granite Basic	4	57%
Billing Inquiry	2	28%
Opt In Inquiry	2	28%
Account Status Inquiry	2	28%

Top 5 Call Topics Nashua Accounts

Interaction Type	Count of Interaction Type	% of Documented Calls
Account Status Inquiry	7	41%
Billing Inquiry	4	23%
General Info	3	17%
Opt Out	3	17%
Account Update	2	11%

Top 5 Call Topics Peterborough Accounts

Interaction Type	Count of Interaction Type	% Documented Calls
Opt Out	5	55%
General Info	2	22%
Account Status Inquiry	1	11%
Complaint	1	11%
Enrolled Without Notice	1	11%

Top 5 Call Topics Plainfield Accounts

Interaction Type	Count of Interaction Type	% Documented Calls
No calls from this city	0	100

Top 5 Call Topics Portsmouth Accounts

Interaction Type	Count of Interaction Type	% Documented Calls
General Info	2	66%
Account Update	2	66%
Rate Comparison	1	33%
Rate Change	1	33%
Billing Inquiry	1	33%

Top 5 Call Topics Rye Accounts

Interaction Type	Count of Interaction Type	% Documented Calls
No calls from this city	0	100%

Top 5 Call Topics Walpole Accounts

Interaction Type	Count of Interaction Type	% Documented Calls
General Info	1	100%

Attachment 2: Weekly Stats and Opt Actions

Weekly Stats: Email & Opt Actions

Wednesday, June 28, 2023

EMAIL STATS

Weekday	Date	Received	Responded
M	6/19/2023	7	7
T	6/20/2023	2	2
W	6/21/2023	4	4
Th	6/22/2023	5	5
F	6/23/2023	1	1
Week Total		19	19

ACTIVITY STATS

Activity Type

Activity Type	6/19/23 - 6/23/23	6/12/23 - 6/16/23	6/5/23 - 6/9/23	5/1/23- 6/2/23	Total
Web Activity	26	33	150	363	572
Phone Call	68	68	91	307	534
IVR	0	0	0	0	0
Total	94	101	241	670	1106

OPT ACTION STATS

Opt Actions Across All of CPCNH

Opt Action Type	06/19/23 - 06/26/23	06/12/23 - 06/19/23	06/05/23 - 06/12/23	05/01/23 - 06/05/23	03/30/23 - 05/01/23	Total
Opt Down	4	1	4	18	113	140
Opt In	9	14	26	137	195	381
Opt Out	15	12	5	108	213	353
Opt Up	13	12	29	225	633	912

Opt Actions by CPA and Power Option – 06/26/2023

CPCNH Total — Customers Served & Opt-Actions					
	<u>% of Customers</u>	<u>Total</u>	<u>Default</u>	<u>Opt-up/down</u>	<u>Opt-in</u>
Total Customers Enrolled		76,003			
Granite Basic (23.4% RE)	90%	68,622	68,223	139	260
Granite Plus (33% RE)	8%	6,431	6,344	62	25
Clean 50 (50% RE)	0%	305		275	30
Clean 100 (100% RE)	1%	642		576	66
Opt-outs	0%	353	TOTAL:	1,052	381

Hanover — Customers Served & Opt-Actions (Granite Plus Default)					
	<u>% of Customers</u>	<u>Total</u>	<u>Default</u>	<u>Opt-up/down</u>	<u>Opt-in</u>
Total Customers Enrolled		2,867			
Granite Basic (23.4% RE)	2%	59		57	2
Granite Plus (33% RE)	92%	2,656	2,647	1	8
Clean 50 (50% RE)	2%	53		50	3
Clean 100 (100% RE)	3%	99		96	3
Opt-outs	1%	15	TOTAL:	204	16

Peterborough — Customers Served & Opt-Actions (Granite Plus Default)					
	<u>% of Customers</u>	<u>Total</u>	<u>Default</u>	<u>Opt-up/down</u>	<u>Opt-in</u>
Total Customers Enrolled		3,114			
Granite Basic (23.4% RE)	3%	83		73	10
Granite Plus (33% RE)	94%	2,968	2,961		7
Clean 50 (50% RE)	1%	26		21	5
Clean 100 (100% RE)	1%	37		30	7
Opt-outs	1%	29	TOTAL:	124	29

Plainfield — Customers Served & Opt-Actions (Granite Plus Default)					
	<u>% of Customers</u>	<u>Total</u>	<u>Default</u>	<u>Opt-up/down</u>	<u>Opt-in</u>
Total Customers Enrolled		760			
Granite Basic (23.4% RE)	1%	10		9	1
Granite Plus (33% RE)	96%	738	736		2
Clean 50 (50% RE)	0%	3		3	-
Clean 100 (100% RE)	1%	9		8	1
Opt-outs	1%	7	TOTAL:	20	4

Canterbury — Customers Served & Opt-Actions (Granite Basic Default)					
	<u>% of Customers</u>	<u>Total</u>	<u>Default</u>	<u>Opt-up</u>	<u>Opt-in</u>
Total Customers Enrolled		895			
Granite Basic (23.4% RE)	97%	887	875		12
Granite Plus (33% RE)	0%	-		-	-
Clean 50 (50% RE)	1%	5		4	1
Clean 100 (100% RE)	0%	3		3	-
Opt-outs	2%	19	TOTAL:	7	13

Enfield — Customers Served & Opt-Actions (Granite Basic Default)					
	<u>% of Customers</u>	<u>Total</u>	<u>Default</u>	<u>Opt-up</u>	<u>Opt-in</u>
Total Customers Enrolled		2,365			
Granite Basic (23.4% RE)	97%	2,316	2,309		7
Granite Plus (33% RE)	0%	5		5	-
Clean 50 (50% RE)	1%	20		20	-
Clean 100 (100% RE)	1%	24		23	1
Opt-outs	1%	12	TOTAL:	48	8

Exeter — Customers Served & Opt-Actions (Granite Basic Default)					
	<u>% of Customers</u>	<u>Total</u>	<u>Default</u>	<u>Opt-up</u>	<u>Opt-in</u>
Total Customers Enrolled		6,987			
Granite Basic (23.4% RE)	98%	6,894	6,867		27
Granite Plus (33% RE)	0%	10		9	1
Clean 50 (50% RE)	0%	31		29	2
Clean 100 (100% RE)	1%	52		49	3
Opt-outs	1%	41	TOTAL:	87	33

Harrisville — Customers Served & Opt-Actions (Granite Basic Default)					
	<u>% of Customers</u>	<u>Total</u>	<u>Default</u>	<u>Opt-up</u>	<u>Opt-in</u>
Total Customers Enrolled		675			
Granite Basic (23.4% RE)	93%	642	633		9
Granite Plus (33% RE)	0%	2		2	-
Clean 50 (50% RE)	1%	9		7	2
Clean 100 (100% RE)	3%	22		21	1
Opt-outs	2%	17	TOTAL:	30	12

Lebanon — Customers Served & Opt-Actions (Granite Basic Default)					
	<u>% of Customers</u>	<u>Total</u>	<u>Default</u>	<u>Opt-up</u>	<u>Opt-in</u>
Total Customers Enrolled		7,738			
Granite Basic (23.4% RE)	96%	7,410	7,395		15
Granite Plus (33% RE)	0%	18		18	-
Clean 50 (50% RE)	1%	65		60	5
Clean 100 (100% RE)	3%	245		221	24
Opt-outs	0%	17	TOTAL:	299	44

Nashua — Customers Served & Opt-Actions (Granite Basic Default)					
	<u>% of Customers</u>	<u>Total</u>	<u>Default</u>	<u>Opt-up</u>	<u>Opt-in</u>
Total Customers Enrolled		34,370			
Granite Basic (23.4% RE)	99%	34,231	34,122		109
Granite Plus (33% RE)	0%	23		18	5
Clean 50 (50% RE)	0%	46		42	4
Clean 100 (100% RE)	0%	70		60	10
Opt-outs	0%	113	TOTAL:	120	128

Portsmouth — Customers Served & Opt-Actions (Granite Basic Default)					
	<u>% of Customers</u>	<u>Total</u>	<u>Default</u>	<u>Opt-up</u>	<u>Opt-in</u>
Total Customers Enrolled		11,758			
Granite Basic (23.4% RE)	99%	11,653	11,617		36
Granite Plus (33% RE)	0%	9		7	2
Clean 50 (50% RE)	0%	30		23	7
Clean 100 (100% RE)	1%	66		53	13
Opt-outs	0%	59	TOTAL:	83	58

Rye — Customers Served & Opt-Actions (Granite Basic Default)					
	<u>% of Customers</u>	<u>Total</u>	<u>Default</u>	<u>Opt-up</u>	<u>Opt-in</u>
Total Customers Enrolled		2,738			
Granite Basic (23.4% RE)	99%	2,719	2,696		23
Granite Plus (33% RE)	0%	1		1	-
Clean 50 (50% RE)	0%	10		9	1
Clean 100 (100% RE)	0%	8		6	2
Opt-outs	1%	21	TOTAL:	16	26

Walpole — Customers Served & Opt-Actions (Granite Basic Default)					
	<u>% of Customers</u>	<u>Total</u>	<u>Default</u>	<u>Opt-up</u>	<u>Opt-in</u>
Total Customers Enrolled		1,733			
Granite Basic (23.4% RE)	99%	1,718	1,709		9
Granite Plus (33% RE)	0%	1		1	-
Clean 50 (50% RE)	0%	7		7	-
Clean 100 (100% RE)	0%	7		6	1
Opt-outs	0%	3	TOTAL:	14	10

Attachment 3: CPCNH Happenings September 2022



**COMMUNITY
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CPCNH Happenings

September 23, 2022

Risk Management Committee, Board Actions, and Shared Services Vendors

- ✦ The Request for Proposal for Comprehensive Services and Credit Support is shaping up to be a big success. CPCNH has:
 - ✦ Commenced negotiations with Calpine Energy Solutions to provide Retail Customer Services (utility data management, customer billing and notifications, etc.) including \$750,000 in start-up funding.
 - ✦ Commenced negotiations with Ascend Analytics to provide Energy Portfolio Risk Management (power procurement, ISO New England market operations, etc.) including \$9.5 Million in credit support.
 - ✦ Commenced negotiations with River City Bank to provide Financial and Banking Services.
 - ✦ Authorized issuance of a Request for Qualifications for Accounting Services.
 - ✦ Approved a recommendation from the Risk Management Committee to commence negotiations with Clean Energy NH to provide Member Support Services.
 - ✦ Authorized issuance of an RFP for an executive search firm.
- ✦ CPCNH continues to benefit from legal services and start-up consulting support from:
 - ✦ Duncan Weinberg Genzer and Pembroke and Primmer Piper Eggleston and Cramer as General Counsel.
 - ✦ Member Services support provided by Henry Herndon of Herndon Enterprises.
 - ✦ Technical consulting services provided by Samuel Golding of Community Choice Partners.
- ✦ The Coalition's team of vendors is shaping up to encompass a very deep bench of energy professionals and experts from both the local and national pool of RFP respondents.
- ✦ CPCNH has a priority of conducting a solicitation and hiring process for a CEO, and aims to fill the CEO role at the start of 2023.

Regulatory Happenings

- ✦ The Public Utilities Commission proposed final rules for Community Power on July 27, 2021. Those rules were approved by the Joint Legislative Committee on Administrative Rules on September 15th and the PUC has a meeting planned for Monday 9/26 to adopt those rules.



- ✦ PUC Commissioner Carleton Simpson gave a speech endorsing Community Power and thanking CPCNH and our Board Chair Clifton Below for all of the work we have done. Some highlight quotes from Commissioner Simpson include:
 - ✦ “Promulgation of these rules before us today I believe will transform the state's electricity supply market by enabling communities to select their supplier and resource mix directly. The community aggregation model has been successful in other jurisdictions by returning such decision making to local control so the citizens of every New Hampshire community have a voice to directly express what they want as an electricity customer. Furthermore, I believe these rules provide a pathway to enable a truly transactive retail electricity market in New Hampshire.”
 - ✦ “These are landmark rules as they realize some of the main efforts that have spanned two decades here in New Hampshire.”
 - ✦ “It's my view that the draft rules before us today will advance New Hampshire's retail electricity market in a way that is cost effective and reflects a balanced approach to the energy transformation.”
 - ✦ “I also want to recognize former Commissioner Clif Below and the Community Power Coalition of New Hampshire for their extensive work within both the initial proposal adopted by the Commission and their efforts within this subsequent rulemaking.”

Member Operations and Engagement

- ✦ Lebanon Community Power's Electric Aggregation Plan was approved by the Public Utilities Commission on August 30, 2022, becoming the first program to be approved by the state.
- ✦ Eight additional CPCNH Members have approved Electric Aggregation Plans locally and are currently filing those plans with the Public Utilities Commission for approval. Those members are: Enfield, Exeter, Hanover, Harrisville, Peterborough, Plainfield, Rye, and Walpole.
- ✦ Durham, Nashua and Cheshire County are nearing local approvals for their Electric Aggregation Plans by Town Council, Board of Aldermen and County Delegation.
- ✦ Nine Additional CPCNH Members have drafted Electric Aggregation Plans and will bring them to their City/Town Council or 2023 Town Meeting for approval. Those Members are: Cheshire County, Dover, Hudson, Newmarket, New London, Pembroke, Portsmouth, Warner and Webster.
- ✦ No fewer than 35 additional communities have reached out to CPCNH and expressed an interest in joining the Coalition and the Community Power Movement.

This week, the Select Boards of Canterbury and Wilmot both voted to join CPCNH by executing the JPA!



Attachment 4



**COMMUNITY
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Ambassadors

Overview

CPCNH Ambassadors

One of the biggest draws to joining CPCNH is the opportunity to meet and learn from other New Hampshire volunteers who are working to make a difference in their communities. We are fortunate to have such a diverse membership that includes people from many different professions and who have a wide variety of experience.

The CPCNH Ambassadors are Member representatives, Directors, and Member community volunteers who are willing to share their time and experience with CPCNH and Community Power to mentor others. These other communities might be newer CPCNH Members or they might be taking the first steps toward developing a Community Power program where they live.

CPCNH Ambassador Activities might include:

- Fielding phone calls or emails from people with questions about Community Power and CPCNH
- Mentoring Members as they learn about how to get involved and/or as they go through the process of launching Community Power
- Attending Energy Aggregation Committee meetings, Governing Body meetings, or information sessions to present a brief overview of CPCNH and Community Power and share your experience
- Attending Membership meetings to actively network with other Members and connect those who have questions with those who can help
- Assisting with events such as Member Candidate Forums and Orientations

Resources

- [4 - Resources for Members](#) Ambassadors can download any resources that they find helpful to their computers and use as needed.
- The Member Outreach and Engagement Committee meets monthly. Please attend any meeting for questions and discussion.

If you would like to be on the list to be contacted (below), or if you would like any resources, let us know.

Lisa Sweet, Member Outreach and Engagement Committee, Chair
lisacsweet@comcast.net





CPCNH Ambassadors

First Name	Last Name	Email	Municipality (pop.)	Region	CPCNH "status"
Kate	Messner	kate.hudsonsus@gmail.com	Hudson (25,394)	Capital	Wave 2
Craig	Putnam	craigp.hudsus@gmail.com	Hudson (25,394)	Capital	Wave 2
Martin	Bender	mbender@tds.net	Webster (1954)	Capital	Wave 2
Terry	Clark	tclark@co.cheshire.nh.us	Cheshire Co. (n/a)	Monadnock	Wave 1+
Jim	Callihan	jim@jamescallihan.com	Hancock (1731)	Monadnock	Wave 2
Robbie	Hertneky	robbiehertneky@gmail.com	Hancock (1731)	Monadnock	Wave 2
Dori	Drachman	dori.drachman@gmail.com	Peterborough (6418)	Monadnock	Wave 1
Joel	Huberman	joel.huberman@gmail.com	Peterborough (6418)	Monadnock	Wave 1
Edward	Juengst	edjuengst@gmail.com	Peterborough (6418)	Monadnock	Wave 1
Bill	Baber	W.Baber@dover.nh.gov	Dover (32,741)	Seacoast	Wave 1+
Lewis	Hitzrot	lhitzrot@exeter.edu	Exeter (16,049)	Seacoast	Wave 1
Howard	Kalet	kaletfamily@comcast.net	Rye (5543)	Seacoast	Wave 1
Lisa	Sweet	lisacsweet@comcast.net	Rye (5543)	Seacoast	Wave 1
Jo-Ellen	Courtney	jecourtney820@gmail.com	Enfield (4465)	Upper Valley	Wave 1
Marjorie	Rogalski	marjorie890@gmail.com	Hanover (11,870)	Upper Valley	Wave 1
Jamie	Hess	nordicskate@gmail.com	New London (4400)	Upper Valley	Wave 2