

**Income Qualified EE Advisory Committee South**  
**2020 Meetings**  
**Tracking Committee Feedback**  
Updated 07-30-2020

**Overview of Tracking Document:**  
\*\*This tracking document includes a summary of suggestions/feedback and open questions from IQ South Committee participants.  
\*\*The IQ South facilitators will update the tracking document after each meeting to ensure that feedback from all participants is taken into account and that next steps can be tracked for future meetings.  
\*\*Key topics for 2018 are identified below, as described in the IQ South 2018 Committee Plan. Additional topics and discussion will also be captured in this tracking document, as needed.

Status Count  
Ongoing 1  
Closed 0  
Open 0

***IQ South Meeting #10: July 20th, 2020***

Meeting Date	Topic	Keyword	Committee Feedback	Organization	Response / Next Steps	Status (Open/Closed/Ongoing )	Follow-Up Notes
Meeting #10: 7/20/20	Providing Additional Support for CBOs/CAAs During Governor Pritzker's Plan for Reopening Illinois	Reopening Plan	Investigate how Ameren IL can respond to customers need for large mechanicals upgrades (HVAC). For example: Furnace does not turn on when winter heating season starts and/or furnace has a safety issues and has to be "red-tagged."	WEEOC	This topic will be touched on at future meetings as conversations on the topic move forward.	Ongoing	This feedback has been presented to Ameren IL. Conversations on this topic are complex and ongoing.

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Status Count  
 Ongoing 5  
 Closed 18  
 Open 4

**IQ South Meeting #9: December 11, 2019**

Meeting Date	Topic	Keyword	Committee Feedback	Organization	Response / Next Steps	Status (Open/Closed/Ongoing)	Follow-Up Notes
Meeting #5: 12/11/19	Opportunities to better support CAAs during LIHEAP/PIPP Season	Program Design and Participation	LIHEAP/PIPP clients currently have trouble reading or understanding their bills. Utility bill workshops can help bridge this knowledge gap.	WEEOC	This recommendation will be presented to Ameren IL for possible implementation	Open	Ameren has created an online store for community partners such as CAAs to order flyers and other marketing materials free. Ameren has created a centralized process where CAAs can order marketing and education materials that are needed, there is also a video library on LIHEAP/PIPP to share with CAAs (bundle of videos) ready to go.
		Program Design and Participation	Provide EE educational videos to play on television screens for LIHEAP/PIPP clients in the waiting room. Tips and tricks type questions in a video format are a great way to catch customer attention.	PCCEO	This recommendation will be presented to Ameren IL for possible implementation	Open	Ameren has created an online store for community partners such as CAAs to order flyers and other marketing materials free. Ameren has created a centralized process where CAAs can order marketing and education materials that are needed, there is also a video library on LIHEAP/PIPP to share with CAAs (bundle of videos) ready to go. Ameren has provided a cache of video playlists provide to CAAs to loop or play in their facilities.
		Program Design and Participation	Some agencies need video equipment to provide video formatted EE education.	CEFS	This recommendation will be presented to Ameren IL for possible implementation	Open	Ameren has created an online store for community partners such as CAAs to order flyers and other marketing materials free. Ameren has created a centralized process where CAAs can order marketing and education materials that are needed, there is also a video library on LIHEAP/PIPP to share with CAAs (bundle of videos) ready to go.
		Program Design and Participation	It would be helpful to provide bill inserts educating LIHEAP/PIPP clients on understanding bills and the full range of programs available to them.	CEFS	This recommendation will be presented to Ameren IL for possible implementation	Open	CAA store "understanding your bill" - sample bill with explanation blurbs was added to educate clients. CUB and ISIEF does educational workshops to educate clients on their bills.

**IQ South Meeting #8: October 16, 2019**

Meeting Date	Topic	Keyword	Committee Feedback	Organization	Response / Next Steps	Status (Open/Closed/Ongoing)	Follow-Up Notes
Meeting #4: 10/16/19	Key Feedback on Diverse Suppliers Barriers	Workforce Development and Diversity	A main barrier is the perception that diverse suppliers cannot do the work. Accordingly, diverse suppliers feel undervalued.	SEEL, Shelton Solutions	Diversifying the EE Supply Chain will be further explored at future IQ South meetings, the Committee will make recommendations on how to address these ongoing challenges.	Closed	This recommendation was included in a supplier diversity memo that will be presented to Ameren IL in 2020. Walker Miller (WMES) will be given the memo. WMES is doing research on opportunities to better support diverse suppliers in the energy efficiency industry. SEDAC will also be given the copy - to provide feedback and comments. WMES is also doing diverse suppliers survey (on utility work).
		Workforce Development and Diversity	There is a belief that diverse businesses do not have the "capacity" to contract with major utilities	SEEL	Diversifying the EE Supply Chain will be further explored at future IQ South meetings, the Committee will make recommendations on how to address these ongoing challenges.	Closed	This recommendation was included in a supplier diversity memo that will be presented to Ameren IL in 2020
		Workforce Development and Diversity	Institutional Barriers: utilities tend to be resistant to change. Some RFP requirements are onerous for diverse suppliers. There needs to be an internal and deliberate shift to promote the access of diverse businesses.	SEEL	Diversifying the EE Supply Chain will be further explored at future IQ South meetings, the Committee will make recommendations on how to address these ongoing challenges.	Closed	This recommendation was included in a supplier diversity memo that will be presented to Ameren IL in 2020
Meeting #4: 10/16/19	Key Feedback on Increasing Workforce Diversity	Workforce Development and Diversity	Diverse suppliers are sometimes prohibited from having direct relationship and access to utility clients. This is a challenge if the diverse suppliers are seeking to grow their portfolios.	SEEL, Shelton Solutions	Diversifying the EE Supply Chain will be further explored at future IQ South meetings, the Committee will make recommendations on how to address these ongoing challenges.	Closed	This recommendation was included in a supplier diversity memo that will be presented to Ameren IL in 2020
		Workforce Development and Diversity	It would be helpful to have a list of community colleges and high school programs that train students in related ee areas and connect them with implementers and trades.	Facilitation Team	SEDAC is currently conducting a similar research, they will be presenting findings at a IQ South meeting in 2020.	Closed	This recommendation was included in a supplier diversity memo that will be presented to Ameren IL in 2020
		Workforce Development and Diversity	Certification is a major challenge. Some diverse suppliers have difficulty being awarded certifications. There are many hurdles.	Walker Miller Energy Services	Diversifying the EE Supply Chain will be further explored at future IQ South meetings, the Committee will make recommendations on how to address these ongoing challenges.	Closed	This recommendation was included in a supplier diversity memo that will be presented to Ameren IL in 2020
		Workforce Development and Diversity	There needs to be an analysis done to understand where diverse jobs are being created. This will help us understand gaps.	NRDC	The Facilitation team will asses how to conduct this analysis	Closed	This recommendation was included in a supplier diversity memo that will be presented to Ameren IL in 2020

Meeting #4: 10/16/19	Key Feedback on Diverse Suppliers Barriers	Workforce Development and Diversity	To encourage other utilities to be as inclusive and supportive of Ameren IL diverse spend initiatives, we need to communicate and celebrate success stories. For instance, add a section to the website.	SEEL, Facilitation Team	The facilitation team will create a tab on the IQ Website for 'success stories'	Closed	This recommendation was included in a supplier diversity memo that will be presented to Ameren IL in 2020
		Workforce Development and Diversity	Perhaps the IQ South Committee can help support and identify efforts to strengthen and support diverse suppliers	Ameren IL	Diversifying the EE Supply Chain will be further explored at future IQ South meetings, the Committee will make recommendations on how to address these ongoing challenges.	Closed	This recommendation was included in a supplier diversity memo that will be presented to Ameren IL in 2020
		Workforce Development and Diversity	There are barriers to getting larger contracts for diverse suppliers.	NRDC	The facilitation team will seek to assess the barriers to contracting for diverse suppliers.	Closed	This recommendation was included in a supplier diversity memo that will be presented to Ameren IL in 2020

#### IQ South Meeting #7: July 19, 2019

Meeting Date	Topic	Keyword	Committee Feedback	Organization	Response / Next Steps	Status (Open/Closed/Ongoing )	Follow-Up Notes
Meeting #3: 7/19/19	Panel Discussion on FEJA Workforce Grantees	Workforce Development and Diversity	<b>Key Panelist Comments:</b> -Changes may need to be made to future legislation to expand training to EE. -There are challenges with hiring in the solar industry, since solar jobs are often project-based/short-term. -For returning citizens, there are no sex-offenders and individuals convicted for a violent crime.	Elevate Energy	These comments will be compiled and presented to the grantees and ComEd	Ongoing	These key comments were compiled into a 2019 memo that will be presented to Ameren- what are the transferrable skills within training. Send to SEDAC (closing out items)
		Workforce Development and Diversity	<b>Key Panelist Challenges:</b> -Job Placement - Doing only solar installation is too narrow. This affects the job placement #. -Driver's license – you cannot get into the program unless you have a valid driver's license. -Transportation – Many trainees cannot get to and fro training sites. This is a difficulty because unlike Chicago, there is not a highly functional transportation system downstate.	Elevate Energy, IBEW, People for Community Recovery and Tri-County Urban League	These comments will be compiled and presented to the grantees and ComEd	Ongoing	These key comments were compiled into a 2019 memo that will be presented to Ameren

#### IQ South Meeting #6: May 8, 2019

Meeting Date	Topic	Keyword	Committee Feedback	Organization	Response / Next Steps	Status (Open/Closed/Ongoing )	Follow-Up Notes
Meeting #2: 5/8/19	Panel Discussion on IHWAP Program	Program Design and Participation	There were some identified challenges currently associated with the IHWAP discussion. These challenges with proposed recommendations and solutions to address them will be discussed at the next IQ South meeting.	Facilitation Team	The next IQ South meeting will discuss and seek to address these identified challenges.	Closed	The SAG Facilitator is convening a stakeholder meeting on IHWAP in Jan 2020 to address these challenges.
		Program Design and Participation	The continued IHWAP challenges include: a.Lack of multifamily weatherization b.Procurement of contractors/ staffing capacity c.Multiple catalogs d.CAAs performing air-sealing after Ameren's weatherization program e.Lack of mechanical funds from Ameren	IHWAP Panelists	The next IQ South meeting will discuss and seek to address these identified challenges.	Closed	The SAG Facilitator is convening a stakeholder meeting on IHWAP in Jan 2020 to address these challenges.
		Program Design and Participation	<b>Deferral Rates:</b> The agencies do not defer many homes. Their deferral rate is less than 5%. If a customer is deferred, they take steps to refer them to other programs.	Tazwood County CAA	The facilitation team will research the number customers deferred statewide due to health and safety issues statewide. Results will be shared with the Committee later in the year.	Closed	The SAG Facilitator is convening a stakeholder meeting on IHWAP in Jan 2020 to address these challenges.

#### IQ South Meeting #5: February 13, 2019

Meeting Date	Topic	Keyword	Committee Feedback	Organization	Response / Next Steps	Status (Open/Closed/Ongoing )	Follow-Up Notes
Meeting #1: 2/26/19	Key Feedback on Workforce Barriers	Workforce Development and Diversity	Aging Workforce (there aren't enough people to do EE work), Not enough diversity in the industry, lack of awareness and exposure to the industry, lack of coordination with stakeholders	SEDAC	The facilitation team will be conducting policy research on this topic, the results will be presented to the Committee later in the year.	Closed	This recommendation was included in a workforce development recommendations memo that will be presented to Ameren IL in 2020.
		Workforce Development and Diversity	Time and resources to recruit, understanding the paths available to the candidates, providing competitive wages and relocation grants	Ameren IL	The facilitation team will be conducting policy research on this topic, the results will be presented to the Committee later in the year.	Closed	This recommendation was included in a workforce development recommendations memo that will be presented to Ameren IL in 2020, Send to SEDAC (as an FYI)
		Workforce Development and Diversity	Finding CAA assessor candidates who have the right technical background, length of training	IACAA	Ameren IL will follow up on this topic	Closed	This recommendation was included in a workforce development recommendations memo that will be presented to Ameren IL in 2020
Meeting #1: 2/26/19	Key Feedback on Increasing Workforce Diversity	Workforce Development and Diversity	Engaging candidates earlier in life using social media & videos, focus on "feeder" schools - there isn't an emphasis on vocational or community colleges (compared to 4-year colleges), being visible in diverse communities	Ameren IL	The facilitation team will be conducting policy research on this topic, the results will be presented to the Committee later in the year.	Closed	This recommendation was included in a workforce development recommendations memo that will be presented to Ameren IL in 2020. Ameren adapted workforce dev materials for school aged children with energy foundation into school kit program (EE kit).
		Workforce Development and Diversity	Develop relationships with CBOs, listening to community members to allow them to convey their needs, forming relationships with influential leaders in the community, ongoing communications with communities, knowledge sharing.	SEDAC	Ameren IL will follow up on this topic	Closed	This recommendation was included in a workforce development recommendations memo that will be presented to Ameren IL in 2020
		Committee Process	Better coordination with IACAA.	Resource Innovations	The facilitation team has begun coordination talks with IACA	Ongoing	The 2nd IQ South meeting of 2019 was held in conjunction with the IACAA 2019 Conference, this collaboration created more engagement from CAAs.

Meeting #1: 2/26/19	Key Feedback on Maximizing the Impact of the IQ South Committee	Committee Process	Send targeted invites to CAAs and CBOs because they may be interested in specific topics but are constrained to always participate.	Resource Innovations	The facilitation team will integrate this suggestion during -pre-planning for future meetings	Ongoing	The facilitation team is working with Resource Innovations to expand outreach opportunities.
		Committee Process	Piggyback off of other meetings, strategic locations for meetings	SEDAC	The facilitation team will integrate this suggestion during -pre-planning for future meetings	Ongoing	The 2nd IQ South meeting of 2019 was held in Springfield conjunction with the IACAA 2019 Conference, this collaboration created more engagement from CAAs.

**Income Qualified EE Advisory Committee South**  
**2018 Meetings**  
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Status Count  
Ongoing 38  
Closed 24  
Open 8

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IQ South Meeting #4: December 17, 2018							
Meeting Date	Topic	Keyword	Committee Feedback	Organization	Response / Next Steps	Status (Open/Closed/Ongoing)	Follow-Up Notes
Meeting #4: 12/17/18	Feedback on End of Year Survey Results	Committee Process	The percentage result from participants on whether they find Ameren's response to their feedback is quite low. Ameren makes it a priority to respond to any questions, concerns or feedback raised at IQ South meetings. It would be helpful to understand what they believe was not adequately responded to.	Ameren IL	At the next in-person meeting, the survey responses will be discussed	Ongoing	
		Committee Process	We understand the survey was made to keep it simple and allow for more participants. Maybe be more directive next time.	NRDC	The Facilitation Team will consider this when administering the 2019 EOY Survey	Ongoing	
		Committee Process	Another meeting location suggestion is Lake Williamson in Carlinville, IL. They are a large conference center that can accommodate a very large group. Their website is lakewilliamson.org	IL Valley	The Facilitation Team will consider venue locations large enough to accommodate the IQ South Committee will be reconsidered in 2019	Ongoing	The facilitation team will consider this location in the future
Meeting #4: 12/17/18	Feedback on 2019 Topics and Facilitation	Committee Process	The 2019 activities should include concrete deliverables on program implementation, program coordination, etc. This will help participants feel they are working towards something together. Be mindful of the number of topics in 2019. The list of topics seems ambitious.	NRDC	The Facilitation Team will incorporate this feedback into an updated version of the 2019 IQ South plan.	Ongoing	In 2019, the facilitation team developed an end of year memo based on outstanding Committee feedback and recommendations
		Committee Process	There are discussions and work being done to identify and quantify non-energy impacts (SAG). Would it be useful to make connections?	MEEA	The Facilitation Team will incorporate this feedback into an updated version of the 2019 IQ South plan.	Ongoing	There is a SAG working group on Non-Energy Impacts (NEI)
		Committee Process	Would it be useful to have a conversation about "walkaway" issues? For example, that issues at a residency are not resulting in people walking away (e.g. roof repair), additional "walkaway" issues that cause EE contractors or project to walk away from projects.	MEEA	There was an order from the Commission related to mechanicals; if this can be resolved Ameren IL would be happy to explore a different program	Ongoing	There will be a discussion on In-home repairs at an IQ North meeting in 2020
		Program Design and Participation	The biggest change is allowing CAAs to do the mechanical work. Currently we are very limited because we don't serve 100% of Ameren IL customers. We have municipalities and others we are serving. We can't spend the \$ we have been given without also serving mechanicals. It looks like we are not performing because we don't have the funding for mechanicals.	CEFS	There was an order from the Commission related to mechanicals; if this can be resolved Ameren IL would be happy to explore a different program	Closed	The SAG Facilitator is convening a stakeholder meeting on IHWAP in Jan 2020 to address these challenges.
		Program Design and Participation	The biggest challenge to implementation for CAAs is not being given funding for the mechanical part of our services (such as switching out a furnace). Instead, it is being paid out of their state funding.	CEFS	There was an order from the Commission related to mechanicals; if this can be resolved Ameren IL would be happy to explore a different program	Closed	The SAG Facilitator is convening a stakeholder meeting on IHWAP in Jan 2020 to address these challenges.

IQ South Meeting #3: October 1, 2018							
Meeting Date	Topic	Keyword	Committee Feedback	Organization	Response / Next Steps	Status (Open/Closed/Ongoing)	Follow-Up Notes
Meeting #3: 10/01/18	Follow-up on Ameren's Energy Efficiency Programs	Program Design and Participation	Ameren IL will provide the number of multi-family citizens served by their Home Efficiency Income Qualified Offering Program	Ameren	The facilitation team will follow-up with Ameren for an update and/or additional information	Ongoing	
		Program Design and Participation	Ameren is currently unclear as of now on what their evaluators will look at when looking at their programs savings for Vendor Install or Self-Install	Ameren	The facilitation team will follow-up with Ameren for an update and/or additional information	Closed	Ameren developed a self-install program in 2019
		Program Design and Participation	Ameren will work with their evaluators on assessing their vendor and self-install programs	Ameren	The facilitation team will follow-up with Ameren for an update and/or additional information	Closed	Ameren developed a self-install program in 2019

IQ South Meeting #2: June 12, 2018							
Meeting Date	Topic	Keyword	Open Question(s)	Organization	Response / Next Steps	Status (Open/Closed/Ongoing)	Follow-Up Notes
		Committee Process	Additional EE education should be provided to interested Committee participants.	IL Valley	Facilitators will work with MEEA to develop the materials; discuss with IQ South Leadership Team; schedule an EE informational webinar that is open to all to attend.	Closed	The October 1, 2018 IQ South meeting included an 'EE 101 Webinar'
		Committee Process	Bring enough handouts for everyone attending meetings in-person.	IACAA	Facilitators will bring additional handouts to the next meeting.	Ongoing	The facilitation Team endeavors to print sufficient amounts of meeting hand-outs
		Committee Process	Update the vision/goals document in response to feedback.	Resource Innovations	Facilitators will review feedback, work with the IQ South Leadership Team and present an updated mission/vision/goals document at the September meeting.	Ongoing	
		Committee Process	Identify more community-based organizations in the Ameren IL service territory to participate in the Committee. There seems to be less CBOs in this part of the state.	CCPRC	Facilitators to complete additional outreach/research on CBOs.	Ongoing	

Meeting #2: June 12, 2018	Committee Process and Structure	Committee Process	There are organizations further south that can't travel to Champaign; traveling meetings should be considered in other locations.	IL Valley	Facilitators to review meeting locations; consider scheduling smaller group "traveling" meetings.	Ongoing	In 2019, the facilitation team rotated meeting locations across the Ameren IL territory. This will continue in 2020
		Committee Process	There are language barriers that need to be addressed – for example, in Champaign there are people speaking Spanish, French, Congolese, Arabic, Chinese, etc.	CCPRC	1) MEEA has a general presentation that can be adapted and translated to various languages. 2) Set up a "speakers bureau" to reach communities that speak various languages.	Ongoing	
		Committee Process	Provide a resources page on the new IQ Advisory Committee website. Include referral information.	Resource Innovations	Facilitators to add to the new IQ website.	Ongoing	The facilitation Team will continue to add important resources to the "resources tab" on the IQ committees website
		Committee Process	Invite residential customers to participate in meetings.	SEDAC	Per statute, the Committee members are Ameren IL, CBOs and CAAs representing residential customers and implementation contractors	Closed	
Meeting #2: June 12, 2018	Key 2018 Topic: Program Promotion and Education	Energy Efficiency Education	Provide information to customers, outside of EE.	Resource Innovations	Ameren IL will consider this request	Closed	Ameren IL (through the MDI program) leverages existing non-EE programs to include EE and provides information for customer needs outside of EE. Ameren shares EE info with customer service reps, who share it with clients.
		Program Design and Participation	Ensure that one-on-one service is provided to customers; this is very important.	Small Group Feedback	Ameren IL will consider this request	Closed	Ameren has one-to-one customer service to clients through programs, LIHEAP/PIPP program (with EE education) and through dialing the 1800 number for customer service.
		Energy Efficiency Education	Provide CAAs with talking points on alternative suppliers. This information cannot be provided by Ameren IL due to regulatory rules, but it can come from Ameren IL partners.	Resource Innovations	Facilitators to follow-up on who can provide this information to CAAs.	Closed	This information can be received from the ICC or IL Attorney general's Office
		Marketing and Outreach	Marketing – make sure the CAAs are aware of any campaigns that the utilities are focusing on in geographic areas; on both the EE and IQ EE programs. Providing CAAs this information as far ahead of time as possible is helpful to ensure they are prepared to answer questions.	Small Group Feedback	Ameren coordinates marketing efforts and has a process in place to ensure work is not being duplicative.	Ongoing	Ameren IL (through the MDI program) has developed strong relationships with the CAAs to provide relevant EE information including marketing
		Marketing and Outreach	Community-based outreach – Ameren IL should consider this model in partnership with CBOs. CAAs can help manage relationship building. Consider promotions driven by CAAs.	Small Group Feedback		Ongoing	Ameren IL has been utilizing this outreach model (See: MDI program)
		Marketing and Outreach	CAAs should co-brand with Ameren IL's marketing efforts so the same information is being communicated to customers, such as marketing materials that include both the CAA logo and Ameren IL logo.	Small Group Feedback	Ameren IL will offer this to CAAs and will help defray the costs of these marketing efforts.	Ongoing	Ameren IL has innovated marketing efforts to include CBOs partnerships, events and other innovative strategies. Ameren also has a co-branding logo and a "community partner" logo that CAAs can put on flyers. This helps to avoid confusion.
		Marketing and Outreach	Consider door to door marketing as an approach (using door hangers).	Small Group Feedback	Ameren leans on CBOs to direct them on marketing strategies. Door hangers has not been recommended.	Ongoing	Ameren IL has innovated marketing efforts to include CBOs partnerships, events and other innovative strategies
		Energy Efficiency Education	Develop resource materials, including a general explanation of energy efficiency that provides a basic understanding and how EE can benefit communities. There should be comprehensive information / education on EE programs. Education example - educate customers on the benefits of EE for heating and cooling season.	CCPRC	Ameren has a library of materials that educates communities on EE.	Ongoing	Ameren IL (through the MDI program) has developed strong relationships with the CAAs to provide relevant EE information including marketing
		Marketing and Outreach	Develop materials to distribute to faith-based organizations/places of worship. They have a large presence in communities.	Small Group Feedback	The facilitators will engage with Ameren to determine this outreach suggestion	Open	Ameren has case studies on developing partnerships on EE programs with faith-based organizations. Ameren also has outreach presentations specific for faith-based organizations
		Marketing and Outreach	Work with communities - for example, participate in community events. Engage with and/or partner with community centers.	Small Group Feedback		Ongoing	Ameren IL has innovated marketing efforts to include CBOs partnerships, events and other innovative strategies
Meeting #2: June 12, 2018	Workforce development + job creation	Workforce Development and Diversity	Ameren IL is offering an internship program which may be a good model for tracking job creation in the EE portfolios.	Resource Innovations	Workforce development + job creation to be discussed at meeting #1 in 2019 (February).	Ongoing	Ameren IL participates with Community partners for their internship program
		Workforce Development and Diversity	Each organization working on EE should be tasked with seeking out local hiring.	Resource Innovations	Workforce development + job creation to be discussed at meeting #1 in 2019 (February).	Closed	This recommendation was included in the workforce development memo developed in 2019 and presented to Ameren IL. Ameren has incorporated into their programs.
		Workforce Development and Diversity	Engage the Department of Employment Security; various job centers across the state; etc.	IL Valley	Workforce development + job creation to be discussed at meeting #1 in 2019 (February).	Closed	This recommendation was included in the workforce development memo developed in 2019 and presented to Ameren IL
		Workforce Development and Diversity	There is a model that helps support bringing people into the workforce through Community Action Agencies. This has been a successful program.	IL Valley	Facilitators to follow-up with Tracey Kreipe, Illinois Valley CAA.	Closed	This recommendation was included in the workforce development memo developed in 2019 and presented to Ameren IL
		Workforce Development and Diversity	Have a larger presence at job fairs. Consider participating in or offering a non-traditional job fair (such as a skills fair), or a fair focused on businesses that includes an overview of what is offered from EE.	Small Group Feedback	Workforce development + job creation to be discussed at meeting #1 in 2019 (February).	Closed	This recommendation was included in the workforce development memo developed in 2019 and presented to Ameren IL
		Workforce Development and Diversity	Identify trainings that are available.	Small Group Feedback	Workforce development + job creation to be discussed at meeting #1 in 2019 (February).	Closed	The Committee successfully identified existing training programs
		Workforce Development and Diversity	Identify gaps.	Small Group Feedback	Workforce development + job creation to be discussed at meeting #1 in 2019 (February).	Closed	The Committee successfully identified workforce and diversity gaps
		Workforce Development and Diversity	Partner with junior achievement programs; create an energy efficiency track. For example, work with high schools, community colleges, etc. on career employment opportunities.	Small Group Feedback	Workforce development + job creation to be discussed at meeting #1 in 2019 (February).	Closed	This recommendation was included in the workforce development memo developed in 2019 and presented to Ameren IL
		Workforce Development and Diversity	A discussion on how to recruiting contractors and other staff is needed. CAAs and other companies/orgs are having trouble filling open positions.	Small Group Feedback	Workforce development + job creation to be discussed at meeting #1 in 2019 (February).	Closed	This recommendation was included in the workforce development memo developed in 2019 and presented to Ameren IL
	Program Design and Participation	Program Design and Participation	The approach to reaching mobile homes isn't that different than other programs; however, it's important to understand what services should be provided to those customers.	Small Group Feedback	Ameren IL is in the process of developing a Mobile Homes IQ Program	Open	The facilitation team will follow-up with Ameren IL for an update on the mobile home program
		Program Design and Participation	Strategic Energy Management (SEM) "light" could be offered, focusing on residential mobile ho	Small Group Feedback	Ameren IL is in the process of developing a Mobile Homes IQ Program	Open	The facilitation team will follow-up with Ameren IL for an update on the mobile home program

Meeting #2: June 12, 2018	Feedback on New Mobile Home Program + Outreach	Marketing and Outreach	<ul style="list-style-type: none"> <li>Using a "door hanger" approach is a good idea but may not work in more rural areas.</li> <li>Work with cities or counties to include flyers in utility bills or tax bills. Identify types of mobile home owners for marketing.</li> <li>Partner with Habitat for Humanity.</li> </ul>	Small Group Feedback	Ameren IL is in the process of developing a Mobile Homes IQ Program	Open	The facilitation team will follow-up with Ameren IL for an update on the mobile home program
		Program Design and Participation	Complete a case study on mobile home to identify actual savings.	Small Group Feedback	Ameren IL is in the process of developing a Mobile Homes IQ Program	Open	The facilitation team will follow-up with Ameren IL for an update on the mobile home program
		Energy Efficiency Education	o Educate customers on what they actually receive in mobile homes vs. their expectations (for example customers expect windows and doors to be replaced, but that is not currently part of the EE programs.)	Small Group Feedback	Ameren IL is in the process of developing a Mobile Homes IQ Program	Open	The facilitation team will follow-up with Ameren IL for an update on the mobile home program
		Marketing and Outreach	Specific outreach suggestions: o Mobile home "demo" – take a mobile home to different communities to show what is offered for EE. o Include the benefits of EE programs in marketing.	Small Group Feedback	Ameren IL is in the process of developing a Mobile Homes IQ Program	Open	The facilitation team will follow-up with Ameren IL for an update on the mobile home program
Meeting #2: June 12, 2018	Additional Suggestions	Program Design and Participation	Ameren IL should consider supporting the LIHEAP budget, specifically the "emergency furnace" program. This would address waiting list issues and be helpful to customers.	IACAA	The facilitators will engage with Ameren to determine this program suggestion	Closed	Ameren has a program with MDI where they distribute air conditioners to IQ customers in the summer.
		Program Design and Participation	If CAAs have to put customers on the waiting list, they should refer those customers to Ameren IL.	IACAA	Oct 2019 Update: Ameren has created a utility only IHWAP Program to take customers off CAA waiting list. Resource Innovations is working with Leidos on this process. IACAA suggestion – work with the Community Action Agency network on how we can work collaboratively on a referral process to address waiting lists. Facilitators to schedule an update on this process at a future Committee meeting.	Closed	

**IQ South Meeting #1: April 17, 2018**

Meeting Date	Topic	Keyword	Committee Feedback	Organization	Response / Next Steps	Status (Open/Closed/Ongoing)	Follow-Up Notes
Meeting #1: 4/17/18	Committee Process and Structure	Committee Process	The Committee should provide an opportunity for input, discussion, action items, accountability, and feedback.	IACAA	Facilitators will prepare a tracking document following each meeting to track suggestions, follow-up and open questions. Feedback on meetings is always welcome.	Ongoing	
		Committee Process	Ensure the representation of underserved communities. Ensure there is open dialogue between Ameren Illinois and people in the community.	IACAA	The facilitation strives to promote inclusion and open dialogue at each meeting. The Committee also partners with different CBOs to host meetings and represent underserved communities	Ongoing	
		Committee Process	Track the impact of what we are doing; establish benchmarks. Perform an evaluation at the end of each year. Do an optimization exercise at the end of the year (for example, which ideas are the best that can be implemented in programs?)	IACAA	Facilitators to send out a mid-year survey for feedback and provide an evaluation opportunity for participants at the end of the year.	Ongoing	
		Committee Process	Ensure that the Committee gets feedback from Community Action Agencies (CAAs). Programs would have been better if CAAs were consulted in the beginning of the program planning process.	WMES		Ongoing	The IQ South Committee prioritizes engaging CAAs at meetings and discussing CAA related topics
		Committee Process	Provide continuous learning; help drive suggestions to improve programs.	WMES		Ongoing	The IQ South Committee has received input on optimizing IQ EE programs such as: IHWAP, LIHEAP & PIPP
		Committee Process	Important to consider that CAAs offer a variety of programs beyond weatherization, such as: Head Start; senior programs; domestic abuse; economic development; literacy classes; early childhood; foster grandparent; block grants; community development, etc.	Ameren IL	The Committee takes this under consideration	Ongoing	
		Committee Process	Additional topics to address: HVAC; concerns about staffing and training; the exclusion of mobile homes from programs; other EE programs from Ameren Illinois that can be recommended to CAA clients.	Ameren IL	Facilitators to work with the IQ South Leadership Team to address these topics at future meetings.	Ongoing	
		Energy Efficiency Education	Provide an opportunity for training and education on EE. Also non-technical education opportunities, such as policy and utility operations.	Small Group Feedback		Closed	The October 1, 2018 IQ South meeting included an' EE 101 Webinar'
Meeting #1: 4/17/18	Key 2018 Topic: Assessing the Wants and Needs of Communities	Program Design and Participation	Provide services to customers and ensure there is collaboration between services.	IACAA		Ongoing	Program design and participation will be discussed at 2020 IQ South meetings
Meeting #1: 4/17/18	Key 2018 Topic: Local and Diverse Job Creation	Workforce Development and Diversity	Ensure that the jobs being developed are in the communities that are being served by programs.	Small Group Feedback	Workforce development + job creation to be discussed at meeting #1 in 2019 (February).	Closed	This recommendation was included in the workforce development memo developed in 2019 and presented to Ameren IL
		Workforce Development and Diversity	Provide information on economic development.	Small Group Feedback	Workforce development + job creation to be discussed at meeting #1 in 2019 (February).	Closed	This recommendation was included in the workforce development memo developed in 2019 and presented to Ameren IL
		Workforce Development and Diversity	There is an interest in workforce diversity efforts.	Small Group Feedback	Workforce development + job creation to be discussed at meeting #1 in 2019 (February).	Closed	This recommendation was included in a supplier diversity memo that will be presented to Ameren IL in 2020
Meeting #1: 4/17/18	Key 2018 Topic: Program Promotion and Education	Marketing and Outreach	Leverage other outreach/marketing efforts. For example, CUB provides outreach on EE programs and works with CAAs.	Small Group Feedback		Ongoing	Ameren IL has innovated marketing efforts to include CBOs partnerships, events and other innovative strategies

Meeting #1: 4/17/18	Additional Discussion: Program suggestions	Program Design and Participation	Ensure that programs are customer-centric; the customer's needs should come first.	IACAA		Ongoing	Program design and participation will be discussed at 2020 IQ South meetings
		Program Design and Participation	Provide a more comprehensive approach to customers.	WMES		Ongoing	Program design and participation will be discussed at 2020 IQ South meetings
		Program Design and Participation	Help customers take action.	WMES		Ongoing	Program design and participation will be discussed at 2020 IQ South meetings
		Energy Efficiency Education	Help people manage energy through education.	WMES		Ongoing	Program design and participation will be discussed at 2020 IQ South meetings
		Program Design and Participation	Concern that current programs do not include eligibility for mobile homes.	Ameren IL	Update from meeting #2: Ameren IL is planning to offer a mobile homes EE program.	Open	Program design and participation will be discussed at 2020 IQ South meetings
		Program Design and Participation	Minimize multiple visits to customer's homes.	Small Group Feedback		Ongoing	Program design and participation will be discussed at 2020 IQ South meetings
		Program Design and Participation	Be prepared to connect customers with other utility services, outside of EE.	Small Group Feedback		Ongoing	Program design and participation will be discussed at 2020 IQ South meetings
		Program Design and Participation	Offer more programs; provide additional measures for customers.	Small Group Feedback	Facilitators will schedule time at a future meeting for Ameren IL to present on how measures are approved for programs.	Ongoing	Program design and participation will be discussed at 2020 IQ South meetings
		Program Design and Participation	Suggestion on single family programs with rental properties – consider a requirement that the landlord not raise the rent outside of a normal rate increase.	Small Group Feedback		Ongoing	Program design and participation will be discussed at 2020 IQ South meetings
		Program Design and Participation	ComEd is doing a kit program with Community Agency Agencies, with LIHEAP. Suggestion that Ameren IL should explore offering a similar program.	Small Group Feedback		Ongoing	Program design and participation will be discussed at 2020 IQ South meetings
Meeting #1: 4/17/18	Additional Discussion: Barriers	Workforce Development and Diversity	Training opportunities; the cost of training can be a barrier. Training in technical fields is expensive. Making sure resources are available for those that need training.	Small Group Feedback	Workforce development + job creation to be discussed at meeting #1 in 2019 (February).	Closed	This recommendation was included in the workforce development memo developed in 2019 and presented to Ameren IL.
		Program Design and Participation	Barrier to using smart thermostats: Guaranteeing access to WiFi since that is a feature of the smart thermostat.	Small Group Feedback		Open	Program design and participation will be discussed at 2020 IQ South meetings