**Underserved Working Group Multi-Meeting Strategy**

*Note: Updates following the July 1, 2020 launch meeting reflect the WG request to include the public sector in the SMB exploration into likely causes for being underserved*

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**Mtg 1 (June):**

* **Residential:**
	+ Review and revise USC/NRDC proposed workplan to identify underserved residential customers
* **SMB:**
* Develop proposed workplan to identify underserved SMB customers

**Mtg 2 (July):**

* **Residential:**
	+ Review results of data analysis to identify underserved residential customers
	+ Develop strategy for follow-up exploration into likely causes for being underserved (e.g. HTR definition, or other reasons)
* **SMB:**
	+ Review and revise proposed workplan to identify underserved SMB customers, and identify sub-working group members to conduct analysis

**Mtg 3 (August):**

* **Residential:**
	+ Review results of exploration into likely causes for being underserved
	+ Develop next step recommendations including:
		- Forums (including CAEECC) and processes to develop appropriate strategy or strategies for addressing each underserved customer segment, and
		- Metrics to set goals and measure progress.
* **SMB/Public Sector:**
	+ Review results of data analysis to identify underserved SMB customers
	+ Develop strategy for follow-up exploration into likely causes for being underserved in SMB and Public Sector; and
	+ Develop next step recommendations including:
		- Forums (including CAEECC) and processes to develop appropriate strategy or strategies for addressing each underserved customer segment, and
		- Metrics to set goals and measure progress.

**Mtg 4 (September):**

* **Residential:**
	+ Finalize recommendations
* **SMB/Public Sector**
	+ Review results of exploration into likely causes for being underserved in SMB and Public Sector
	+ Review (and finalize) draft next step recommendations
* **Next Steps:**
	+ Process for finalizing report to Commission including recommendations and supporting research