

Illinois Solar for All Advisory Subcommittee Meeting Transcript
April 23, 2024

0:0:0.0 --> 0:0:0.490

Alexandria Cedergren
Alright.

0:0:3.630 --> 0:0:4.180

Alexandria Cedergren
Perfect.

0:0:4.190 --> 0:0:5.880

Alexandria Cedergren
You're recording and transcription. Awesome.

0:0:7.650 --> 0:0:24.730

Alexandria Cedergren
Well, thanks again everyone, for joining today for the Elsa Advisory Subcommittee around coordination with CAA, Community Action agencies, and LIHEAP, the low Income Home Energy Assistance Program and other energy efficiency programs.

0:0:29.550 --> 0:0:42.160

Alexandria Cedergren
So today, we'll start with introductions and because this is a smaller subcommittee and we also do have some new individuals who are joining us to provide their background and expertise.

0:0:42.270 --> 0:0:47.650

Alexandria Cedergren
I want to make sure we have enough time to get to know one another at the start so that we know where everyone's coming from and this discussion.

0:0:48.560 --> 0:0:54.290

Alexandria Cedergren
I will discuss the meeting structure and procedures and then we'll the largest part of this meeting today.

0:0:54.300 --> 0:1:1.230

Alexandria Cedergren
We'll really focus on just a conversation between all of our attendees to discuss this coordination between programs.

0:1:3.910 --> 0:1:6.980

Alexandria Cedergren
So with that, let's start on introduction.

0:1:6.990 --> 0:1:11.680

Alexandria Cedergren
So for those of you who don't know me, my name is Alexandria Cedergren.

0:1:11.690 --> 0:1:12.960

Alexandria Cedergren
You can call me Ali.

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0:1:13.550 --> 0:1:23.300

Alexandria Cedergren

I am a senior associate on the Illinois Solar for all team here at Elevate, I focus on the Bright Neighborhoods initiative, also known as the residential solar pilot.

0:1:24.110 --> 0:1:29.470

Alexandria Cedergren

I'm on the community engagement side and I've also been leading this advisory committee for the last year.

0:1:30.280 --> 0:1:41.770

Alexandria Cedergren

I'm so happy to have you all here, and I might just try to go down this list an alphabetical if that makes sense.

0:1:41.780 --> 0:1:45.660

Alexandria Cedergren

Although everyone's names look different, so Adrienne went.

0:1:45.670 --> 0:1:46.240

Alexandria Cedergren

We start with you.

0:1:48.250 --> 0:1:48.960

Clewis, Adrienne O.

OK.

0:1:49.450 --> 0:1:50.300

Clewis, Adrienne O.

Hi everyone.

0:1:50.310 --> 0:1:51.700

Clewis, Adrienne O.

My name is Adrian Clewis,.

0:1:51.710 --> 0:1:55.720

Clewis, Adrienne O.

I'm the old Rice fellow at under the Illinois Solar for all program.

0:1:56.590 --> 0:2:9.310

Clewis, Adrienne O.

My background is with a state program such as like Heat, Department of Family and Children Services and stakeholder engagement, and I'm gonna do I popcorn it.

0:2:10.760 --> 0:2:12.270

Alexandria Cedergren

Sure we can, yeah.

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0:2:12.280 --> 0:2:13.30

Alexandria Cedergren

Why don't you popcorn?

0:2:13.670 --> 0:2:13.920

Clewis, Adrienne O.

OK.

0:2:13.40 --> 0:2:19.840

Alexandria Cedergren

And then I also wanted to note, if you all could also mention your geography and where you're coming from in the state, I think that would be helpful.

0:2:20.640 --> 0:2:28.490

Clewis, Adrienne O.

OK, I am located in Chicago, IL and I'm gonna hand it over to I guess we can just stick with the LC team.

0:2:28.500 --> 0:2:29.890

Clewis, Adrienne O.

I'm gonna hand over to Abby.

0:2:31.830 --> 0:2:32.680

Ramirez, Abigail

Hi everyone.

0:2:32.690 --> 0:2:32.920

Ramirez, Abigail

I'm.

0:2:32.930 --> 0:2:34.60

Ramirez, Abigail

I'm Abby Ramirez.

0:2:34.70 --> 0:2:38.330

Ramirez, Abigail

I'm a program associate for the Illinois Solar for all program at the Illinois Power Agency.

0:2:39.960 --> 0:2:47.570

Ramirez, Abigail

I've been with the program for a few years now and I just have a pretty general background involvement with all aspects of the program.

0:2:48.80 --> 0:2:55.200

Ramirez, Abigail

I'm based in Chicago, IL Umm and I'll pass it on to Jennifer Browning.

0:3:0.10 --> 0:3:2.330

Jennifer Brown

And then everyone, my name is Jennifer Brown.

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0:3:2.510 --> 0:3:7.320

Jennifer Brown

I'm actually one of the newest members of the ILSFA team at Elevate.

0:3:7.890 --> 0:3:29.200

Jennifer Brown

My title here is senior manager of ILSFA strategic partnerships and I work with Allie to oversee bright neighborhoods as well as to another one of our pilots with which is the home repair as well as grassroots educators.

0:3:29.930 --> 0:3:38.570

Jennifer Brown

And so I'm really delighted to have my appearance here at my first Subcommittee advisory meeting here.

0:3:38.880 --> 0:3:41.230

Jennifer Brown

Uh, with uh, our ILSFA team.

0:3:41.240 --> 0:3:50.400

Jennifer Brown

So thank you so much and I'll popcorn over to, umm, are we doing the alphabetically or can I just pop it as it anybody?

0:3:51.970 --> 0:3:53.20

Alexandria Cedergren

Just send it to anyone.

0:3:53.30 --> 0:3:56.940

Alexandria Cedergren

I think their last names first names kind of randomly, so just whomever.

0:3:57.200 --> 0:3:58.410

Jennifer Brown

OK, alright.

0:3:58.420 --> 0:4:0.300

Jennifer Brown

So, Mindy Browning, you're next.

0:4:3.370 --> 0:4:3.820

Mindy Browning

OK.

0:4:3.830 --> 0:4:4.580

Mindy Browning

Hi, guys.

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0:4:4.590 --> 0:4:5.800

Mindy Browning
This is Mindy Browning.

0:4:5.850 --> 0:4:10.560

Mindy Browning
I am the Energy assistance coordinator from Ambraw River Basin agency.

0:4:10.730 --> 0:4:17.400

Mindy Browning
We are located in South Central Illinois and so honestly, my Home Office is halfway between St.

0:4:17.410 --> 0:4:30.480

Mindy Browning
Louis, Missouri, and Indianapolis IN and I have been working with Ellen Noise Solar for all since coordinating with you guys since 2018 and if I am, I can't.

0:4:30.490 --> 0:4:38.300

Mindy Browning
Can't I am actually coming home from a meeting at Icon, so I'm in my car so I can't see everybody as Kathy walk on the call.

0:4:38.310 --> 0:4:39.790

Mindy Browning
If she is, that's who I'm picking.

0:4:42.220 --> 0:4:44.60

Conference Room C (Bloemer)
Yes, she's on the call.

0:4:44.280 --> 0:4:46.830

Conference Room C (Bloemer)
Uh, so hi.

0:4:47.300 --> 0:4:48.460

Conference Room C (Bloemer)
I did turn my camera on.

0:4:49.720 --> 0:4:55.420

Conference Room C (Bloemer)
My name is Kathy Walk and I am the energy director at CEFS.

0:4:55.430 --> 0:5:4.430

Conference Room C (Bloemer)
We're located in Effingham, but we serve 7 counties, kind of most of them, but up next to Mindys counties and.

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0:5:6.230 --> 0:5:11.40

Conference Room C (Bloemer)

We have been involved with Illinois solar for all since the start.

0:5:11.50 --> 0:5:17.710

Conference Room C (Bloemer)

We started out as grassroots educators, umm, learning to educate.

0:5:17.720 --> 0:5:23.600

Conference Room C (Bloemer)

We were building the I think I felt like we were building the plane as we were flying at that first year.

0:5:23.770 --> 0:5:33.850

Conference Room C (Bloemer)

So that's kind of where our first experience was with illinoissfa other for all and they also about it, I can't see.

0:5:35.910 --> 0:5:38.340

Conference Room C (Bloemer)

Oh, I can't see another name.

0:5:38.550 --> 0:5:41.660

Conference Room C (Bloemer)

And how about Amy Jewel?

0:5:43.790 --> 0:5:44.50

Amy Jewel

Great.

0:5:44.60 --> 0:5:44.750

Amy Jewel

Thank you all.

0:5:44.890 --> 0:5:45.610

Amy Jewel

My name's Amy.

0:5:45.620 --> 0:5:47.610

Amy Jewel

Jewel, I'm also with the Elevate team.

0:5:47.760 --> 0:5:51.880

Amy Jewel

I'm the vice president of programs at Elevate and I support across the ILSFA program.

0:5:53.100 --> 0:5:56.860

Amy Jewel

Umm, let me see here who I can send it to.

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0:5:58.430 --> 0:6:3.850

Amy Jewel

Umm, I'm going to round out the Elevate team and pass it to kasha.

0:6:5.840 --> 0:6:7.10

Kasia Machaj

Hi everyone.

0:6:7.460 --> 0:6:8.730

Kasia Machaj

My name is Kasha.

0:6:8.740 --> 0:6:11.50

Kasia Machaj

I'm also on the Elevate team.

0:6:11.60 --> 0:6:23.310

Kasia Machaj

I work on the home repairs and upgrades pilot within the ILSFA team, but also help out with other initiatives across the team as well.

0:6:23.320 --> 0:6:27.70

Kasia Machaj

So I will pass it over to.

0:6:27.300 --> 0:6:29.360

Kasia Machaj

I know you just joined, but David?

0:6:33.620 --> 0:6:35.310

Dworkin, David

Hi my name is david.dworkin.

0:6:35.320 --> 0:6:39.430

Dworkin, David

I am an Illinois solar for all associate at the Illinois Power Agency.

0:6:39.880 --> 0:6:48.720

Dworkin, David

I help across a variety of the facets of the ILSFA program, and just because I don't just joined, I don't know who hasn't gone yet.

0:6:48.730 --> 0:6:50.620

Dworkin, David

So if you haven't gone, please introduce yourself.

0:6:53.880 --> 0:6:54.710

Mari Johnson

I'm just gonna jump in.

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0:6:56.500 --> 0:6:58.10

Mari Johnson

Hi, I'm Mari Johnson.

0:6:58.20 --> 0:6:59.850

Mari Johnson

I am the director of Illinois Solar for all.

0:6:59.860 --> 0:7:15.870

Mari Johnson

At Elevate, I help along with Amy tender overseeing the program as a whole and listening to all the ideas that are brought to us and figuring out ways to try to implement them and improve the program as much as we can.

0:7:15.880 --> 0:7:17.180

Mari Johnson

So nice to meet all of you.

0:7:17.190 --> 0:7:19.230

Mari Johnson

And I'm just enjoying to say hello.

0:7:23.590 --> 0:7:25.30

Mari Johnson

I'll send it to you Jen Schmidt.

0:7:28.210 --> 0:7:30.80

Schmidt, Jennifer M.

Hi, my name is Jen Schmidt.

0:7:30.90 --> 0:7:44.610

Schmidt, Jennifer M.

I am the senior program manager for Illinois Solar for all with the IPA and I'm sorry I just joined too, so I don't know who is still outstanding myself, so I'll let Allie pass it to somebody.

0:7:45.570 --> 0:7:46.60

Alexandria Cedergren

Yes.

0:7:46.110 --> 0:7:46.960

Alexandria Cedergren

Thanks Jen.

0:7:47.30 --> 0:7:48.50

Alexandria Cedergren

I'll send it to Tim.

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0:7:51.620 --> 0:7:52.750

Dickison, Tim A

I think I'm the only 10.

0:7:52.760 --> 0:8:2.690

Dickison, Tim A

So ohm Tim Dickison with Ameren Illinois, I've been with Ameron since 2013 and 9 1/2 years in customer service.

0:8:2.700 --> 0:8:18.190

Dickison, Tim A

The last almost two years in the energy efficiency program has an energy efficiency program supervisor and our strategy and innovation team working with our market development initiative and part of my assignment is the collaboration piece with solar for all.

0:8:18.880 --> 0:8:26.660

Dickison, Tim A

So it's very nice to meet you and I have honestly lost track of who has gone, but I don't think I've heard the name John.

0:8:30.990 --> 0:8:32.620

John

Next, Tim, I'm probably the only John.

0:8:33.10 --> 0:8:35.940

John

Uh, so it's good to see you all, John.

0:8:35.950 --> 0:8:36.480

John

Delivery.

0:8:37.530 --> 0:8:42.330

John

Uh, my computer is acting up, but I can you can I get a thumbs up?

0:8:42.340 --> 0:8:43.30

John

If you can still hear me.

0:8:43.950 --> 0:8:44.490

Alexandria Cedergren

Yeah, you're good.

0:8:45.270 --> 0:8:45.700

John

Great.

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0:8:45.850 --> 0:8:46.760

John

I can't see you, but.

0:8:48.720 --> 0:9:5.390

John

John Delurey he him pronouns that lead the Midwest for an organization called Vote Solar and we primarily do advocacy around applicable and inclusive solar in a prior life it worked for solar company that was building solar for all projects.

0:9:6.340 --> 0:9:31.940

John

I'm to say I think the 1st 10 solar for all residential customers where my customers that I met in the home and worked with to navigate those early days of the program, but now I primarily wear the hat of advocate and I Co lead the Illinois solar for all Working Group which is a collection of companies and advocates and community members all trying to make the program better from the advocacy perspective.

0:9:33.360 --> 0:9:34.760

John

But that'll pass it over to Kim.

0:9:36.970 --> 0:9:37.720

Kim Knowles

Thanks, darling.

0:9:37.730 --> 0:9:38.560

Kim Knowles

Hi everyone.

0:9:38.910 --> 0:9:39.880

Kim Knowles

My name is Kim Knowles.

0:9:41.770 --> 0:9:43.170

Kim Knowles

And I work for a just harvest.

0:9:44.900 --> 0:9:49.650

Kim Knowles

Ah, it's a hard day today, so I can't remember what I was going to say.

0:9:49.660 --> 0:9:50.350

Kim Knowles

Just hi.

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0:9:51.0 --> 0:9:54.150

Kim Knowles

And as John said, I could lead the working group.

0:9:54.160 --> 0:9:58.340

Kim Knowles

Ohh, and we're also grassroots educators and have been for five years not to be here.

0:10:1.510 --> 0:10:2.360

Alexandria Cedergren

Thank you, Kim.

0:10:2.410 --> 0:10:3.400

Alexandria Cedergren

And we'll send it.

0:10:3.410 --> 0:10:5.80

Alexandria Cedergren

I believe this is the last for Cassandra.

0:10:9.290 --> 0:10:11.0

Vaughn, Cassandra

Hi, good afternoon everyone.

0:10:11.10 --> 0:10:20.480

Vaughn, Cassandra

My name is Cassandra Vaughn and I work for the state of Illinois as a light heap specialist with our energy assistance programs.

0:10:20.690 --> 0:10:26.680

Vaughn, Cassandra

And I work with Leslie and Lesko and Maria Garibaldo.

0:10:27.170 --> 0:10:28.920

Vaughn, Cassandra

And I'm happy to be here.

0:10:32.770 --> 0:10:34.750

Alexandria Cedergren

Alright, thank you all.

0:10:34.760 --> 0:10:45.390

Alexandria Cedergren

I think that was really helpful and I'm I'm happy to have a lot of new faces from various organizations, agencies across the state who can support us in this conversation.

0:10:46.780 --> 0:10:52.580

Alexandria Cedergren

So I'm going to briefly go over just the meeting structure and procedures since we do have people who are not as familiar with the committee.

0:10:52.820 --> 0:11:3.760

Alexandria Cedergren

So really, the large goal, the THIS committee is to increase program participation by providing expertise to inform ongoing program development and improvements.

0:11:5.440 --> 0:11:5.830

Alexandria Cedergren

Umm.

0:11:6.160 --> 0:11:13.570

Alexandria Cedergren

Today is really going to be a conversation, so I'm hoping that, you know, we we get a lot of people just bringing their own ideas to the table.

0:11:13.580 --> 0:11:41.810

Alexandria Cedergren

So since I'm hoping we do have a lot of ideas, please use the raise hand function so that we can make sure that we get to everyone's topics and ideas and then also just to remain muted when you are not speaking so that we can try to reduce that background noise and then if anything does come up outside of the topic area of today's discussion will be sure on our end to keep track of those topics that you brought up so that we can keep it in mind for future meetings.

0:11:42.260 --> 0:11:48.810

Alexandria Cedergren

And then please, just again respect your fellow, your fellow committee members and the individuals here that are bringing their feedback and ideas.

0:11:50.330 --> 0:12:0.110

Alexandria Cedergren

And so with that, we'll get into the meat of this discussion today around coordination with various other, you know, income eligible programs in this state.

0:12:1.710 --> 0:12:32.420

Alexandria Cedergren

So just a brief background on why we're here through the IPA's long term plan, they do have a section that requests the coordination between Illinois solar for all and other initiatives that also provide similar services, energy assistance or Efficiency umm programs and so you know that's where we're here to discuss this coordination between the agency and the program administrator to work with utilities, CA and other relevant organizations to create those opportunities for direct referrals between these programs.

0:12:34.620 --> 0:12:54.700

Alexandria Cedergren

And so really, the purpose of today is to discuss how we can engage with other programs that may provide those similar services to broaden awareness of the programs and their benefits among ILSFA

personal participants and then vice versa, and also to begin a discussion around streamlining a customer referral process between ILSFA and these other programs.

0:12:59.670 --> 0:13:3.400

Alexandria Cedergren

And so that really takes us too, again, our conversation for today.

0:13:3.410 --> 0:13:5.230

Alexandria Cedergren

I want this to be an open discussion.

0:13:5.750 --> 0:13:18.140

Alexandria Cedergren

We have a lot of different people on this call from with different backgrounds and experiences, whether it's the energy efficiency side or through LIHEAP or I walk the weatherization program with CAAs.

0:13:18.150 --> 0:13:20.690

Alexandria Cedergren

So really we start, I have.

0:13:20.700 --> 0:13:27.620

Alexandria Cedergren

We have these two questions for discussion that can you know, start the conversation, but I'll just let you all kind of take it from there.

0:13:27.630 --> 0:13:41.120

Alexandria Cedergren

So really the start of the discussion around what should that customer journey look like for an income eligible resident who maybe participating in LIHEAP and how we can coordinate with CA as to direct them to ILSFA?

0:13:41.280 --> 0:13:44.100

Alexandria Cedergren

And then also similarly for energy efficiency programs.

0:13:44.110 --> 0:13:47.950

Alexandria Cedergren

So that's a big ask, but I'll let you all kind of take the floor.

0:13:53.620 --> 0:13:54.170

Alexandria Cedergren

Go ahead, Kim.

0:13:57.820 --> 0:13:58.930

Alexandria Cedergren

Think you're still muted him?

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0:14:2.50 --> 0:14:7.40

Kim Knowles

I would just really love to hear from Tim if he's willing on what's happened so far.

0:14:7.50 --> 0:14:9.960

Kim Knowles

We're from Ameren side because I'm sure he knows it's cja.

0:14:11.0 --> 0:14:18.540

Kim Knowles

Requires the utilities to coordinate with, you know, coordinate their energy efficiency programs with programs like ILSFA.

0:14:18.970 --> 0:14:20.360

Kim Knowles

So Tim, can you share anything?

0:14:25.130 --> 0:14:26.760

Dickison, Tim A

I can certainly try.

0:14:27.860 --> 0:14:28.610

Dickison, Tim A

Ohm.

0:14:30.10 --> 0:14:34.190

Dickison, Tim A

So yeah, there is a requirement that we do figure out some Coordination.

0:14:35.830 --> 0:14:43.70

Dickison, Tim A

Part of that requirement does not does not try to think of what the right the way it's phrased in there.

0:14:44.740 --> 0:14:45.360

Dickison, Tim A

I don't.

0:14:45.690 --> 0:15:7.350

Dickison, Tim A

I can't remember if it's shall not or should not or doesn't need to, but there's there's some language in there that says basically the the utilities don't have to share customer information for PII reasons, which complicates it a little bit on our side on how we can refer folks to various programs.

0:15:8.150 --> 0:15:32.860

Dickison, Tim A

Umm I I not in a way to dodge the question that you're asking, but I I think I I was really drawn to that question #2 and had some conversations with the ILSFA folks as well about this for for the utility particularly for EE and then no way being self serving, we think that journey needs to start with EE.

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0:15:33.390 --> 0:15:45.320

Dickison, Tim A

The more we can reduce a customer's energy burden first before a solar installation goes up on the roof, the better it is for both the customer and for the the folks that are doing the solar install.

0:15:45.570 --> 0:15:58.60

Dickison, Tim A

If there is a lower energy need, then the the installation that goes into the customer's home or on to the customer's home can be size smaller to make it more cost effective for everybody involved.

0:15:58.480 --> 0:15:59.860

Dickison, Tim A

And we do have a lot of.

0:16:1.500 --> 0:16:6.30

Dickison, Tim A

Options as far as helping, particularly income qualified customers with their.

0:16:8.250 --> 0:16:10.200

Dickison, Tim A

Their energy reduction needs.

0:16:11.210 --> 0:16:13.310

Dickison, Tim A

So I I it's O.

0:16:16.90 --> 0:16:25.10

Dickison, Tim A

It it is definitely something that we've been working on trying to figure out the right path without coming across as heavy handed.

0:16:25.10 --> 0:16:26.800

Dickison, Tim A

And saying you have to come to us first.

0:16:27.290 --> 0:16:29.20

Dickison, Tim A

Not everybody wants energy efficiency.

0:16:29.30 --> 0:16:30.260

Dickison, Tim A

Not everybody wants solar.

0:16:30.510 --> 0:16:42.790

Dickison, Tim A

And what is the right path to help people understand that the best, the best overall path for them is both of them and that energy efficiency would certainly help them achieve their lower energy burden?

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0:16:44.730 --> 0:16:48.260

Dickison, Tim A
Needs like I'll.

0:16:48.630 --> 0:16:55.270

Dickison, Tim A
Maybe I can come back to the rest of that question in a little bit after some other folks way and I saw a hand to come up, but I can't see who it is.

0:17:1.850 --> 0:17:4.970

Alexandria Cedergren
I think that was is that Cathy, it says conference room.

0:17:7.680 --> 0:17:8.960

Kim Knowles
Maybe it was still mine, but.

0:17:9.240 --> 0:17:9.990

Conference Room C (Bloemer)
It's me.

0:17:10.710 --> 0:17:10.950

Alexandria Cedergren
OK.

0:17:10.0 --> 0:17:11.850

Conference Room C (Bloemer)
Sorry, I forgot this is Kathy.

0:17:12.450 --> 0:17:14.50

Alexandria Cedergren
OK, that's OK.

0:17:11.860 --> 0:17:38.10

Conference Room C (Bloemer)
I forgot to change the name, but yes, one thing I wanted to bring up is that we are also participating in America's umm MDI program with the energy efficiency and I think it would be very easy for us to have that information about solar and Illinois solar for all.

0:17:38.120 --> 0:17:42.430

Conference Room C (Bloemer)
I mean, I've done grassroots education and I've done energy efficiency.

0:17:42.440 --> 0:18:4.630

Conference Room C (Bloemer)
I've just never combined the two, but if Ameren will provide us the that kind of information, I think we're out doing events with people and we can easily talk about Illinois solar for all and that's you know, I just wanted to bring that up because there are a lot of here.

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0:18:5.0 --> 0:18:6.690

Conference Room C (Bloemer)
I don't know how many I know.

0:18:6.700 --> 0:18:21.710

Conference Room C (Bloemer)
I think Mindy does energy efficiency programs with it as well, and I think it's a it's a good fit and we could certainly put it into the what we're presenting.

0:18:25.600 --> 0:18:25.890

Mindy Browning
Yeah.

0:18:26.80 --> 0:18:26.290

Dickison, Tim A
That.

0:18:25.900 --> 0:18:26.550

Mindy Browning
This is Mindy.

0:18:26.560 --> 0:18:27.690

Mindy Browning
I 100% agree.

0:18:31.720 --> 0:18:31.950

Dickison, Tim A
I'm.

0:18:31.960 --> 0:18:33.30

Dickison, Tim A
I'm glad you said that, Kathy.

0:18:33.40 --> 0:18:33.510

Dickison, Tim A
What the?

0:18:33.520 --> 0:18:36.260

Dickison, Tim A
The conversations we have been having so far is how do we?

0:18:39.410 --> 0:18:43.890

Dickison, Tim A
How do we pair down the amount of information that is available to customers in a way that?

0:18:46.10 --> 0:18:48.900

Dickison, Tim A
Meets their needs and helps them understand what the options are.

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0:18:49.850 --> 0:18:50.500

Dickison, Tim A

Umm.

0:18:50.830 --> 0:19:0.730

Dickison, Tim A

I'm sure most folks would agree that there's a lot more information than a lot of customers have time or capacity or bandwidth to to take in.

0:19:0.740 --> 0:19:7.510

Dickison, Tim A

So there's there's a lot of the information on what we're working in internally is how do we provide the best.

0:19:9.70 --> 0:19:16.740

Dickison, Tim A

Mix of information to help customers from our side understand the the EE options and what's available there and how to get a hold of this.

0:19:17.50 --> 0:19:30.220

Dickison, Tim A

The energy assistance that we offer internally in various ways, the ways that they can pay their bill or get help paying their bill or some of the programs that help them, kind of, you know, make their Bill easier to deal with from month to month.

0:19:30.370 --> 0:19:35.930

Dickison, Tim A

And then how do you then tie all of that in with information for the energy?

0:19:38.400 --> 0:19:42.310

Dickison, Tim A

The the ILSFA energy help me out.

0:19:42.320 --> 0:19:45.340

Dickison, Tim A

What's the name for your your folks out there in the field?

0:19:44.520 --> 0:19:46.810

Alexandria Cedergren

Are we the resources guide?

0:19:48.220 --> 0:19:48.610

Alexandria Cedergren

Other one?

0:19:50.900 --> 0:19:52.780

Alexandria Cedergren

Our grassroots educators, yeah.

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0:19:47.830 --> 0:19:53.230

Dickison, Tim A

That well, the resources guide, but the the folks we call. Yeah.

0:19:53.240 --> 0:19:53.780

Dickison, Tim A

Yeah.

0:19:53.830 --> 0:19:56.320

Dickison, Tim A

How do we present that in a way where it's all kind of tied together?

0:19:56.330 --> 0:19:57.330

Dickison, Tim A

That's not overwhelming.

0:20:1.80 --> 0:20:3.720

Alexandria Cedergren

I see Jens hand and then mindys hand again.

0:20:6.440 --> 0:20:7.150

Schmidt, Jennifer M.

Thanks.

0:20:7.500 --> 0:20:27.710

Schmidt, Jennifer M.

This is a question for the utility programs and, umm, maybe any of those that are on the call that are familiar with IHWAP, umm, how many customers or houses per year are being worked on through these programs?

0:20:27.760 --> 0:20:40.740

Schmidt, Jennifer M.

So just to give us an idea of what sort of customer volume we're talking about, it would be good to know like how big are these programs, how many houses are being done every year and so on.

0:20:42.220 --> 0:20:46.230

Schmidt, Jennifer M.

And I I'm sorry I WAP is the Illinois Home Weatherization Assistance program.

0:20:47.300 --> 0:20:47.540

Kim Knowles

Thanks.

0:20:53.680 --> 0:20:56.50

Dickison, Tim A

I will honestly say I would have to look up the numbers.

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0:20:56.60 --> 0:20:57.350

Dickison, Tim A

I don't know about my head.

0:20:57.360 --> 0:20:59.280

Dickison, Tim A

How many homes were serving?

0:21:12.490 --> 0:21:12.930

Alexandria Cedergren

Umm.

0:21:12.970 --> 0:21:14.840

Alexandria Cedergren

I have Mindy and then Kim.

0:21:17.880 --> 0:21:21.310

Mindy Browning

OK, so I was just at this is Mindy.

0:21:21.360 --> 0:21:33.150

Mindy Browning

I was just at a meeting about the low income discount rate and it's getting ready to go in effect right now for gas, but it looks like it's gonna happen for electric in the future.

0:21:33.540 --> 0:21:39.880

Mindy Browning

And I didn't question this because it caught me off guard, but I wondering if Tim knows the answer to this.

0:21:40.980 --> 0:21:48.320

Mindy Browning

It got mentioned that if they are on Illinois solar for all, they cannot have the low income discount rate, is that right or wrong?

0:21:50.810 --> 0:21:51.650

Dickison, Tim A

I have no idea.

0:21:53.640 --> 0:21:55.110

Schmidt, Jennifer M.

I had not heard that either.

0:21:52.860 --> 0:21:55.630

Dickison, Tim A

I know we're working on that discount rate, but I don't.

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0:21:55.640 --> 0:21:56.450

Dickison, Tim A

I have not heard that.

0:21:57.800 --> 0:22:0.720

Mindy Browning

OK, I couldn't believe that would be right.

0:22:0.730 --> 0:22:7.100

Mindy Browning

I didn't understand why it would be right, but I didn't question the person who it was coming from.

0:22:7.110 --> 0:22:14.290

Mindy Browning

I was ill prepared to question him on it, so I wanted to get my story before I did so thank you.

0:22:15.790 --> 0:22:17.340

Schmidt, Jennifer M.

I hadn't heard that either.

0:22:17.350 --> 0:22:23.360

Schmidt, Jennifer M.

That doesn't mean that it's not true, but that would be news to me.

0:22:23.430 --> 0:22:34.700

Schmidt, Jennifer M.

But something that we can definitely look into and and we are aware of the coming low income energy rates and so that's definitely on our radar.

0:22:34.710 --> 0:22:37.940

Schmidt, Jennifer M.

We don't know how that's going to affect the program.

0:22:37.950 --> 0:22:42.490

Schmidt, Jennifer M.

It's it will be significant, but we haven't figured out what that looks like quite yet.

0:22:50.950 --> 0:22:52.90

Alexandria Cedergren

Alright, Kim, you wanna go ahead?

0:22:57.810 --> 0:22:58.300

Kim Knowles

Umm.

0:23:1.900 --> 0:23:3.960

Kim Knowles

So this is for Tim again.

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0:23:4.480 --> 0:23:7.50

Kim Knowles

And you may, I don't really know what your job and compasses.

0:23:7.60 --> 0:23:16.540

Kim Knowles

So O it seems to me that Ameren would know was on LIHEAP and who's in the energy efficiency programs.

0:23:16.610 --> 0:23:25.190

Kim Knowles

So and and given that both that all utilities have this duty under siege to coordinate.

0:23:30.650 --> 0:23:34.820

Kim Knowles

Ah, I'll like how hard.

0:23:34.830 --> 0:23:42.670

Kim Knowles

How hard would it be to to just provide information on Illinois solar for all to those customers?

0:23:44.290 --> 0:23:49.880

Kim Knowles

And is it possible for instance, to put a notice in a bill?

0:23:50.900 --> 0:23:52.510

Kim Knowles

And is it possible to have?

0:23:54.190 --> 0:23:57.180

Kim Knowles

Well, never mind, I'll just limit it to to to those two questions.

0:24:1.140 --> 0:24:5.690

Dickison, Tim A

So definitely outside of the scope of my job for sure.

0:24:5.780 --> 0:24:12.650

Dickison, Tim A

Is it possible to have ILSFA information go out in our with with, you know, like our bill?

0:24:12.660 --> 0:24:14.90

Dickison, Tim A

I would say it's possible.

0:24:14.560 --> 0:24:15.790

Dickison, Tim A

I think part of.

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0:24:18.900 --> 0:24:22.960

Dickison, Tim A

Part of the difficulty would be ILSFA is not Ameren, and Ameren is not.

0:24:22.970 --> 0:24:30.80

Dickison, Tim A

ILSFA and having something like that in our like in as a bill insert might serve to confuse a lot of customers.

0:24:31.940 --> 0:24:48.410

Dickison, Tim A

And then in addition, it would drive, call it, it would coming from customer service I I would say it would drive a fair number of calls into our customer service that our customer service wouldn't be able to respond to and would create significant customer frustration.

0:24:49.260 --> 0:24:50.530

Dickison, Tim A

Can it be done?

0:24:50.700 --> 0:24:52.770

Dickison, Tim A

Yes, I would say it could be.

0:24:52.860 --> 0:24:59.390

Dickison, Tim A

I'm not sure the mechanisms of how it would work that wouldn't create confusion on the customer side.

0:24:59.700 --> 0:25:3.220

Dickison, Tim A

There was another question before that one can you remind me what it was?

0:25:4.90 --> 0:25:4.520

Kim Knowles

Yeah.

0:25:4.580 --> 0:25:6.960

Dickison, Tim A

Ohh the ohh like eligible.

0:25:4.530 --> 0:25:11.690

Kim Knowles

So it's just information provided to LIHEAP and energy efficiency participants.

0:25:13.580 --> 0:25:15.100

Dickison, Tim A

Umm I.

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0:25:15.340 --> 0:25:18.240

Kim Knowles

Through the through the providers of those services, right?

0:25:19.590 --> 0:25:50.460

Dickison, Tim A

I I think the complicated factor on the on the data providing that data One Direction or the other is umm the the dangers that it opens this up for breaches and customer information getting out there and it is it is a a very important concern for us as utility that we maintain our customer data as as securely as possible and there are significant resources we already spend to make sure that that happens.

0:25:51.300 --> 0:25:53.140

Dickison, Tim A

Umm it I think.

0:25:55.250 --> 0:25:58.260

Dickison, Tim A

Those of us that were on the previous was it last week.

0:25:58.270 --> 0:25:59.40

Dickison, Tim A

We had the call.

0:25:59.50 --> 0:26:7.550

Dickison, Tim A

It's definitely something that is is a conversation and how we make that happen without risking, you know, customer information.

0:26:10.240 --> 0:26:14.90

Dickison, Tim A

Breaches is something that we have to really carefully consider.

0:26:15.750 --> 0:26:16.190

Dickison, Tim A

Umm.

0:26:16.950 --> 0:26:26.100

Dickison, Tim A

And outside of that, I conversations I've not been involved in, you know, like any of the, the mechanics of how that would work.

0:26:27.50 --> 0:26:29.320

Dickison, Tim A

Uh, the language that I'm.

0:26:29.370 --> 0:26:39.580

Dickison, Tim A

I'm going off of is specific in the the stipulated agreement that says that the utilities are not required to provide that to the external groups that are looking for.

0:26:43.70 --> 0:26:45.930

Dickison, Tim A

Solar customers, but that doesn't mean that we won't do it.

0:26:45.980 --> 0:26:49.790

Dickison, Tim A

It's just a matter of figuring out the right mechanism to do it safely and securely, I think.

0:26:53.620 --> 0:26:53.880

Dickison, Tim A

Umm.

0:26:52.180 --> 0:26:54.440

Kim Knowles

Sorry, I just have one follow up and then I'll be quiet.

0:26:54.480 --> 0:26:59.740

Kim Knowles

So and the sea is already know who's on LIHEAP, right?

0:26:59.780 --> 0:27:6.430

Kim Knowles

And the energy efficiency, the people working in energy efficiency already are connected to customers who have shown interest.

0:27:6.760 --> 0:27:11.380

Kim Knowles

To me, it's just a matter of providing that additional information.

0:27:11.390 --> 0:27:13.650

Kim Knowles

So what is the risk there?

0:27:15.870 --> 0:27:16.350

Kim Knowles

You know what I mean?

0:27:18.610 --> 0:27:29.50

Dickison, Tim A

What the risk for having like the energy assistance, CAAS lighting agencies providing solar for all information to the customer?

0:27:29.60 --> 0:27:29.810

Dickison, Tim A

Is that what you're asking?

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0:27:30.270 --> 0:27:30.640

Kim Knowles

Right.

0:27:31.760 --> 0:27:31.960

Dickison, Tim A

Yeah.

0:27:30.650 --> 0:27:33.230

Kim Knowles

That's somehow as coordinated through further utilities.

0:27:36.40 --> 0:27:36.370

Kim Knowles

Is it?

0:27:35.250 --> 0:27:41.380

Dickison, Tim A

I you know the the risk would be pretty low if they're just providing the information.

0:27:43.530 --> 0:27:48.130

Dickison, Tim A

But I think that would be a question more for the solar for all folks.

0:27:48.200 --> 0:27:52.330

Dickison, Tim A

It again we're we're separate entities.

0:27:52.340 --> 0:28:0.700

Dickison, Tim A

So we we don't necessarily have their information to provide to the CAAs, IW would imagine see the ILSFA folks would have to.

0:28:5.460 --> 0:28:5.700

Kim Knowles

Umm.

0:28:2.900 --> 0:28:9.330

Dickison, Tim A

To figure out how to coordinate that and meet the needs to have that document, those documents handy for the customers.

0:28:9.400 --> 0:28:11.790

Dickison, Tim A

So I I would just defer to them on that question.

0:28:12.890 --> 0:28:14.520

Kim Knowles

OK, that's more of a number one.

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0:28:14.590 --> 0:28:15.410

Kim Knowles
OK. Thanks.

0:28:15.390 --> 0:28:15.530

Dickison, Tim A
Yep.

0:28:21.160 --> 0:28:25.110

Alexandria Cedergren
Alright, thank you for those questions and a little bit of that discussion, Tim.

0:28:25.490 --> 0:28:28.190

Alexandria Cedergren
Appreciate you fielding those, John.

0:28:28.200 --> 0:28:28.780

Alexandria Cedergren
Why don't you go ahead?

0:28:31.10 --> 0:28:35.920

John
And I I I think my comments might just taking us in a slightly different direction.

0:28:35.930 --> 0:28:46.960

John
So if there is anybody who wants to weigh in directly on the tail end of that CAAs were sort of invoked about information sharing and happy to air that out before I I pivot.

0:28:51.910 --> 0:28:52.340

Alexandria Cedergren
Yes.

0:28:52.350 --> 0:28:52.840

Alexandria Cedergren
Agreed.

0:28:52.850 --> 0:28:58.240

Alexandria Cedergren
Any of our CAAs on the call if you would like to respond to the information sharing?

0:28:59.590 --> 0:29:2.320

Alexandria Cedergren
I am a Mindy. Ohh.

0:29:12.420 --> 0:29:13.660

Alexandria Cedergren
Mandy, are you back on with us?

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0:29:16.510 --> 0:29:17.500

Mindy Browning

Yes, I am.

0:29:17.510 --> 0:29:20.740

Mindy Browning

And I I was trying to raise my hand, and sorry, I went up.

0:29:20.360 --> 0:29:21.620

Alexandria Cedergren

No. OK.

0:29:21.890 --> 0:29:29.40

Mindy Browning

So yeah, we are already basically doing this umm through.

0:29:29.50 --> 0:30:5.780

Mindy Browning

Whenever that we were doing grassroots and now we're working with some some solar companies to educate our Ameren customers and it runs that direction, we tell the Ameren customers we have this program and then like the one utility that the one solar farm that we're working with, we asked the Ameren customer if they're interested in finding out more information and then they sign an authorization form giving us the authorization to share their Ameren information with the solar company.

0:30:5.840 --> 0:30:5.960

Mindy Browning

Honey.

0:30:11.690 --> 0:30:12.550

Mindy Browning

So I hope that helps.

0:30:20.730 --> 0:30:20.880

Mindy Browning

You.

0:30:14.590 --> 0:30:22.90

John

And is that is that sharing through the new portal that the national community Solar Partnership created?

0:30:20.880 --> 0:30:23.370

Mindy Browning

No, no, no, we have not.

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0:30:23.420 --> 0:30:25.210

Mindy Browning

We have not got that far yet.

0:30:25.220 --> 0:30:29.70

Mindy Browning

We've we've got access to it, but we haven't started using it yet.

0:30:29.80 --> 0:30:29.430

Mindy Browning

No.

0:30:29.580 --> 0:30:32.290

Mindy Browning

We've actually been doing this for three years.

0:30:32.600 --> 0:30:33.170

Mindy Browning

We're that.

0:30:33.180 --> 0:30:34.670

Mindy Browning

We're we're working with.

0:30:34.680 --> 0:30:36.850

Mindy Browning

Well, we're working with Nexamp.

0:30:36.860 --> 0:30:41.790

Mindy Browning

I think Kathy is too, and I think Kathy may be working with another one or two.

0:30:41.800 --> 0:30:48.460

Mindy Browning

We kind of had an opportunity to and then the farm filled up before we got to work with anybody else.

0:30:48.530 --> 0:30:56.180

Mindy Browning

But no where this is just strictly us working with Nexamp, which is an Illinois solar for all vetted.

0:30:57.390 --> 0:31:0.590

Mindy Browning

Umm solar provider.

0:31:0.890 --> 0:31:8.180

Mindy Browning

And so that's how we're we're managing to do that without without breaching information security.

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0:31:12.760 --> 0:31:13.40
52adb43e-e258-45f1-8d71-845308cd9cae
Hi.

0:31:12.140 --> 0:31:18.740
Dickison, Tim A
Can I just ask for clarification between the Illinois solar for all and the Community solar projects?

0:31:18.820 --> 0:31:26.610
Dickison, Tim A
Because it I I think what you were just talking about is the community solar which my understanding is is very different from the solar Pearl.

0:31:26.700 --> 0:31:27.370
Dickison, Tim A
Is that correct?

0:31:32.190 --> 0:31:35.930
Mindy Browning
No, but I will let Illinois solar for all folks answer that.

0:31:39.20 --> 0:31:40.180
Alexandria Cedergren
I think the reference.

0:31:39.530 --> 0:31:41.90
52adb43e-e258-45f1-8d71-845308cd9cae
Hi I'm calling from a.

0:31:40.560 --> 0:31:41.130
Kim Knowles
It can't.

0:31:41.280 --> 0:31:50.450
Kim Knowles
Can it can be different but the SOVERAL program also has a community solar subprogram, so there can be Illinois solar for all community solar projects.

0:31:51.270 --> 0:31:55.140
Kim Knowles
Yeah, they're going to also be community solar in Illinois.

0:31:55.150 --> 0:31:57.530
Kim Knowles
Shines program, yeah.

0:31:59.360 --> 0:32:0.440
52adb43e-e258-45f1-8d71-845308cd9cae
Hi, can you hear me?

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0:32:1.300 --> 0:32:1.830

Alexandria Cedergren

Yes.

0:32:1.840 --> 0:32:2.410

Alexandria Cedergren

Is that Marsha?

0:32:3.340 --> 0:32:4.590

52adb43e-e258-45f1-8d71-845308cd9cae

OK, it is.

0:32:6.550 --> 0:32:7.740

52adb43e-e258-45f1-8d71-845308cd9cae

I'm sorry I'm late.

0:32:8.440 --> 0:32:8.900

Alexandria Cedergren

That's OK.

0:32:9.720 --> 0:32:12.690

52adb43e-e258-45f1-8d71-845308cd9cae

But to answer the question, I have a grants manager.

0:32:12.700 --> 0:32:17.840

52adb43e-e258-45f1-8d71-845308cd9cae

So you know how that goes, umm, this may be helpful.

0:32:17.850 --> 0:32:23.710

52adb43e-e258-45f1-8d71-845308cd9cae

What we do at Community Action partnership of Lake County, we have a universal.

0:32:25.420 --> 0:32:42.570

52adb43e-e258-45f1-8d71-845308cd9cae

The signature page that LIHEAP uses and the customers if they choose give permission for us to use their LIHEAP documents for other programs, so they have added Illinois solar for all.

0:32:42.580 --> 0:33:0.540

52adb43e-e258-45f1-8d71-845308cd9cae

We're a grassroots agency as well, and if we need to work with a approved vendor, we have the customers permission to give them their comment.

0:33:2.890 --> 0:33:5.20

52adb43e-e258-45f1-8d71-845308cd9cae

They'll know that they're laughing customer.

0:33:5.30 --> 0:33:8.330

52adb43e-e258-45f1-8d71-845308cd9cae

Anything that will help the process get them approved?

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0:33:9.560 --> 0:33:13.120

52adb43e-e258-45f1-8d71-845308cd9cae

Umm for income eligibility and whatever else they may need.

0:33:14.190 --> 0:33:19.810

52adb43e-e258-45f1-8d71-845308cd9cae

And so being a universal signature for our customers if they needed for instance.

0:33:21.870 --> 0:33:23.880

52adb43e-e258-45f1-8d71-845308cd9cae

The furniture furnace replacement.

0:33:23.890 --> 0:33:32.580

52adb43e-e258-45f1-8d71-845308cd9cae

Through weatherization, they don't have to start from scratch and bringing all the documents for the weatherization program.

0:33:32.590 --> 0:33:35.260

52adb43e-e258-45f1-8d71-845308cd9cae

Well, we've worked it out that it's the same for.

0:33:38.80 --> 0:33:41.280

52adb43e-e258-45f1-8d71-845308cd9cae

It's a little solar for all, and we've also had.

0:33:43.920 --> 0:33:45.170

52adb43e-e258-45f1-8d71-845308cd9cae

Allie, what is that?

0:33:45.640 --> 0:33:46.320

52adb43e-e258-45f1-8d71-845308cd9cae

What is his name?

0:33:48.350 --> 0:33:48.620

Kim Knowles

Umm.

0:33:49.220 --> 0:33:51.830

52adb43e-e258-45f1-8d71-845308cd9cae

Umm from from a bright neighborhood.

0:33:54.310 --> 0:33:58.700

Alexandria Cedergren

I'm and approved and approved VENDOR.

0:33:56.260 --> 0:34:2.320

52adb43e-e258-45f1-8d71-845308cd9cae

I forgot them already and and we've had saltas come to our events.

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0:34:3.170 --> 0:34:3.790

Kim Knowles

Hi, Ajayi.

0:34:2.990 --> 0:34:5.80

52adb43e-e258-45f1-8d71-845308cd9cae

So they've been on site with us.

0:34:7.490 --> 0:34:7.720

Kim Knowles

Hi.

0:34:8.330 --> 0:34:9.80

52adb43e-e258-45f1-8d71-845308cd9cae

Uh poco?

0:34:9.370 --> 0:34:15.750

52adb43e-e258-45f1-8d71-845308cd9cae

Well, he's for community solar for all, but the other is the residential solar.

0:34:17.650 --> 0:34:30.620

52adb43e-e258-45f1-8d71-845308cd9cae

So that's how if this is helpful, that's how we work together with the vendors to get documentation so that the customers don't have to keep doing it over and over and over again.

0:34:32.370 --> 0:34:44.910

Alexandria Cedergren

So Marsha, just to clarify, when a resident is fleeting and checking the box to opt into that information sharing of their LIHEAP eligibility, you're sending, you would send that to an approved vendor.

0:34:44.920 --> 0:34:49.260

Alexandria Cedergren

That is potentially working in the area and not necessarily with us as the program administrator.

0:34:51.900 --> 0:34:52.160

Alexandria Cedergren

Is that?

0:34:52.860 --> 0:34:55.610

52adb43e-e258-45f1-8d71-845308cd9cae

There that information.

0:34:58.310 --> 0:35:3.630

52adb43e-e258-45f1-8d71-845308cd9cae

Will be sent to the vendor who needs to have the income eligibility.

0:35:5.490 --> 0:35:5.750

Alexandria Cedergren

OK.

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0:35:11.660 --> 0:35:11.940

Alexandria Cedergren

OK.

0:35:13.900 --> 0:35:14.130

Alexandria Cedergren

Umm.

0:35:8.460 --> 0:35:15.0

52adb43e-e258-45f1-8d71-845308cd9cae

Yeah, they've given us permission to do that, but these are LIHEAP applicants who are filling out.

0:35:15.700 --> 0:35:17.510

52adb43e-e258-45f1-8d71-845308cd9cae

The Universal signature page.

0:35:18.770 --> 0:35:19.380

Alexandria Cedergren

Right.

0:35:19.470 --> 0:35:19.760

Alexandria Cedergren

Yeah.

0:35:19.770 --> 0:35:20.20

Alexandria Cedergren

I just.

0:35:20.30 --> 0:35:24.380

Alexandria Cedergren

I didn't realize it was for sharing with the vendor instead of the program administrator.

0:35:25.400 --> 0:35:28.410

Alexandria Cedergren

Umm, so I appreciate that clarification.

0:35:28.420 --> 0:35:29.400

Alexandria Cedergren

I think I didn't know that before.

0:35:30.990 --> 0:35:31.190

52adb43e-e258-45f1-8d71-845308cd9cae

OK.

0:35:37.430 --> 0:35:37.670

John

Yeah.

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0:35:35.830 --> 0:35:38.350

Alexandria Cedergren

John, go ahead the.

0:35:38.830 --> 0:35:53.660

John

So I I know it's it's a little late for me to attempt to like back up the conversation a little bit, but I did wanna share some perspective then from working in the program and now watching the program closely over the last few years.

0:35:54.640 --> 0:36:18.0

John

The those those ten first customers that I described during my introduction, those were just the 10 that remained of the 45 or so I met with and I think all ten of them had little like disc shaped holes in their walls from where they had recently had blown in insulation as a part of the weatherization assistance program.

0:36:18.990 --> 0:36:31.670

John

And so I agree wholeheartedly with what Tim was saying, that in an ideal world, customers are getting solar for all programs and and benefits after they do health and safety.

0:36:32.900 --> 0:36:35.910

John

And then after they do energy efficiency upgrades.

0:36:36.50 --> 0:36:40.790

John

But that is sort of the ideal flow and to my knowledge it doesn't really exist right now.

0:36:40.800 --> 0:36:55.30

John

Most of the solar for all customers, especially for rooftop solar, are sort of scattershot where companies might go out, they might find their own customers, their own sales teams and then just see what they can do to to slap solar on the roof.

0:36:56.150 --> 0:36:58.130

John

We're happy to have those customers.

0:36:58.140 --> 0:36:59.660

John

We're excited to have them in the program.

0:36:59.710 --> 0:37:17.60

John

We love to see some numbers starting to show up on the board, but it is not the most efficient or ideal

process and customer acquisition costs are far and away what makes this program so challenging for the solar companies that are trying to go out and serve customers through these offers.

0:37:17.810 --> 0:37:21.840

John

So the question in my mind has always been how do we build that bridge, right?

0:37:21.850 --> 0:38:6.580

John

How do we connect these LIHEAP and the weather patient and utility sponsored programs to solar for all and it strikes me that one missing piece remains the lack of like comprehensive onboarding to receive customers from the program administrator side there is infrastructure and I'm sure there are pieces of that infrastructure that I am not fully aware of, but I still don't know if if utilities or if Community Action agencies have like a clear spot to plug customers into to do sort of a warm handoff into the program so that the program administrator can do error traffic.

0:38:6.600 --> 0:38:9.950

John

Control to help that customer get to where?

0:38:11.460 --> 0:38:19.520

John

Where a company might be able to serve them, the list of approved vendors is still somewhat hard to navigate for an average customer.

0:38:19.950 --> 0:38:26.740

John

If if that sort of where they land, they might end up calling a bunch of companies that don't have real, tangible offers for them in hand.

0:38:27.170 --> 0:38:38.970

John

And so I think there's probably more room, but the utilities and for Community Action agencies to figure out internally what they need to do to connect to that onboarding.

0:38:39.240 --> 0:39:2.730

John

But then for the program to have sort of that that like comfortable, easy transition into the solar for all world on their side and I will flag the the the five year energy efficiency plan is ongoing and I presented to the Illinois Energy Efficiency Stakeholder Advisory Group A few weeks ago on a very similar topic.

0:39:2.840 --> 0:39:8.160

John

And so it's great that this conversation exists to build the connective tissue from either side.

0:39:8.950 --> 0:39:16.700

John

Umm so I I have a lot to learn from like the utility EE and CA side in terms of how to connect those customers.

0:39:17.10 --> 0:39:19.460

John

But also we have some thoughts.

0:39:19.650 --> 0:39:34.70

John

I'll drop in the chat a letter that Kim and I worked on back in 2020 about what that like, you know, warm handoff could look like on the receiving end, just in case that can spark some additional ideas for how to help customers transition into this world.

0:39:35.710 --> 0:39:36.380

John

That's it for now.

0:39:36.390 --> 0:39:38.940

John

The the gears are turning, which is a sign of a good conversation.

0:39:39.350 --> 0:39:41.310

John

So thanks again for for coordinating this.

0:39:43.0 --> 0:39:43.310

Alexandria Cedergren

Yeah.

0:39:43.320 --> 0:39:43.930

Alexandria Cedergren

Thank you, John.

0:39:43.940 --> 0:39:47.550

Alexandria Cedergren

That was, I think, really helpful in different context too.

0:39:47.560 --> 0:39:48.390

Alexandria Cedergren

So appreciate it.

0:39:49.80 --> 0:39:53.640

Alexandria Cedergren

And when I get to Kathy right in the conference room and then we'll go to you, Kim.

0:39:53.450 --> 0:39:56.130

Conference Room C (Bloemer)

It's yeah, thanks.

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0:39:56.490 --> 0:39:58.940

Conference Room C (Bloemer)

A couple of points I wanted to bring up.

0:39:59.970 --> 0:40:12.460

Conference Room C (Bloemer)

Our Executive director has been trying and trying since we started with Illinoisfa other for all to get umm DCEO in the weatherization program.

0:40:12.560 --> 0:40:26.390

Conference Room C (Bloemer)

Kinda connected with solar because we've we're sending people out to homes and they're doing an assessment on a home and they could be trained to determine whether that home is fit for solar or not.

0:40:26.400 --> 0:40:58.440

Conference Room C (Bloemer)

It it just seemed like it was a natural fit and I know he could explain it to you, but he has talked to he's probably been blue in the face in trying to get that interest on DCO side and weatherization on combining that and making that connection with the assessors that are looking at these homes and determining what energy efficiency measures we can put and whether that home would be fit for solar.

0:40:59.0 --> 0:41:8.260

Conference Room C (Bloemer)

So that was one point and the other point I wanted to bring up is about the Ameren Home Energy efficiency part.

0:41:8.270 --> 0:41:23.670

Conference Room C (Bloemer)

And that's also an an assessment, but it's done from Ameren allies and as a market in MDI Energy Efficiency Agency, we have to refer 30 people.

0:41:24.520 --> 0:41:27.950

Conference Room C (Bloemer)

That's our goal this year to refer 30 people for that.

0:41:27.960 --> 0:41:33.100

Conference Room C (Bloemer)

So that's a free home assessment energy assessment plus uh.

0:41:37.100 --> 0:41:37.330

Kim Knowles

Thanks.

0:41:33.220 --> 0:41:42.680

Conference Room C (Bloemer)

If market Development initiative Kim, that is the Ameren's energy efficiency of program, it's a weird name.

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0:41:42.740 --> 0:41:43.120

Conference Room C (Bloemer)

I don't.

0:41:43.130 --> 0:41:48.790

Conference Room C (Bloemer)

I don't even know where it came from, but anyway we have to refer 30 people from our agency.

0:41:50.30 --> 0:41:53.900

Conference Room C (Bloemer)

They will come out and do a home energy assessment.

0:41:54.110 --> 0:41:56.380

Conference Room C (Bloemer)

They could get some upgrades.

0:41:56.570 --> 0:42:9.960

Conference Room C (Bloemer)

They get like some simple things like the the arriate ours and the, you know, just some like, an energy kit that they install while they're there.

0:42:10.50 --> 0:42:34.820

Conference Room C (Bloemer)

Then, if that home qualifies and I haven't figured out what qualifies a home, they could possibly get, you know, like air sealing upgrades on the heating system and all of that, that seems like the point where those people should be talking about solar and determining whether that home was fit for solar.

0:42:35.700 --> 0:42:41.290

Conference Room C (Bloemer)

You know that that just seems like a natural thing, just like our weatherization people.

0:42:41.300 --> 0:42:48.250

Conference Room C (Bloemer)

That would be a natural thing for the Ameren allies, the HEIQ people, to do so.

0:42:48.400 --> 0:42:49.630

Conference Room C (Bloemer)

That's just putting that out there.

0:42:52.170 --> 0:42:58.890

Kim Knowles

You're killing me with the HD IQ, but the actions HD IQ, did you say?

0:42:59.110 --> 0:42:59.540

Dickison, Tim A

I can.

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0:43:4.10 --> 0:43:4.860

Kim Knowles

It's steak.

0:42:59.730 --> 0:43:16.810

Dickison, Tim A

I can handle that one in the MDI HEIQ home energy income qualified and the the MI program is is it's a piece of our energy efficiency, but it's not uh, it's it really is separate.

0:43:16.820 --> 0:43:38.740

Dickison, Tim A

So our our MDI goals are to increase the number of folks that have not been engaged with energy efficiency in the past to grow the pipeline of the workforce in a meaningful way towards energy efficiency jobs and to grow or expand diverse owned businesses in the energy efficiency space.

0:43:38.910 --> 0:43:54.120

Dickison, Tim A

So that's a very, very small piece of our overall energy efficiency program and it's it's small and separated out because it's not necessarily tied to the savings that we have to leave based on our energy efficiency requirements.

0:43:54.130 --> 0:44:9.90

Dickison, Tim A

So there's there's different ways that we can fund things that aren't necessarily tied to savings and different ways that we can fund community based organizations, Community Action agencies, small diverse businesses that are trying to break into the space.

0:44:9.100 --> 0:44:13.170

Dickison, Tim A

There's grant funding that we can provide workforce support that we can provide.

0:44:13.180 --> 0:44:19.420

Dickison, Tim A

So it's it's a piece of the overall picture of our energy efficiency program, but it's a very small piece.

0:44:21.490 --> 0:44:26.190

Dickison, Tim A

Is that help under help you understand the HEIQ or the MDI piece of it?

0:44:26.960 --> 0:44:27.290

Kim Knowles

Sort of.

0:44:28.70 --> 0:44:28.370

Dickison, Tim A

OK.

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0:44:31.630 --> 0:44:32.30

Kim Knowles

Good enough.

0:44:36.580 --> 0:44:38.150

Alexandria Cedergren

Tim, did you have another question?

0:44:37.540 --> 0:44:38.660

Kim Knowles

It's a whole nother world.

0:44:38.670 --> 0:44:38.810

Kim Knowles

You.

0:44:39.680 --> 0:44:40.530

Kim Knowles

Yeah.

0:44:40.540 --> 0:44:41.40

Kim Knowles

We're Tim go.

0:44:42.260 --> 0:44:42.570

Alexandria Cedergren

Ohh.

0:44:43.340 --> 0:44:43.860

Dickison, Tim A

I'm still here.

0:44:42.270 --> 0:44:44.710

Kim Knowles

Ah, put them on the spot today.

0:44:45.510 --> 0:44:46.600

Kim Knowles

She's trying to get away from me.

0:44:49.240 --> 0:44:52.810

Kim Knowles

So John loved the trailer traffic control metaphor.

0:44:54.20 --> 0:44:54.370

Kim Knowles

Awesome.

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0:44:55.460 --> 0:45:0.900

Kim Knowles

Umm, so so John, you know, it was mostly John's idea.

0:45:0.910 --> 0:45:4.170

Kim Knowles

And so the graphics on him too, from 2020.

0:45:6.290 --> 0:45:6.690

Kim Knowles

Umm.

0:45:8.710 --> 0:45:12.760

Kim Knowles

So, so there's this idea that John's put out right, like the program administrator.

0:45:15.180 --> 0:45:15.800

Kim Knowles

Creates.

0:45:17.670 --> 0:45:19.100

Kim Knowles

Uh, what do you call it, John?

0:45:19.110 --> 0:45:22.650

Kim Knowles

Even like the technology around, like, here's this portal.

0:45:23.770 --> 0:45:29.600

Kim Knowles

Umm, here's this portable people can enter and and be navigated.

0:45:29.870 --> 0:45:32.720

Kim Knowles

You know virtually through different options.

0:45:33.940 --> 0:45:36.370

Kim Knowles

Umm, but I still end.

0:45:36.500 --> 0:45:51.630

Kim Knowles

I still believe that the like I'm trying to could a lot of this on the utility because because of the resources they have and the reach and and and the customers, right.

0:45:52.140 --> 0:46:5.750

Kim Knowles

So short of just handing names over and again, this is also in CEJA like a serious marketing campaign, right coordinated with ILSFA and whoever else.

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0:46:5.800 --> 0:46:14.830

Kim Knowles

Just marketing to your customer base to to the relevant customer base that ILSFA exists and you might be able to utilize it.

0:46:15.110 --> 0:46:22.700

Kim Knowles

And then once this other I don't know where you send them right now, I'll ultimately you send them to this portal that John is designed is this idea.

0:46:24.390 --> 0:46:26.150

Kim Knowles

Umm, doesn't that make sense?

0:46:27.950 --> 0:46:30.530

Kim Knowles

So you're not like violating anybody's?

0:46:32.950 --> 0:46:36.210

Kim Knowles

Personal information, but you are marketing the program and Coordination.

0:46:38.860 --> 0:46:43.150

Kim Knowles

Where there's far in the program manager in Elevate and IPA.

0:46:47.800 --> 0:46:56.150

Kim Knowles

Specifically targeted to say those and at the same time not just marketing, but helping train and I.

0:46:56.160 --> 0:47:2.860

Kim Knowles

And I'm forgive me because I don't really have to understand on the ground how these programs work, like energy efficiency, like you have contractors, right?

0:47:4.500 --> 0:47:4.800

Dickison, Tim A

OK.

0:47:3.590 --> 0:47:12.360

Kim Knowles

Like requiring those who want to participate in that to get some understanding of the illness overall program to at least share the information.

0:47:15.90 --> 0:47:17.990

Kim Knowles

And whether Isation and I don't know, I don't know that world.

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0:47:18.0 --> 0:47:18.300

Kim Knowles

I'm sorry.

0:47:19.680 --> 0:47:25.250

Dickison, Tim A

I think in and I say this entirely in my own ignorance.

0:47:37.30 --> 0:47:37.280

Kim Knowles

So.

0:47:25.260 --> 0:47:41.150

Dickison, Tim A

I think there is a significant number of complicating factors in how that information would be presented and who would be responsible for paying not just the workforce, but for all the various programs that are available.

0:47:43.280 --> 0:48:1.120

Dickison, Tim A

So I would say cautiously Ameren doesn't have an unlimited bank from which to pull to do all these programs, we have a very specific number dollar wise that we have to spend and there's has to be savings associated with that.

0:48:1.130 --> 0:48:14.780

Dickison, Tim A

And we work really, really hard internally and with our program allies and with the stakeholders to not just meet the amount of money that we are required and that we've obligated ourselves to spend.

0:48:14.970 --> 0:48:17.710

Dickison, Tim A

But to do so in a prudent and effective manner.

0:48:19.820 --> 0:48:41.750

Dickison, Tim A

There are a lot of homes that we can't do projects in for health and safety reasons that we would love to do work in, but it would literally take away money from other folks being able to get energy efficiency efforts that they need as well because there's a very high cost associated with some of those.

0:48:41.760 --> 0:48:46.330

Dickison, Tim A

And I think to to John's point, you know the.

0:48:46.380 --> 0:48:52.540

Dickison, Tim A

Yeah, I like the air traffic controller as well, but it seems to me almost like it needs to be a concierge where.

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0:48:54.650 --> 0:49:7.560

Dickison, Tim A

There's there's someone or something responsible for looking at at customers situation and figuring out, OK, you don't need it insulation because your house was insulated appropriately, but it wasn't air sealed.

0:49:7.570 --> 0:49:11.700

Dickison, Tim A

So you need air sealing your you're you're heating ventilation.

0:49:11.710 --> 0:49:13.930

Dickison, Tim A

Air conditioning equipment is in good shape.

0:49:13.940 --> 0:49:17.820

Dickison, Tim A

That doesn't need to be handled, but you've got holes in your roof.

0:49:17.830 --> 0:49:41.840

Dickison, Tim A

That means the roof needs to be replaced before you could really take advantage of any other projects like solar on your roof or or or any kind of investment in the home because it's all in danger of of destruction because you've got holes in your room and there's there's a lot of that complicating factors that we have to consider when we're looking at whether a customer is eligible for the the programs that we offer.

0:49:44.140 --> 0:49:51.760

Dickison, Tim A

And the question becomes who's responsible for making those decisions?

0:49:52.210 --> 0:49:56.240

Dickison, Tim A

Whose for lack of a better raising, who's the winner?

0:49:56.250 --> 0:49:58.260

Dickison, Tim A

Who's the loser in that conversation?

0:49:58.590 --> 0:50:5.730

Dickison, Tim A

Because there's not enough, there's not enough money to go around for every customer that is is needing.

0:50:7.650 --> 0:50:18.640

Dickison, Tim A

And and I, you know, as somebody who works on a lot of diversity, equity, inclusion, conversations internally and externally, there's a lot of people who need.

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0:50:18.750 --> 0:50:32.920

Dickison, Tim A

There's a lot more need than there is resources and how does somebody coordinate the various agencies and organizations and programs that are out there in a meaningful way that it's going to service all of the customers needs that are out there.

0:50:33.210 --> 0:50:33.860

Dickison, Tim A

It becomes a very.

0:50:35.620 --> 0:50:38.890

Dickison, Tim A

Very difficult conversation to think through.

0:50:39.570 --> 0:51:5.600

Dickison, Tim A

Umm, not that it's not necessary, but it it's it's definitely it would put at risk some of the help that we'd be able to offer for customers because we would be spending resources to pay program staff to think through some of those extreme complexities and we would be spending money on upgrading electrical services for customers that need it before they can have even energy efficiency upgrades, let alone and and solar installation on their home.

0:51:5.610 --> 0:51:15.150

Dickison, Tim A

And it really becomes a very complicating conversation of of you know, what comes first, what is more needed than that, you know, for one customer.

0:51:17.480 --> 0:51:31.320

Dickison, Tim A

And I you know what, from a strategy and innovation perspective, that's a very, very difficult conversation that not just utility companies, but everybody who's servicing, anybody that has.

0:51:32.410 --> 0:51:32.700

Dickison, Tim A

Uh.

0:51:32.970 --> 0:51:37.790

Dickison, Tim A

A tie to the energy industry like that, that's those conversations are going on everywhere.

0:51:41.180 --> 0:51:43.0

Dickison, Tim A

I think I'll leave it at that.

0:51:43.10 --> 0:51:44.780

Dickison, Tim A

I I wish I knew what the silver bullet was.

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0:51:44.790 --> 0:51:55.940

Dickison, Tim A

I just don't, but I know that we are working on ways to provide that to provide a resource that customers can find out about solar for all to our program allies who are doing some of that work.

0:51:56.170 --> 0:52:16.50

Dickison, Tim A

And part of the question is, do we pay them for the time that they're talking about solar for all and take away money that they could be spending doing projects for, for customers to upgrade their homes through this energy efficiency programs and and how does that, how does all of that fit together and work in a meaningful way?

0:52:20.820 --> 0:52:22.650

Kim Knowles

Can I respond just with one minute?

0:52:22.800 --> 0:52:22.960

Dickison, Tim A

Yeah.

0:52:22.820 --> 0:52:25.390

Kim Knowles

OK, I think there's a misunderstanding.

0:52:25.400 --> 0:52:27.310

Kim Knowles

I'm not and I don't even know.

0:52:27.480 --> 0:52:38.990

Kim Knowles

I'm not suggesting that the utility take on the assessment of whether or not they qualify for solar or any of the upgrades required for solar.

0:52:39.60 --> 0:52:45.450

Kim Knowles

I'm just using it as a touch point to get information like you may qualify for solar.

0:52:47.250 --> 0:52:47.560

Dickison, Tim A

Mm-hmm.

0:52:45.680 --> 0:52:47.850

Kim Knowles

Here's a little bit of information on the program.

0:52:48.420 --> 0:52:49.700

Kim Knowles

That's that's what I'm suggesting.

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0:52:50.670 --> 0:52:50.920

Dickison, Tim A

Yeah.

0:52:50.930 --> 0:53:8.240

Dickison, Tim A

And and I think we we are having that conversation about how do we construct that documentation that both the the ILSFA boots on the ground and our program ally boots on the ground could provide a customer that has their information in our information in a single place.

0:53:8.970 --> 0:53:19.620

Dickison, Tim A

So that's conversation we're already having and hopefully that helps customers figure out whether they're interested or not and and is at least a starting point.

0:53:23.70 --> 0:53:34.800

Alexandria Cedergren

Yeah, Kim, to answer I guess or just follow up with Tim's comment now we have had a few meetings with Tim already in the last few months about how to begin this coordination with Ameren and their energy efficiency programs.

0:53:34.810 --> 0:53:44.780

Alexandria Cedergren

And so I think what we've come to a agree on is that the first step is really just sharing, you know, essentially our documentation for what even are either of our programs.

0:53:44.790 --> 0:53:58.10

Alexandria Cedergren

So that anyone who is working boots on the ground with residents, they can have at least some sort of information that can give them the breakdown of what ILSFA is or what Yammer and energy efficiency is.

0:53:58.920 --> 0:54:4.950

Alexandria Cedergren

And then with the information to follow up with, you know our call center, whoever else at Ameren is there to support them.

0:54:4.960 --> 0:54:9.410

Alexandria Cedergren

So for now, I think that's where we are with the customer journey.

0:54:11.170 --> 0:54:19.60

Alexandria Cedergren

And I think this conversation is a really big start to how we're going to continue building this out because obviously there's a lot that we want to include in this coordination.

0:54:19.70 --> 0:54:21.730

Alexandria Cedergren

And there are a lot of ideas that were thrown around today.

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0:54:23.730 --> 0:54:26.540

Alexandria Cedergren

So we have 3 minutes.

0:54:27.130 --> 0:54:27.370

Kim Knowles

It.

0:54:26.670 --> 0:54:33.760

Alexandria Cedergren

Are there any other big thoughts that we wanna lay on the table now before we kind of close out?

0:54:33.770 --> 0:54:35.260

Alexandria Cedergren

This will be the first conversation.

0:54:35.310 --> 0:54:41.860

Alexandria Cedergren

Obviously this is a big topic, so we will convene again, but I just wanna give space for any other final comments.

0:54:48.770 --> 0:54:49.70

Alexandria Cedergren

OK.

0:54:50.70 --> 0:54:57.840

Alexandria Cedergren

And if something comes up outside of this meeting, you know you're thinking about it or just something pops into your head while you're going about your day.

0:54:58.350 --> 0:55:9.400

Alexandria Cedergren

Feel free to email us I I know I have sent our written feedback document around before I can follow up with that again just for that formal process of submitting feedback to us.

0:55:9.480 --> 0:55:11.890

Alexandria Cedergren

And like I said, we will continue this conversation.

0:55:13.170 --> 0:55:13.960

Alexandria Cedergren

John, go ahead.

0:55:15.840 --> 0:55:18.50

John

Sorry, I know there's two minutes left.

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0:55:18.190 --> 0:55:18.550

Alexandria Cedergren
That's OK.

0:55:18.140 --> 0:55:28.490

John

I I did just throw one more wild card idea in the mix it what I'm hearing from Tim and thanks to Tim for carrying a lot of water for a lot of different stakeholders on this problem.

0:55:29.380 --> 0:55:49.150

John

What I'm hearing from you is that, like there's an opportunity cost with spending time with the customer to talk about solar for all when that that customer advocate or salesperson could then be going to the next home and talking more about energy efficiency, which is mandated by statute to hit certain goals, certain sensitized by statute.

0:55:49.480 --> 0:55:59.70

John

And so it sounds like there's a money issue somewhere in there to just like help track and incentivize that warm handoff that we know the program needs.

0:55:59.650 --> 0:56:5.760

John

And the grassroots education budget can be a lot bigger than it is now.

0:56:6.10 --> 0:56:14.300

John

Like the Illinois Power Agency is nowhere near the statutory limit of the funding that they can use to just spread the news about the program.

0:56:14.670 --> 0:56:18.670

John

You know, Jennifer logged off and this would be a regulatory fix.

0:56:18.680 --> 0:56:32.340

John

This is not like something we could snap our fingers and change, but it seems like there might be some way to assign a certain dollar amount to Leeds, like to warm handoffs between these programs.

0:56:32.670 --> 0:56:39.870

John

That could grease the gears here a little bit, and it has to be really like sensitively designed.

0:56:39.880 --> 0:56:45.480

John

But I if it promise opportunity costs, there may be funds somewhere that could help plug that in.

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0:56:54.190 --> 0:56:55.0

John

To be continued.

0:57:0.260 --> 0:57:0.690

Alexandria Cedergren

Yes.

0:57:0.920 --> 0:57:2.150

Alexandria Cedergren

No, thank you for that, John.

0:57:2.160 --> 0:57:3.930

Alexandria Cedergren

I appreciate all of the feedback today.

0:57:4.0 --> 0:57:9.550

Alexandria Cedergren

Again, I think it's really just the start of obviously a large discussion and we will keep it going.

0:57:9.560 --> 0:57:18.880

Alexandria Cedergren

So I will be following up with you all once we have the recording and the transcript added to the website, you can go back to that and watch it or read the transcript as you'd like.

0:57:19.600 --> 0:57:21.640

Alexandria Cedergren

I'm I can also follow up again.

0:57:21.650 --> 0:57:25.350

Alexandria Cedergren

Like I said, with that written feedback template, if anything else comes up in the meantime.

0:57:28.460 --> 0:57:35.510

Alexandria Cedergren

And then we will, you know, we are submitting summary documents of our meetings to the IPA as well.

0:57:35.520 --> 0:57:42.670

Alexandria Cedergren

Just so that there's a formal procedure that they are aware of, everything that happened today, so I can follow up with you all again just to review that.

0:57:42.680 --> 0:57:57.740

Alexandria Cedergren

And if there's anything we missed before we sent that to the IPA and then I can follow up as well with these links and some of the conversation from the chat so that nothing is lost because they know that the chat, it seems like there was a lot of great content in there today.

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0:57:57.750 --> 0:58:0.840

Alexandria Cedergren

So I will follow up with all of the relevant information.

0:58:2.710 --> 0:58:7.570

Alexandria Cedergren

There and will be in touch about a future meeting as well.

0:58:8.800 --> 0:58:9.920

Alexandria Cedergren

Any questions?

0:58:14.70 --> 0:58:16.380

Alexandria Cedergren

About next steps, anything that I missed?

0:58:19.930 --> 0:58:20.500

Alexandria Cedergren

All right.

0:58:20.570 --> 0:58:21.180

Alexandria Cedergren

Well, thank you all.

0:58:21.190 --> 0:58:24.190

Alexandria Cedergren

Appreciate your time and look forward to meeting again soon.

0:58:26.950 --> 0:58:27.680

Kasia Machaj

Thanks all.

0:58:28.220 --> 0:58:28.600

John

Think so?

0:58:28.220 --> 0:58:28.740

Dickison, Tim A

Thank you.

0:58:30.460 --> 0:58:30.820

Vaughn, Cassandra

Thank you.

0:58:30.990 --> 0:58:31.360

Kim Knowles

I.