



**COMMUNITY  
POWER COALITION  
OF NEW HAMPSHIRE**

## MEMBER OUTREACH AND ENGAGEMENT COMMITTEE DRAFT MINUTES

Meeting Type: **Member Outreach and Engagement Committee**  
 Meeting Location: **14 Dixon Avenue, Concord NH 03301**  
 Meeting Date: **Tuesday, July9, 2024**  
 Meeting Time: **Noticed for 10:00 AM**

<b>CPCNH Member Outreach &amp; Engagement Committee</b>		
<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: Brian Callnan, Scott May, Andrew Provencher
- CPCNH Members & Board: Clifton Below, Paul Deschaine
- RBG: Madelyn Bradley, Andrew Hatch

### MINUTES

**Director Sweet opened the meeting and took rollcall at 10:01 am**

**1. Welcome & Housekeeping**

*Member Rep Craig Putnam moved to approve the 6/11/24 minutes with corrections. Seconded by Member Rep Jo-Ellen Courtney. Hearing no objection, Committee Chair Sweet declared the minutes approved*



**COMMUNITY  
POWER COALITION  
OF NEW HAMPSHIRE**

## MEMBER OUTREACH AND ENGAGEMENT COMMITTEE DRAFT MINUTES

Meeting Type: **Member Outreach and Engagement Committee**  
Meeting Location: **14 Dixon Avenue, Concord NH 03301**  
Meeting Date: **Tuesday, July9, 2024**  
Meeting Time: **Noticed for 10:00 AM**

### 2. Reports/Updates

#### I. Opt-Action and Product Election Report (presenter: Scott May)

- i. Dr. May provided a high-level overview of the opt-action reports
- ii. If June report was compared to prior reports a lot of refresh customers (especially in Liberty territory), you will see an increase in participation and a decrease in opt outs – highlights the importance of doing refreshes regularly. There had been a 9 month period before a refresh which was affecting opt-out numbers.
- iii. We are now up to 138,652 accounts
- iv. Mark Terry: one of the issues in Westmoreland is net metering. The town is under a contract for municipal buildings with a third party and will be opting them in once the contracts expire.
- v. Craig Putnam: Hudson just went through a refresh- is there a way of reporting the success of the refresh?
- vi. Steve Holmgren : is participation rate calculated by the fraction of meters active?
  1. Scott: Participation rate is meters we are operating/total number of meters that are known in the town
- vii. Mark Terry: We are already thinking about next March town meeting—having the numbers will be key to calculate how much it has saved the town (taxes/municipal operation) and in addition how much money residents have saved over 1 year of operating—is there something we can give the town to actively show the success
  1. Dr. May—great idea and something we can work on in the next couple of months
  2. Lisa Sweet: there is also the community benefit report—but it does lag by 45 days
  3. Mark: make sure we are using data across the state to keep it consistent
  4. Lisa: we should get this information to the towns by December
- viii. Madelyn Bradley informed the committee that if a customer has a new account, they will have to call customer service to enroll- the portal will not work until a



**COMMUNITY  
POWER COALITION**  
OF NEW HAMPSHIRE

## MEMBER OUTREACH AND ENGAGEMENT COMMITTEE DRAFT MINUTES

Meeting Type:	<b>Member Outreach and Engagement Committee</b>
Meeting Location:	<b>14 Dixon Avenue, Concord NH 03301</b>
Meeting Date:	<b>Tuesday, July9, 2024</b>
Meeting Time:	<b>Noticed for 10:00 AM</b>

efresh—will be adding a blurb to the website by the portal to inform new customers to call

ix. Steve Holmgren:

1. Durham has changed the default to Granite Plus from granite basic—will customers who are currently on granite basic be automatically moved or will it just be new customers who are automatically enrolled/their default
  - a. Brian: all customers will be automatically moved—if an individual has taken an action for a service they will not be automatically enrolled as they have taken action to make a choice – the people on the default have not taken any action so they are not making a choice- so they are able to move them

## II. Member Services Update (presenter: Andrew Hatch)

- i. Mr. Hatch provided a high-level overview of the RBG MOEC report
- ii. We are working on developing handouts to be sent out next week to all operate communities- most of which are the default granite basic. They will be branded with the towns logo – one side will have a coalition overview and the other will have specific community power town overview with the rates. It will direct people to websites. It does not include commercial rates. It will state: Information is as recent of July 1<sup>st</sup>, 2024. This will be a routine handout that will be sent out every six months—discretionary adder towns will review a draft that is specific to their town and there will also be a generic handout that will be used to promote CPCNH to interested/join communities.
- iii. Andrew and Henry have been working to get Wave 4 communities documents filed
  1. 13 direct launch communities, Merrimack County (4 confirmed communities to launch in the fall Bow, Northfield, Franklin, and Wilmot) -- Wilmot and Northfield are members of Coalition but are choosing to operate under the county model – 2 towns are launching under Cheshire County
  2. Brian: October 1 is when the billing period can start to enroll wave 4



**COMMUNITY  
POWER COALITION  
OF NEW HAMPSHIRE**

## MEMBER OUTREACH AND ENGAGEMENT COMMITTEE DRAFT MINUTES

Meeting Type: **Member Outreach and Engagement Committee**  
Meeting Location: **14 Dixon Avenue, Concord NH 03301**  
Meeting Date: **Tuesday, July9, 2024**  
Meeting Time: **Noticed for 10:00 AM**

3. Andrew: planning on spacing out mailers and sending them out week prior to Labor Day and a second wave mailed week after Labor Day. The public information sessions must be helped within 15 days of the mailing date. The enrollment mailers need to go out 30 days before launch and CPCNH tries to send them early.
  4. CEO Callnan: When mailers go out there is a high influx to the call center so it will be good to spread out the mailings so it doesn't get overwhelmed.
  5. Make sure for messaging at these public info sessions that they will not see the billing with community power until the following month of launch – ex: so wave 4 will really see it in November
- iv. Lisa Sweet went through B-fresh MOEC report (High-level overview)
  - v. Lisa: It may be a good idea to send out a statement that CPCNH has no involvement in Eversource's decision/need to increase charges on the delivery side. Make sure people know that our supply side does not influence the delivery side and that it has to be approved by the Public Utilities Commission
  - vi. Brian: Do we have an FAQ that addresses distribution charges?
  - vii. Discussion regarding Eversource commercial rate change and agreeing that when the PUC makes a final approval decision there needs to be a type of messaging to member towns

### 3. Member Engagement

#### I. July 26 Office Hour – Topic and Title (presenter: Brian Callnan)

- i. Load Settlement? How does it work, why it isn't working for us, what can we do to fix it
- ii. Projects and Programs – what is the value to CPCNH and what is the value of it to our members
- iii. Add recordings of these and upload them to resource folder in SharePoint

#### II. October Member Meeting – Programming & Logistics



**COMMUNITY  
POWER COALITION**  
OF NEW HAMPSHIRE

## MEMBER OUTREACH AND ENGAGEMENT COMMITTEE DRAFT MINUTES

Meeting Type:	<b>Member Outreach and Engagement Committee</b>
Meeting Location:	<b>14 Dixon Avenue, Concord NH 03301</b>
Meeting Date:	<b>Tuesday, July9, 2024</b>
Meeting Time:	<b>Noticed for 10:00 AM</b>

- i. Lisa Sweet: What should the programming look like if it not a business meeting (more focus on networking and education) and how can we use that opportunity to engage people with our next big priorities
    1. What do people need to know to help our next big initiative
  - ii. More focus on how to get involved in specific topics – help people learn how they can get involved and act
  - iii. Programming: Projects (types of projects and relative time frames), strategic planning (make sure people don't think we are starting from scratch—more of tweaking to match the coalition as it has grown extensively), legislative action
  - iv. Craig: suggested panel discussions and cover various topics
    1. Panel is made up of CPCNH Staff and experienced/knowledgeable member representatives
4. **Adjourn, the next meeting will be held on Tuesday, September 10 at 10AM in Concord.**
- I. **No August meeting; no one opposed**

*Member Rep Jo-Ellen Courtney moved to adjourn. Member Rep Steve Holmgren seconded. Hearing no objection, Committee Chair Sweet declared the meeting adjourned by unanimous consent at 11:39 AM.*