



**COMMUNITY  
POWER COALITION  
OF NEW HAMPSHIRE**  
*For communities, by communities.*

# PUBLIC MEETING NOTICE

## **Member Outreach and Engagement Committee**

**10:00 AM– 11:30 AM**

**Wednesday, March 13, 2024**

14 Dixon Ave, Suite 201

Concord, NH 03301

**This meeting is open to the public pursuant to RSA 91-A.**

The Community Power Coalition of New Hampshire ([www.cpcnh.org](http://www.cpcnh.org)) is a nonprofit corporation that operates as a governmental instrumentality pursuant to a Joint Powers Agreement among a number of municipalities and counties, in accordance with NH RSA 53-A and RSA 53-E.

Join Zoom Meeting

<https://zoom.us/j/98908036831?pwd=NVV0c1RnMFE0dmsvcE8vaUdWU05vdz09>

Meeting ID: 989 0803 6831

Passcode: 867232

Notice & virtual access: <https://www.cpcnh.org/calendar>

# CPCNH Member Outreach and Engagement Committee, 3/13/24

*There shall be a Member Outreach and Engagement Committee (MOEC) consisting of up to twelve seats which may be filled by Directors, primary or alternate member representatives, or other individuals appointed by the Board Chair. The committee shall be responsible for supporting and facilitating Member engagement, education, and collaboration across the Membership, present and future, and providing a forum for the Members to interact with one another and with the organization. The committee membership should reflect the diversity of the Membership in community size, governing structure, and geography.*

## AGENDA

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- 1) Welcome & Housekeeping (10:00 – 10:10)
  - a) Rollcall, quorum confirmation (1/3 of 10 → 4), consensus on agenda
  - b) Approval of [2/20/24 draft minutes](#)
  
- 2) Member Services Update (10:10 – 10:30)
  - a) Financial Reserves information sheet – Attachment 1
  
- 3) Public Engagement Activities (10:30 – 10:40)
  - a) Review Calendar - Attachment 2
  - b) Office with CEO Brian Callnan; Zoom on 3/29 from 12-1 pm
  - c) Volunteers for By Degrees Summit at UNH Thursday 4/4, 2:00- 5:00
  
- 4) OPERATE phase (10:40 – 11:15)
  - a) What do OPERATE members need?
  - b) Outreach to Customers
    - i) Draft Refresh handout – Attachment 3
    - ii) Opt-in, -up campaigns
    - iii) Rate changes
  - c) Refresh issues
  
- 5) Annual Meeting (11:15 – 11:30)
  - a) Review annual MOEC Report – will email
  - b) Input activity for meeting?
  
- 6) Adjourn, next meeting April 9 (? – RMC)

# Attachment 1: Financial Reserves Information Sheet



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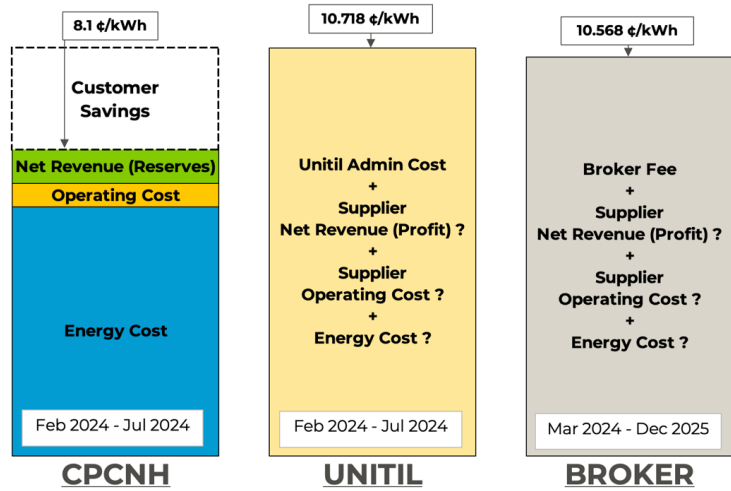
## FINANCIAL RESERVES INFORMATION SHEET

This document summarizes the role financial reserves play in Community Power programs administered by CPCNH, in accordance with the [Financial Reserves Policy](#).

CPCNH reserve policy is in line with the industry standard for nonprofits of keeping 3-6 months of operating expenses on hand.

This graphic illustrates the components of CPCNH's "Granite Basic" electricity supply rate compared to other models as of March 2024.

As a Member-governed nonprofit, CPCNH continually reports to its Members revenues and costs. Financial reserves equal the difference between revenue and costs, similar to profits for a private firm.



### JOINT RESERVES

Joint Reserves are accrued, maintained, and used by CPCNH, on behalf of all Members. Reserve contributions are tracked and accounted for according to the share associated with each Member's Community Power program as per our Financial Reserve Policy.

### Objectives

The objective of maintaining financial reserves is to ensure the sustainability of the organization, allowing for unforeseen challenges or opportunities. Reserves will help:

- ✦ Maintain rate stability and protect against sudden upward adjustments in rates.
- ✦ Ensure sufficient cash available to meet expenses.
- ✦ Lower and avoid interest expenses, and thereby reduce costs to customers.
- ✦ Build creditworthiness to become an attractive counterparty to energy suppliers and project developers, helping to lower contracting costs.
- ✦ Achieve a credit rating and maintain good standing with rating agencies.
- ✦ Manage risks identified in the Energy Portfolio Risk Management Policy.
- ✦ Create shared understanding and transparency among all parties in the proper level and use of reserves.

The goal of the developing and maintaining financial reserves **is not** to maximize reserves. The goal is to maintain target reserve levels to meet the objectives.

## Joint Reserve Targets: Minimum, Target, Maximum

CPCNH's Financial Reserves Policy establishes the following targets for Joint Reserves:

	<u>Days of Operating Costs</u>	<u>Goal to Achieve by</u>
<b>Minimum</b>	60 Days	April 2025
<b>Target</b>	120 Days	April 2027
<b>Maximum</b>	180 Days	N/A

CPCNH launched service in April 2023. As of December 2023, CPCNH had accrued ~\$6.3 million in Joint Reserves, equating to ~29 days of operating expense.

## DISCRETIONARY & EXCESS RESERVES

Individual Members may apply an “add” to their Community Power rates for the accrual of Discretionary Reserves. Application of such adders must be approved by the CPCNH CEO and the Member's governing body or their authorized designee. Discretionary Reserves shall be tracked, accounted for, and transferred to the individual Member or otherwise applied or held by CPCNH as directed by the individual Member's governing body.

Members may use Discretionary Reserves to invest in developing new local energy projects, or to fund programs benefiting their customers specifically, or for other uses as determined solely by each individual Member.

CPCNH aims to make available the ability for Members to apply an adder to their rate to accrue Discretionary Reserves starting in August 2024.

Excess Reserves is a cap on the collection of Joint Reserves by CPCNH. If the accrual of Joint Reserves exceeds the maximum reserve target of 180 days of operating costs then the balance (“excess”) is allocated to Members as Discretionary Reserves.

## RETURN OF RESERVES UPON SERVICE TERMINATION

A Member is entitled to their allocation of Joint Reserves when it elects to no longer be a CPCNH Member. There is no fee for leaving CPCNH, but any obligations entered into on behalf of the Member will need to be accounted for to ensure costs are not shifted to other CPCNH Members. These Member obligations could include energy supply or project contracts that were entered into on the Member's behalf. The value of those obligations will be calculated by comparing their original costs to replacement market products and could include losses or gains due to market movements.

After the effective date of a Member's termination, reserves in excess of the cost incurred by CPCNH as a result of the termination will be returned to the Member.

## Attachment 2: MOE 2024 Planning Document, updated 3/5

### Member Outreach and Engagement 2024 Planning (3/5/24)

(All, JOIN, PLAN, LAUNCH, OPERATE)

		Notes
	<b>January</b>	
✓	Public Engagement Kickoff	Member Services
✓	Orientation	Member Services + Ambassadors
✓	Office Hour	Brian
✓	Member Survey Planning	
	<b>February</b>	
✓	New Rate Period begins	
✓	Conduct Member Survey	
✓	CSA Workshop	Member Services
	<b>March</b>	
✓	Wave 2 Launch	
	Engagement Webinar	Policy Priorities – <i>working with RLAC</i>
	Office Hour	Brian – <i>scheduled for 3/29, topic = Financial Reserves</i>
✓	Member Candidate Forum	Member Services + Ambassadors
	<b>April</b>	
	By Degrees Summit	Thurs., 4/4 from 2-5 pm
	Annual Meeting	
	Public Engagement Kickoff	Member Services
	<b>May</b>	
	Orientation	Member Services + Ambassadors
	Office Hour	Brian
	NH Energy Week?	
	CSA Workshop?	Member Services
	<b>June</b>	
	Wave 3 Launch	
	Engagement Webinar	Staff + Ambassadors
	Rate Setting	
	Member Candidate Forum	Member Services + Ambassadors
	<b>July</b>	
	Member Handbook?	
	Office Hour	Brian
	Public Engagement Kickoff	Member Services
	<b>August</b>	
	New Rate Period begins	
	Engagement Webinar	Staff + Ambassadors
	<b>September</b>	
	Orientation	Member Services + Ambassadors
	Wave 4 Launch?	
	Office Hour	Brian
	<b>October</b>	

	Fall Membership Meeting	CPCNH is 3! / Social (speaker, meal, activity)
	<b>November</b>	
	Office Hour	Brian
	LES Conference	
	2025 Budget	
	<b>December</b>	
	Rate Setting	

# Attachment 3: Draft Refresh handout



## NEW CUSTOMERS

### [NAME] Community Power

[NAME] Community Power has launched! Our community has established a new, locally controlled option for default electricity supply service.

In enacting Community Power (RSA 53-E) the NH General Court aims to allow communities to lower electric costs and adopt voluntary, cost effective and innovative solutions to local needs with careful consideration of local conditions and opportunities.



#### Source

**[NAME] Community Power** purchases electricity from the sources you choose.

#### Delivery

**[UTILITY]** deliver the electricity using the same power lines and billing mechanisms.

#### Community

**[NAME] Energy Customers** save money, access new rates & products, and choose how much renewable electricity to buy

Our town has joined the Community Power Coalition of New Hampshire, a nonprofit power agency created by New Hampshire municipalities and counties.

Any new customers that move into the municipality in the future will be automatically eligible to receive default service from the [NAME] Community Power and will be sent a notification in the mail. Customers who have recently returned to their utility default energy service from a competitive option will receive similar notices. Customers who have previously opted out of Community Power will not be notified or enrolled.

All customers supplied electricity from [NAME] Community Power programs are free to switch back to the utility-provided default service, or to take service from a Competitive Electric Power Supplier, by opting-out of the program and switching suppliers in advance of their next billing cycle.

To sign up before automatic enrollment, contact us at 1-866-603-7697 (POWR) or [info@CommunityPowerNH.gov](mailto:info@CommunityPowerNH.gov) or. You will need your electric utility account number to enroll. We offer several options for renewable energy.

For additional information, visit [www.CommunityPowerNH.gov/faqs](http://www.CommunityPowerNH.gov/faqs)