



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
PUBLIC SERVICE COMMISSION

ORLENE HAWKS
DIRECTOR

TREMAINE PHILLIPS
COMMISSIONER

DAN SCRIPPS
CHAIR

KATHERINE PERETICK
COMMISSIONER

**Energy Accessibility and Affordability Collaborative
Outreach and Education Subcommittee
Meeting Minutes
March 24, 2022**

1. Introductions

The meeting started at 12:00pm with a welcome, rules of the meeting, and announcements.

2. Charge

An overview of the Commission charge from the Feb. 10, 2022 order in U-20757 and purpose of Education and Outreach subcommittee was reviewed.

- Establish regular mechanism for stakeholders to provide input on improving communications and materials*
- Broaden outreach to groups traditionally not a part of utility communications*
- Improve the dissemination of energy assistance information to difficult to reach customers*

Synergic stakeholder efforts include the Commission's EWR low income workgroup, MPG Customer Ed and Participation workgroup, and DEI initiative.

A total of four workgroup meetings will be held May – Aug 2021: 2 sessions focused on Data Access and Privacy, and 2 sessions focused on Customer Education and Participation.

A final report of the subcommittee's recommendations to the commission is due March 25. The report will draw from a variety of categories, resources and principles from the subcommittee discussions and materials.

3. Outreach Parameters

An overview of the commission's outreach parameters was discussed. Refer to the ppt for details.

- Statutory Walls:*
- Required statutory processes*
 - Ex Parte Rules*
 - Procedural Rules*
 - Evidentiary Requirements*
- Operational Walls:*
- Staffing considerations and constraints*
 - budgetary considerations*
 - Neutrality*

4. Outreach History

A slide detailed the MPSC Outreach history pre-2019, 2019-2021, and future 2022 plans.

Question: What are the similarities and differences between MPG Customer Ed and Participation workgroup and EAAC Education and Outreach Subcommittee? (refer to Anne's answer at 31:22). Creating a document would be helpful.

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- *Comment: As someone who lives in a Marginalized impacted community: we need to establish understanding between assistance (temporary fix) and affordability (long term fix). (Nicole Hill)*
 - *Reviewed the Current Commission Outreach resources and flyers (energy assistance tool kit, tip sheets on home heating credit and others, Issue briefs, public hearings, live stream commission meetings for remote participation, twitter page, monthly newsletter, videos. Working on a facebook page.*
 - *Visioning an Expanded Outreach in response to the MPSC's 2021-2025 Strategic Plan.*
 - Improving communications and access to information regarding utility offerings:*
 - *Developing and deploying an inventory of utility offered customer programs on the MPSC's website*
 - *Improving promotion of new customer options from rate cases and other proceedings*
 - Direct, local engagement within our local communities*
 - *Reestablish the MPSC's outreach team to improve local outreach capacity*
 - *Establish regular, regional engagement for hearings and informational sessions*
 - *Reinitiate consumer forums or an alternative program to engage directly with customer throughout the state*
 - *Explore options and opportunities for hosting (or co-hosting) webinars on topics of interest*

5. Practical Opportunities for this subcommittee:

- *Identify opportunities to create or build relationships and pursuing those*
- *Identify communications best practices*
- *Inform and share outreach opportunities and communications materials*
- *Problem solving*

6. Next Steps

MPG Customer Education and Participation Committee Report being release this Friday.

Would like feedback from members on meeting topics, dates, conversation speakers, etc. for these meetings to be full of valuable information for all participants.

COVID Emergency rental assistance program – legislature has appropriated final fund from federal govt. The need has been significant and our contacts at MSHDA is even concerned about how long they could keep the program open (maybe closed in May). MPSC has been helping to coordinate processes.

Kizzie Kelly: Is Wayne County emergency assistance rental program the same as COVID relief for Wayne county? Unknown. Anne will look into it. Reka mentioned the House Appropriations bill included \$5 mill to a non-profit in Wayne County to do energy assistance.

Kizzie Kelly: After clients received CERA funds, people are still being evicted and are struggling looking for housing. Assistance in looking for housing would be helpful.

MPSC will reach out to MSHDA. There is an affordable housing crisis in our state right now.

Meeting ended at 1:00pm