00:31:52   Jared Leader (SEPA):   Please type your questions/comments in the chatbox OR come off mute!

00:32:18   Jared Leader (SEPA):   For more information about the Voices of Experience initiative, check out the website: https://smartgrid.gov/voices_of_experience

00:40:09   Jared Leader (SEPA):   Throughout this Summer Series, we've heard from utilities across the country about specific definitions around "disadvantaged communities", "vulnerable populations", "energy burden", "low income areas", etc. Can you explain how NRECA and the coops interact with these different definitions of energy equity or environmental justice areas? And is there a specific reason of choosing the U.S. Treasury definition of poverty? And do you have any suggestions for other utilities in conducting this type of analysis within their service territories?

00:47:11   Dave Erickson: I was wondering if you have any recommendations for incorporating any communications capabilities for electric programs into the broadband rollout? Basic capabilities for demand response or other grid awareness?

00:52:16   Lesley Lucas (Entergy; she, her): we've had some success as an IOU partnering with the telecommunications sector to bring broadband access to rural parts of our territory & are working with other IOUs to support these types of programs nationally https://www.entergynewsroom.com/article/electric-companies-can-close-digital-divide/

00:55:28   Sonja Berdahl, NREL: Thanks for the information and link, Lesley!

00:59:31   Amy Charles: Can we get a breakdown of that analysis? I lost track partway through, but it sounds very helpful

01:00:17   Amy Charles: (re getting solar to people)

01:00:34   Paul Breakman (NRECA):   Lesley - great info. Partnerships - in my opinion - are often the key to successful programs and projects. Electric coops (distribution coops and G&T coops) frequently partner with others (telephone coops, IOUs, telecom providers) to 'get it done'.

01:01:54   Dave Erickson: Marshall also mentioned "pay as you save". I have heard of programs with this name but wonder about the specific implementation. Would like to get more info on what you are doing here with on-bill financing..

01:02:18   Jared Leader (SEPA):   One of the overarching themes we've heard from utilities in these Voices of Experience discussions is around the correlation with income and education. Marshall, can you speak to your experience in Roanoke (and elsewhere if applicable) of how access to broadband internet plays a role in the success of individuals in the education system and uplifting communities out of poverty?

01:02:39   Amy Charles: Marshall, are you working with landlords on how to get that last-mile connection to people affordably, how it works with their rent and/or utils packages?

01:09:55   Amy Charles: thank you!

01:11:41   Sheri Givens, National Grid: Marshall, I agree with the door-to-door or potentially town hall meetings as ways to outreach folks. In a prior role, I found it helpful to work with state

legislators to ensure I could get attendees (they sent invitations to their constituents) for customer outreach/education.

01:12:06   Dave Erickson: Marshall what are you finding is the uptake on broadband in your low income areas?

01:12:42   Dave Erickson: Is people being able to afford either a router or a computer an issue?

01:12:51   Amy Charles: that's an excellent point, the ability for the towns to survive at all without good broadband

01:18:52   Amy Charles: Do people have reservations about what hidden costs there might be, trouble getting out of contracts, a sense that they don't need a new expense?

01:20:02   Amy Charles: Yeah, I can see how that could be a lot on top of a cell contract. Do they also have a charge for the modem?

01:22:37   Dave Erickson: Thank you excellent presentation!

01:26:19   Amy Charles: If there were funding coming through Dept of Ed to subsidize household broadband, that'd be 13 years minimum per household subsidized

01:28:27   Amy Charles: Actually if subsidies were available through a range of programs for households, that'd stream through many agencies and be protective of funding

01:30:09   Amy Charles: You can quantify CO_2 for average trip to the McD's parking lot for homework

01:30:32   Paul Breakman (NRECA):   YES, Amy. GREAT POINT.

01:30:53   Amy Charles: thank you all - slides available soon?