#### Meeting held: 9:00 am – 12:00 pm--Meeting Recording available to supplement notes

Microsoft Teams meeting

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**Or call in (audio only)**

+1 509-505-0479,,778482353# United States, Spokane

Phone Conference ID: 778 482 353#

####

#### Attendees:

|  |  |  |  |
| --- | --- | --- | --- |
| **CNGC** | **CNGC – Continued** | **NEEA** | **The Energy Project** |
| Desiree Bickmore | Stephanie Reed | Peter Christeleit | Shaylee Stokes |
| Mike Parvinen | Sheila McElhinney |  |  |
| Kary Burin | David Pettit | **Public Council** | **Guests** |
| Caleb Reimer | Sonya Wald | Brett Shearer | Nishaant Sangaavi |
| Noemi Ortiz | Mark Sellers-Vaughn |  | Alex Corneglio |
| Brian Robertson |  | **WUTC** | Leonardo Zimmer |
| Jacinda Ashby | **TRC** | Byron Harmon | Aaron Savatti |
| Jodie Albert | Brian Farnsworth | Quinn Weber | John Landowski |
| Juandi Gonzalez |  |  | Billy Hines |

*The meeting was recorded to capture all discussions and is distributed to CNGC/CAG members via the Company’s website at:* [Cascade Natural Gas Conservation Advisory Group Meetings - Cascade Natural Gas Corporation (cngc.com)](https://www.cngc.com/energy-efficiency/cascade-natural-gas-conservation-advisory-group-meetings/)

*\*\* Time stamp for each agenda item is located beside the topic header below in this format HH:MM*

***The Agenda is embedded below:***

******

### Safety Moment - *led by Caleb Reimer –27 seconds*

* Phishing Safety

### Roll Call & Review Q3 action items - *led by Dez Bickmore – 00:02*

**Action Items:**

**Decisions Made:**

**Noted Discussion:**

* Completed roll call.
* Update provided to action item from Q3 meeting.
	+ Cascade shared with Byron relevant information and studies via email

### Low-Income Program Updates *– led by* **Sheila McElhinney & Noemi Ortiz** *– 00:08*

**Action Items: None**

**Decisions Made: None**

**Noted Discussion:**

* Sheila provided update on participation through Q3Y24.
* Completed 45 projects. Estimate about 65 by the end of the year.
* Projects were a total of 124 last year due to a multi-family low-income weatherization project.
	+ WIP Proposal update – having a stakeholder meeting after the all-agency meeting.
	+ Increase of referrals through the CARES program.
	+ Shaylee asked about timeline for stakeholder meeting, why rushing to start in Jan 2025?

Per Noemi, hope to have the filing for program implementation beginning of 2025; therefore, would need to be within the week, max two weeks, for stakeholder notification

Due to increase of 700 referrals for WIP without any customer communication for almost a year, prefer target to start first of year for customer satisfaction and potentially losing the opportunity to serve these customers; timeline can be adjusted if necessary

### Quarterly Portfolio update - *led by Brian Farnsworth &* *David Pettit*

### Commercial Highlights through Q3Y24 *– led by Brian Farnsworth - 00:24*

**Action Items:**  **None**

**Decisions Made: None**

**Noted Discussion:**

* + Brian provided an update of progress to goal for C/I.
	+ Completed 128 projects through Q3Y24.
	+ Several C/I outreach efforts continued through Q3Y24.
	+ Currently eighty-three (83%) percent to goal.
	+ Pipeline for the year is still strong with many standard and custom projects already identified.
	+ On track this year to reach annual goal and biennial goal.

###

### Residential Program Highlights and Activity through Q3 2024 - *led by David Pettit* *– 00:32*

**Action Items:**  **None**

**Decisions Made: None**

**Noted Discussion:**

* + Currently at 123% of the 2024 BCP budget.
	+ As of the end of Q3 2024, we have achieved 51% of our biennial residential therm goal.
	+ The DBtC ratio is 78%; target was 60%.
	+ Progress to our biennial goal is 49%.

### Home Energy Report Pilot Update – *led by Alex Corneglio (Brillion, previously EnergyX) – 00:36*

**Action Items:**

**Decisions Made: None**

**Noted Discussion:**

* + Alex presented an overview and preliminary results of the HER program pilot.
	+ Quinn asked if (a) .35% is statistically significant for gas reduction; (b) what were the concerns of people wanting to opt out, did they give a reason; (c) were reports generated in other languages?

Alex responded:

Yes, it is significant

Yes, they did give some reasons, often times they weren’t specifically directed at the report content, it was more unique household concerns where people felt they weren’t a good candidate for participation

For this program, we did not target customers where we knew that the household language was not English, that wasn’t in scope for the pilot. The reports could also be available in Spanish in the future

* Alex continued presenting.
* Quinn asked (a) you have this caveated in that everyone is measured against a control group, what does it look like when you control for usage; (b) is there other reasons why high-consuming users might use more despite having the home energy reports; (c) is there a trend in who composes the high-consumption group?

Alex responded:

Comparing performance of the entire control group, not just low-consuming users to low-consuming users

We try to be careful when we start to talk about causation, it’s difficult to say exactly why, the statistics don’t tell you why

Focused on pulling a random sample, we want this to be sort of a microcosm of the larger Cascade population, there’s no inherent bias that we know of that would have made the high consuming users particularly respond the way they did

### 2025 Conservation Potential Assessment (CPA) – *led* **by Caleb Reimer** *- 01:09*

**Action Items:**  **None**

**Decisions Made: None**

**Noted Discussion:**

* + The 2025 Conservation Potential Assessment (CPA) has begun with Applied Energy Group (AEG).
	+ CAG will receive a draft by 5/1/2025; filed in a new docket by 6/1/2025.

### Outreach Strategy Update – *led* **by Juandi Gonzalez** - *01:13*

**Action Items:**  **None**

**Decisions Made: None**

**Noted Discussion:**

* + Provided update for Q4Y24 and Y25 outreach, which entails engagement strategy, outreach campaigns, expanding our reach, and digital focus.

### ERA Software Migration Update – *led by Caleb Reimer – 01:23*

**Action Items:**  **None**

**Decisions Made: None**

**Noted Discussion:**

* Cascade migrating the processing software to an internal solution called Enterprise Rebate Application (ERA).
* Anticipating the launch date at the beginning of 2025.

### Wrap-up - Meeting Schedule & Invitation *-* **led by Caleb Reimer** *- 01:25*

**Action Items:**  **None**

**Decisions Made: None**

**Noted Discussion:**

* 2025 Meeting Cadence:
* Dez will distribute meeting invitations for the 2025 Quarterly CAG meetings shortly
* A Call-to-Action request from Caleb; help us with group additions for 2025
* Reminder to members to forward the meeting invites to any they feel would benefit or be interested in attending these meeting