**CAEECC-Hosted Working Group on Underserved Customers**

**2nd Meeting of the Phase 1 WG**

**July 30, 2020, 12-3**

*See Meeting Supporting Documents on* [*Meeting Page*](https://www.caeecc.org/7-30-20-underserved-wg)

**Facilitators: Dr. Scott McCreary & Meredith Cowart, CONCUR Inc**

**Draft Agenda**

**12:00       Introductions**

**12:10       Goals and Overview of Multi-Meeting Strategy**

* **Review Goals of Phase I**
* **Agenda Overview**
* **Brief overview of multi-meeting strategy updates and progress**

**12:20      Review Results of Analysis on Who is Underserved**

* USC/NRDC Presentation: initial findings and implications
* Member clarifying questions and discussion
* Public comment

**1:15       Develop Strategy for Exploration into Likely Causes for Being Underserved and Identify Sub-Working Group members to Contribute to this Exploration**

* + Exploration drawing on existing literature
  + Brainstorm and discuss likely causes for being underserved by type of underserved customer
  + Identify Members to contribute to the exploration of likely causes for being underserved
  + Public Comment

**1:55 Break**

**2:00       Review and Revise Proposed Workplan to Identify Underserved SMB Customers, and Identify Sub-Working Group members to Contribute to this Analysis**

* Review and revise proposed workplan (see *Workplan to Identify Who is Underserved in the SMB Sector (7.27.20)*)
  + Identify Members to contribute to this analysis

**2:30 Review and Revise Proposed Workplan to Identify Underserved Public Sector Customers, and Identify Sub-Working Group members to Contribute to this Analysis**

* Review proposed workplan (see *Workplan to Identify Who is Underserved in the Public Sector (7.29.30)*) (L. Rothschild, The Energy Coalition)
* Discuss merits of undertaking this work and propose additional revisions as appropriate
* Identify Members to contribute to this analysis as appropriate

**2:45       Wrap Up/Next Steps**

* Recap approach for next meeting
* Approach to schedule remaining meetings in late August and September

**3:00 Adjourn**