



**COMMUNITY  
POWER COALITION  
OF NEW HAMPSHIRE**

## MEMBER OUTREACH AND ENGAGEMENT COMMITTEE MINUTES

Meeting Type: **Member Outreach and Engagement Committee**  
 Meeting Location: **14 Dixon Ave, Suite 201, Concord, NH 03301**  
 Meeting Date: **Wednesday, March 13, 2024**  
 Meeting Time: **Noticed for 10:00 AM**

CPCNH Member Outreach & Engagement Committee		
Member	Name	Present/Absent
Rye	Lisa Sweet, Director (Committee Chair)	Present
Rye	Howard Kalet, Member Rep	Absent
Durham	Steve Holmgren, Director	Present
Newmarket	Joseph Lamattina, Director	Present
New London	Jamie Hess, Director	Absent
Enfield	Jo-Ellen Courtney, Member Rep	Present
Pembroke	Jackie Wengenroth, Member Rep	Present (virtual)
Hudson	Craig Putnam, Member Rep	Present
Peterborough	Bruce Tucker, Director	Present (virtual)
Westmoreland	Mark Terry, Member Rep	Present (virtual)

### Also Attending:

- CPCNH Staff: Henry Herndon; Andrew Hatch (Virtual), Madelyn Bradley, Chuck Willing (Concord), Brian Callnan (virtual)
- CPCNH Members & Board: Bill Barber (Virtual) , Clifton Below (Virtual)
- CENH: Sarah Brock, Melissa Elander
- RBG: Madelyn Bradley, Andrew Hatch
- Bfresh: Andrew Provencher

## MINUTES

### 1. Welcome & Housekeeping

Rollcall, quorum confirmation (1/3 of 10 → 4), consensus on agenda

Committee Chair Sweet called the meeting to order at 10:02am and called the roll.

[Approval of 2/20/24 draft minutes](#)



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*Director Lamattina moved to approve the 2/20/24 minutes as amended. Seconded by Member Rep Jo-Ellen Courtney. Hearing no objection, Committee Chair Sweet declared the minutes approved by unanimous consent.*

### 2. Member Services Update

Henry Herndon summarized certain highlights from the staff report:

- ~ Monday night Concord City Council approved the committee's recommendation to join the coalition by a 15-0 vote. Concord's next steps are to appoint representatives and sign the JPA. Brian Callnan testified at the City Council meeting and Chuck Willing thanked and commended him for a good job in answering questions and putting to bed any misunderstandings or reservations Councilors may have had.
- ~ Merrimack County Delegation voted on Friday 3/8 to adopt their Electric Aggregation Plan, becoming the second County to do so. Henry Herndon and Brian Callnan presented to the County Delegation of up to 44 House Representatives.
- ~ Yesterday was town meeting and the following CPCNH Members adopted Community Power Warrant Articles: Atkinson; Barrington; Bethlehem; Bristol; Boscawen; Campton; Charlestown; Epping; Franconia; Hampton Falls; Kensington; Loudon; Lyme; Newport (passed in 2023 but hasn't launched yet); Randolph; Springfield; Somersworth (passed by City Council earlier this year); Sugar Hill; Tamworth. The Town of Lancaster's Community Power Warrant article did not pass. The Committee discussed Lancaster's unsuccessful vote; Member Rep. Mark Terry suggested it could be helpful to have an Ambassador discuss with folks in Lancaster; Henry Herndon reported that there may have been a disconnect between the Electric Aggregation Committee and the Select Board.
- ~ CPCNH's recent press release has been picked up by sources such as concord monitor, NPR, etc.
- ~ Survey on projects and programs has been published and getting good responses
- ~ Two-pager on financial reserves has been published. The Committee discussed the graphic comparing CPCNH rates to Unitil and Broker rates, and agreed staff may work offline to refine the graphic.

### 3. Public Engagement

Calendar - see Attachment: MOE 2024 Planning Document

- Net Metering Engagement Webinar (Lisa Sweet)- What do we want to present, who is our audience, and how do we want to do it?
  - Current update is summary of what happened in legislative session, what were our successes and what is on the table for next year
  - (HH) This webinar is one discrete component of what will need to be a comprehensive long-term strategy



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- Lisa Sweet: Work with RLAC to maximize information
- Craig Putnam: need to ensure we have good answers for net metering customers with questions
- We need volunteers on April 4th from 2-5 to table at summit at UNH
  - Madelyn / Steve (maybe) / Jo- Ellen
  - Henry and Madelyn will share details with people
  - Work on anticipating questions that may arise
- Think about checking in with Ambassadors for a potluck / gathering event in May or June; good opportunity to work on roles of ambassadors since there are many new members

#### 4. OPERATE Phase

~ What do Operate Members need?

- o beef up materials for what operating means – with new communities joining
- o we need quick presentation or pamphlet for education material (Lisa)
- o Mark Terry: When new people move into a community they will automatically go to the default supplier– how do we educate new residents about CPCNH and involve them?
  - Jo-Ellen made a new customer information sheet that summarized CPCNH and process for when new people move in
  - Should mention about quarterly sweep – notify them that they will be reached out every quarter but don't need to wait until then to enroll
  - (Mark Terry) Should highlight the phone number since it is easier and we have had a lot of positive feedback in regards to the call center
  - New Member Rep in Lebanon: should we start an opt-up campaign
    - town specific our CPCNH develops it
    - Committee would like CPCNH to develop these materials to help with an opt-up campaign — want to keep consistency
- Craig Putnam: ability to choose a discretionary reserve materials – CPCNH create materials to help give guidance to these communities and educate them on how these are written and how it can play out and what it may look like in different communities
  - issues arise with the public because it can be perceived as a tax (Jo-Ellen)
  - Clifton Below suggests not calling it tax since it does not fit all the criteria of a “tax” since people don't have to pay it if they just switch energy supplier – it is just a part of the electric rate



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- Office hours at the end of the month could be a good opportunity to talk more about this
- how do people without accounts (member reps, etc) access resource documents?
  - Lisa: Once we do IT change, we can explore how people want to access this information?
  - IT transition happening this Friday and next Friday (HH)

### 5. Annual Meeting Prep

- Lisa share draft of MOEC report for Annual Membership/Board meeting to make sure all appropriate information is there
  - discuss new members
  - growth in staff
  - New Ambassadors
  - where different members are in the process of launching Community Power
  - can link resource previously discussed to this report
  - making sure there is access to our testimonial videos
  - Andrew Provencher can compile all of the media coverage
  - events we have sponsored/activities participated
  - looking forward into next year of what we have planned
- Feel free to reach out to Lisa if there is anything you would like to see on the report
- Push for in-person attendance at this meeting
- Annual meeting: do we want a member background activity?
  - share your thoughts about CPCNH?
  - What questions do you have for CPCNH?

### 6. Adjourn, next meeting April 9

The Committee will meet the second Tuesday of the month, Tuesday April 9<sup>th</sup>, 10am – 11:30am.

*Member Rep Holmgren moved to adjourn. Member Rep Putnam seconded. Hearing no objection, Committee Chair Sweet declared the meeting adjourned by unanimous consent at 11:42am.*