



**COMMUNITY
POWER COALITION
OF NEW HAMPSHIRE**

MEMBER OUTREACH AND ENGAGEMENT COMMITTEE DRAFT MINUTES

Meeting Type: **Member Outreach and Engagement Committee**
 Meeting Location: **Newmarket Town Hall Auditorium 186 S Main St,
 Newmarket, New Hampshire, 03857**
 Meeting Date: **Tuesday, June 11, 2024**
 Meeting Time: **Noticed for 10:00 AM**

CPCNH Member Outreach & Engagement Committee		
<u>Member</u>	<u>Name</u>	<u>Present/Absent</u>
Rye	Lisa Sweet, Director (Committee Chair)	Present
Hampton Falls	Bill Perkins, Member Rep	Present
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	Absent
Hudson	Craig Putnam, Member Rep	Present (Virtual)
Peterborough	Bruce Tucker, Director	Present (Virtual)
Westmoreland	Mark Terry, Member Rep	Present (Virtual)
Concord	Beth Fenstermacher	Present (Virtual)

Also Attending:

- CPCNH Staff: Henry Herndon, Brian Callnan, Scott May, Mark Bolinger
- CPCNH Members & Board: Clifton Below, Paul Deschaine
- RBG: Madelyn Bradley, Andrew Hatch
- Other: Tom DeRosa, Jenn Cloutier

MINUTES

1. Welcome & Housekeeping

Rollcall, quorum confirmation (1/3 of 9 → 3), consensus on agenda

Committee Chair Sweet called the meeting to order at 10:09 am and called the roll.

[Approval of 5/14/24 Draft Minuets](#)



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Member Rep Jo-Ellen Courtney moved to approve the 5/14/24 minutes with corrections. Seconded by Member Rep Steve Holmgren. Hearing no objection, Committee Chair Sweet declared the minutes approved

2. Member Services

I. Member Services Update- Henry Herndon

- i. Director of Member Services, Henry Herndon, provided a high-level overview of the monthly Member Services Update.
- ii. Mr. Herndon shared information that the Town of Lee has adopted the JPA, CSA, and approved the revised EAP making Lee the first town to switch from a broker model to CPCNH.
- iii. CPCNH adopted Smartsheet to improve project management, workflow automations, and contact tracking. The project is being spearheaded by Mr. Herndon and CPCNH's Senior Energy Analyst, Scott May, to maximize the tools within the software. Currently they are working on creating a rate-setting timeline template for future use. An additional benefit to utilizing Smartsheet is the ability to maintain accountability and prevent any steps from being overlooked since you can task items with key dates and assign staff to specific tasks.
- iv. Mr. Herndon shared that there will be a Member Candidate Forum scheduled on Monday, June 24th. This is an opportunity to meet with communities interested in joining the Coalition. In addition, this will be an ideal time to host the virtual event since new rates will be announced. Any member representatives, alternates, and ambassadors are welcome to attend and share their perspective.
- v. Other upcoming events include a public engagement workshop for Wave 4 communities in August and a New Member Orientation in September. CEO Callnan recommended that there should be some type of handout/takeaway after the event. Director Sweet agreed and this is a good opportunity to develop a CPCNH Handbook.

II. Growth/Strategy Analysis

- i. Mr. Herndon shared a draft document of CPCNH Growth Analysis and Strategy. He emphasized that this document is not a comprehensive strategic document as



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it does not address other key categories of the organization, but does analyze the history of CPCNH's growth and forecast scenarios for future growth.

- ii. CEO Callnan discussed that as CPCNH has taken a passive outreach approach, but there is a different approach focusing on outreach to specific regions within the state to build a diverse membership. Member Rep, Mark Terry, mentioned that in order for the Coalition to continue to grow, there needs to be public outreach and advertisement to bring it to people's attention.
- iii. Member Representative, Steve Holmgren, raised the question if there should be a goal in reference to having influence on a regulatory and legislative level. Mr. Herdon agreed that there should be a goal, as it is a key benefit for the next legislative session and the organization should be prepared.

3. Operate

I. Role of EAC – Post Launch

- i. Director Sweet asked the present member representatives what an Energy Aggregation Committee can look like once communities are in the Operate Phase. Towns including Hudson and Westmoreland have disbanded their EAC's as the members sat on other committees and didn't feel a need to maintain the whole committee since they view their job as technically complete. Other communities such as Rye and Peterborough have maintained their Committee (Rye's EC was appointed as the EAC) and are considering different rates and reserve options to which they see best fit for their towns. The town of Enfield is considering turning their energy committee into a commission. They are still working together as it is their role to report to and provide updates to their selectboard.
- ii. Member Representative, Craig Putnam, recommended that the Coalition prepares materials to inform new residents to opt-in to Community Power rather than waiting for the periodic refresh. Mr. Herndon confirmed that new rate cards and handouts are being redesigned and once they are complete, mailed to town halls for residents. One idea mentioned was to create a card that stated "New to the Community? Call 1-866-603-POWR to enroll in [Community Name] Community Power".



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II. Opt Action Report

- i. Director Sweet informed the Committee that Opt-Actions will be included in MOEC's report for the upcoming Board of Directors meeting. Dr. May discussed that there will be a new approach in calculating these reports and provided a high-level overview of the key changes being made. CEO Callnan recommended providing a statement highlighting the changes in calculations and why we changed the methodology. In addition, he recommended that there be an increase in refreshed to limit the delay in enrollment turnovers.

III. Communications | FAQ

- i. In the report, there was a rate card for all communities and a generic handout. There will be a July news update, have an upcoming one pager regarding RECS.

4. Future Meeting Topics

- I. Mr. Holmgren recommended that CPCNH Risk Management should be a priority for a future meeting
- II. Mr. Lamattina recommended that Member Engagement Throughout Phases should a priority for next meeting.
- III. Other Meeting topics: Ambassador Program Refresh and County CPAs.

5. Adjourn, the next meeting will be held on Tuesday, July 9 at 10AM in Concord.

Member Rep Steve Holmgren moved to adjourn. Member Rep Bill Perkins seconded. Hearing no objection, Committee Chair Sweet declared the meeting adjourned by unanimous consent at 11:52 AM.