

# **Utility Energy Affordability Program Updates**

PSC Case 14-M-0565

March 5, 2020

People. Power. Possibilities.

**Central Hudson**

A FORTIS COMPANY



# Low Income Bill Discount Program



# Low Income Programs

- Low Income Bill Discount Program
  - ANY HEAP recipient qualifies
  - November 2017 – 3 HEAP seasons
    - Started with about 9,000 accounts up to **over 11,500**
- Areas of Opportunity are self-identified customers. Over 60% households in our territory use alternate fuel sources

# Enrollment Process

**First, receive a Home Energy Assistance Program (HEAP) benefit:**

- HEAP benefit is applied to customer's Central Hudson account.
  - Automatic enrollment
- HEAP notification to Central Hudson through performance measurement tool.  
*(by Office of Temporary Disability Assistance)*
  - Automatic enrollment
- Customer with alternate heating can "self-enroll" by providing a HEAP "Notice of Decision" letter.
  - Manual enrollment by CARE UNIT

# Enrollment Process continued

- Central Hudson's definition of a low-income customer is anyone who has received HEAP.
- The customer must receive a regular or emergency HEAP benefit. NOT necessarily to CH account.
- The account will be automatically enrolled into our Budget Billing program.
- The customer can opt-out of Budget Billing at any time.

# How much credit will the customer receive?

Central Hudson				
Income Level	Electric Heating	Electric Non-Heating	Gas Heating	Gas Non-Heating
Tier 1	\$19	\$19	\$30	\$3
Tier 2	\$37	\$37	\$48	\$3
Tier 3	\$72	\$56	\$67	\$3
Tier 4	\$39	\$39	\$50	\$3

Tier 1 = HEAP \$0. to \$350

Tier 2 = HEAP \$351 to \$376

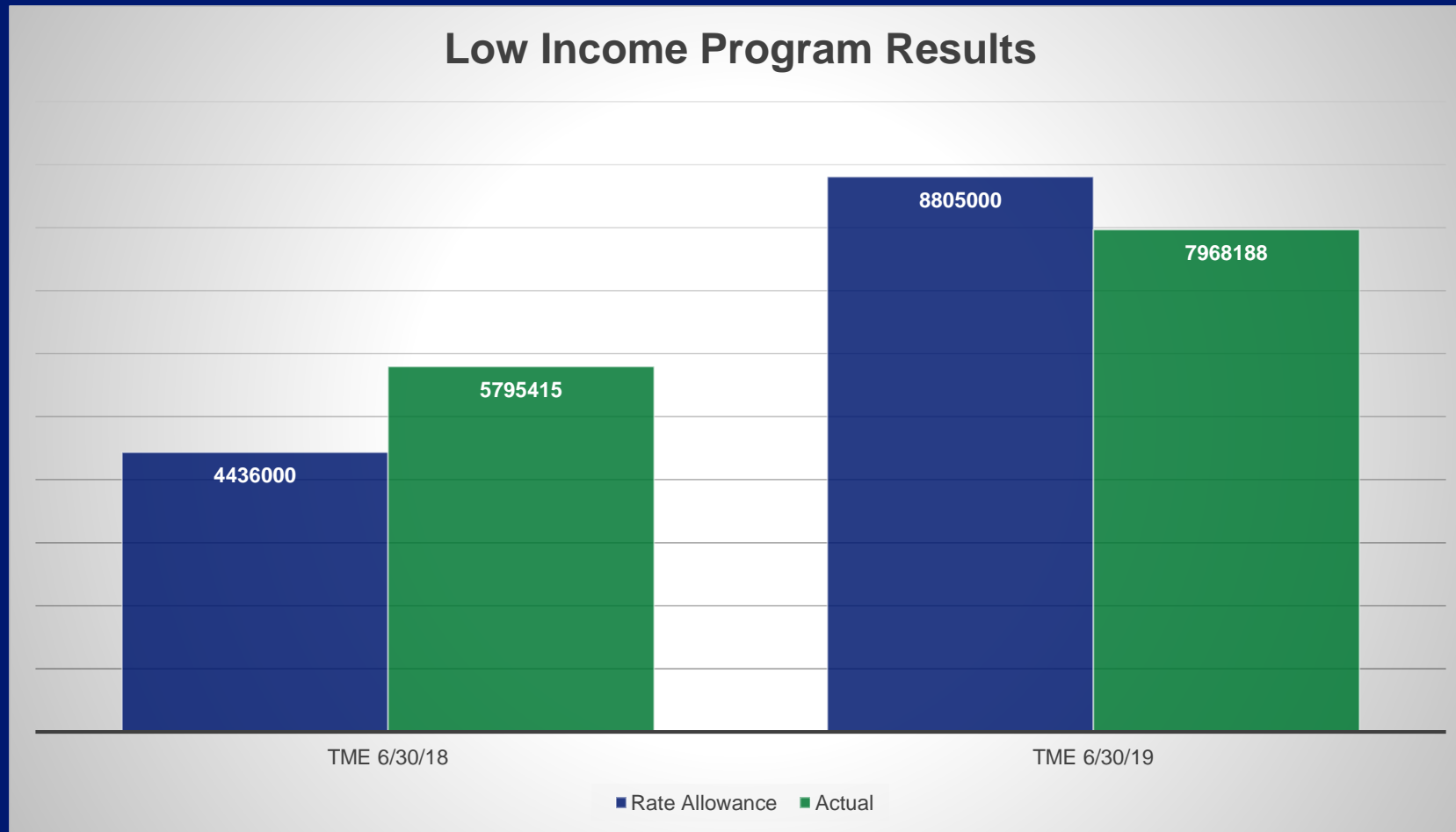
Tier 3 = HEAP \$377 to \$401+

Tier 4 = Restrict & Guarantee accounts

\*a combination of any of the above services could mean increased credits

ALL NON-heating Central Hudson customers (OTDA & Self-enrolled) = Tier 1

# Last Two Rate Years



# Reconnection Fee Waiver Program

- Central Hudson HEAP recipient qualifies
- Receives 1 waiver per 12 month period
- In 2019, we have waived 1,337 fees

# Arrears Forgiveness (POP) Program

- Program discontinued in 2017
- Ends April 2020

# Efforts made to Increase Enrollment

- Focus on Self Identified Enrollments
- Educate customers and advocacy agencies
- Provided education to local propane and heating oil companies
- Increased face to face interactions by partnering with local colleges, financial institutions and grocery chains

# “OUTREACH ON THE MOVE”

- Central Hudson in the community
  - DCFS, Community Action, Food Pantries, SUNY Dutchess & New Paltz
- Central Hudson offering any agency working with CH customers:
  - Workshop for employees/volunteers/clients
  - Event tables



# Energy Efficiency Initiatives

## Save Energy & Money

Central Hudson provides rebates and incentives in support of our [Powering the Path to a Cleaner Future](#) initiatives.



CenHub Store



CenHub Insights



CenHub Peak Perks



Residential Incentives



Business Incentives



Energy Calculators



Electric Vehicles



Energy Challenges



HomeAdvance Program



**conEdison**

# **Con Edison Energy Affordability Programs**

March 5, 2020

# Electric & Gas Affordability Programs

- Bill discounts + reconnection fee waivers
- 2020 Target budgets
  - Electric: \$70.8M
  - Gas: \$24.7M
- Cost recovery
  - Program costs recovered from all customers
  - Reconcile to actual costs through revenue decoupling mechanism
- Proximity to 2% revenue cap\*
  - Electric: 0.88%
  - Gas: 1.15%


\* Estimated based on 2019 electric and gas revenues from sales to end-use customers.

# Enrollment Methods

- Agency Matching Process
- HEAP grants
- Utility Guarantee / Direct Vendor programs
- Budget Billing Opt-out
  - Pre-2018: 10% of customers on budget billing
  - June 2018 – Dec. 2019: 24-30% of customers on budget billing
  - Exclude customers in arrears, on payment agreements



# Website Content

 Account & Billing Services & Outages Save Energy & Money Our Energy Future [Search](#) [Log In or Register](#)

[Home](#) / [Payment Plans & Assistance](#) / [Help Paying Your Bill](#)

## Help Paying Your Bill

If you receive benefits from specific governmental programs, you may be eligible to receive monthly discounts on your energy bill.

### Eligible Programs:

[Home Energy Assistance Program \(HEAP\)](#) – You need to have received benefits in the last 12 months.

[Supplemental Nutrition Assistance Program \(SNAP\)](#) – [NYC SNAP](#), [Westchester SNAP](#)

[Supplemental Security Income \(SSI\)](#)

[Direct Vendor or Utility Guarantee](#)

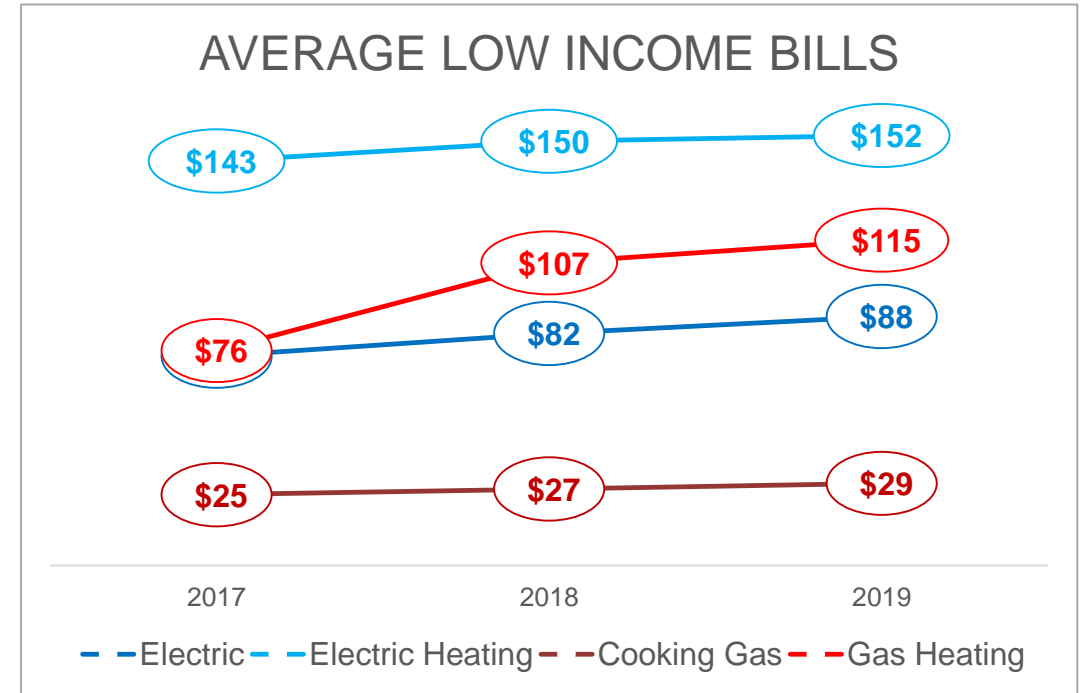
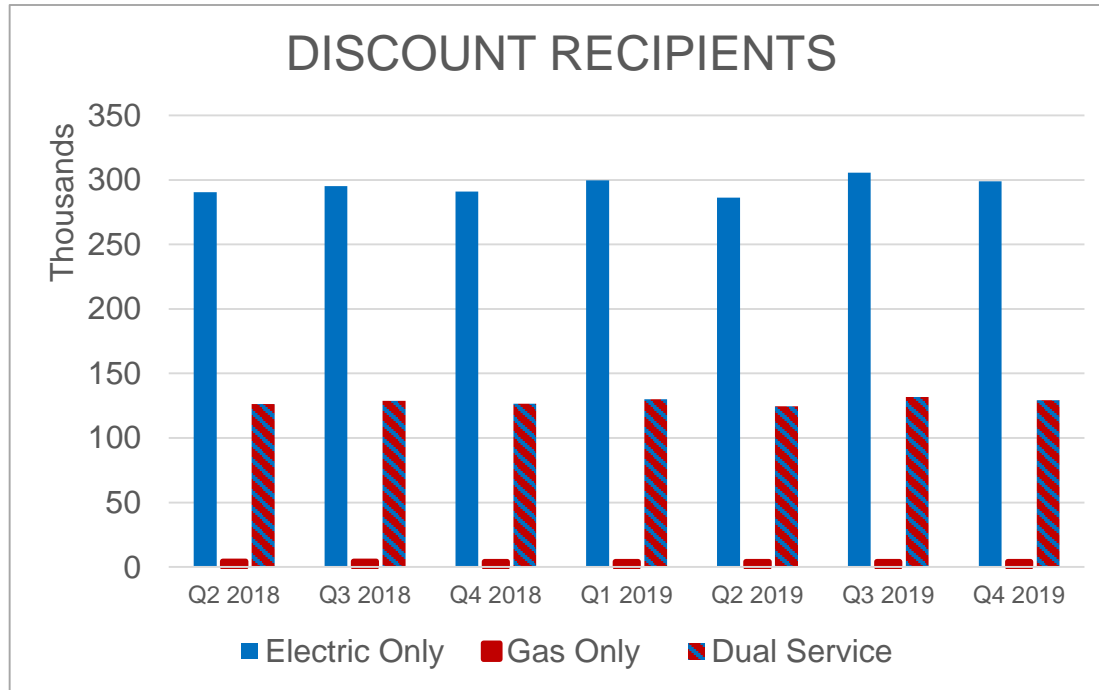
[Temporary Aid to Needy Families \(TANF\)](#) - [NYC TANF](#), [Westchester TANF](#)

[Medicaid](#)

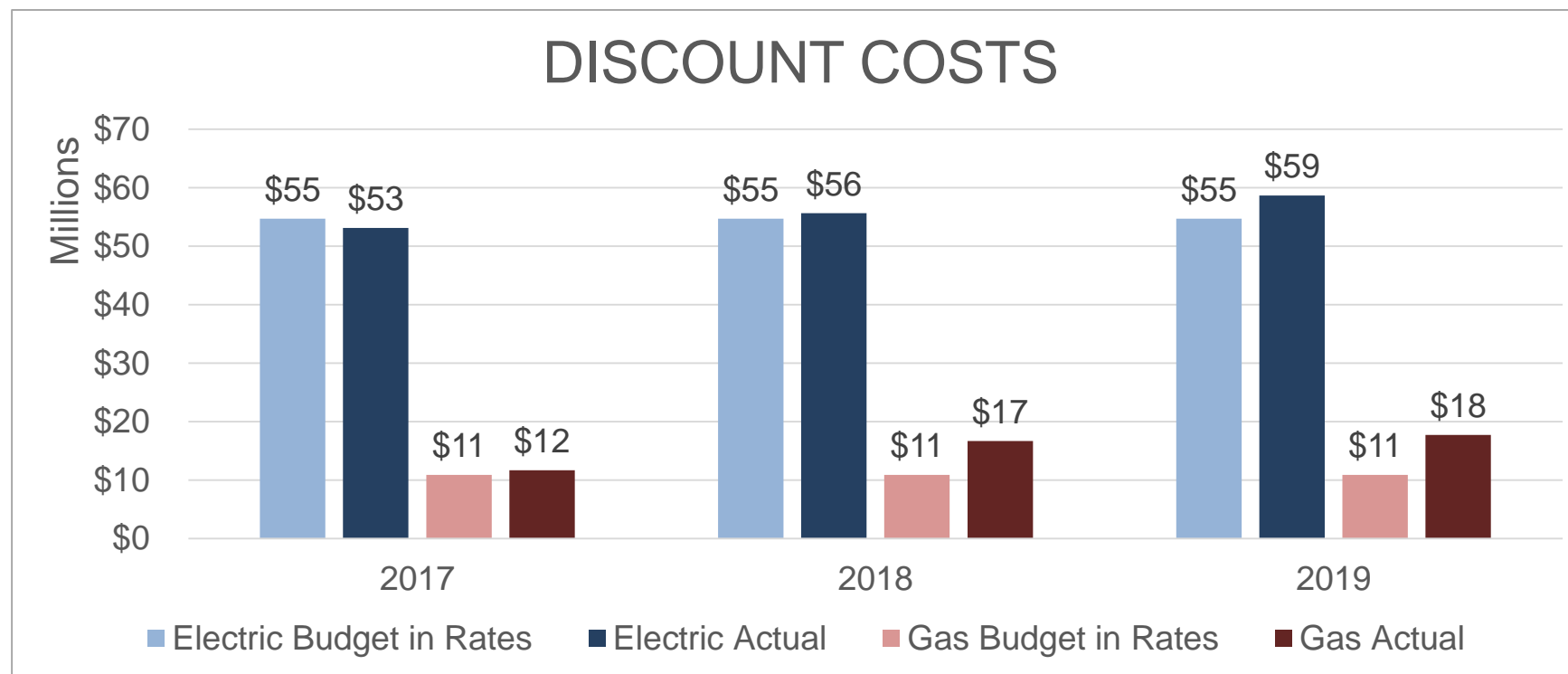
[Safety Net Assistance \(SNA\)](#) – [NYC SNA](#), [Westchester SNA](#)

coned.com > Account & Billing > Payment Plans & Assistance > Help Paying Your Bill

# 2017-2019 Program Data



# 2017-2019 Program Data, cont'd



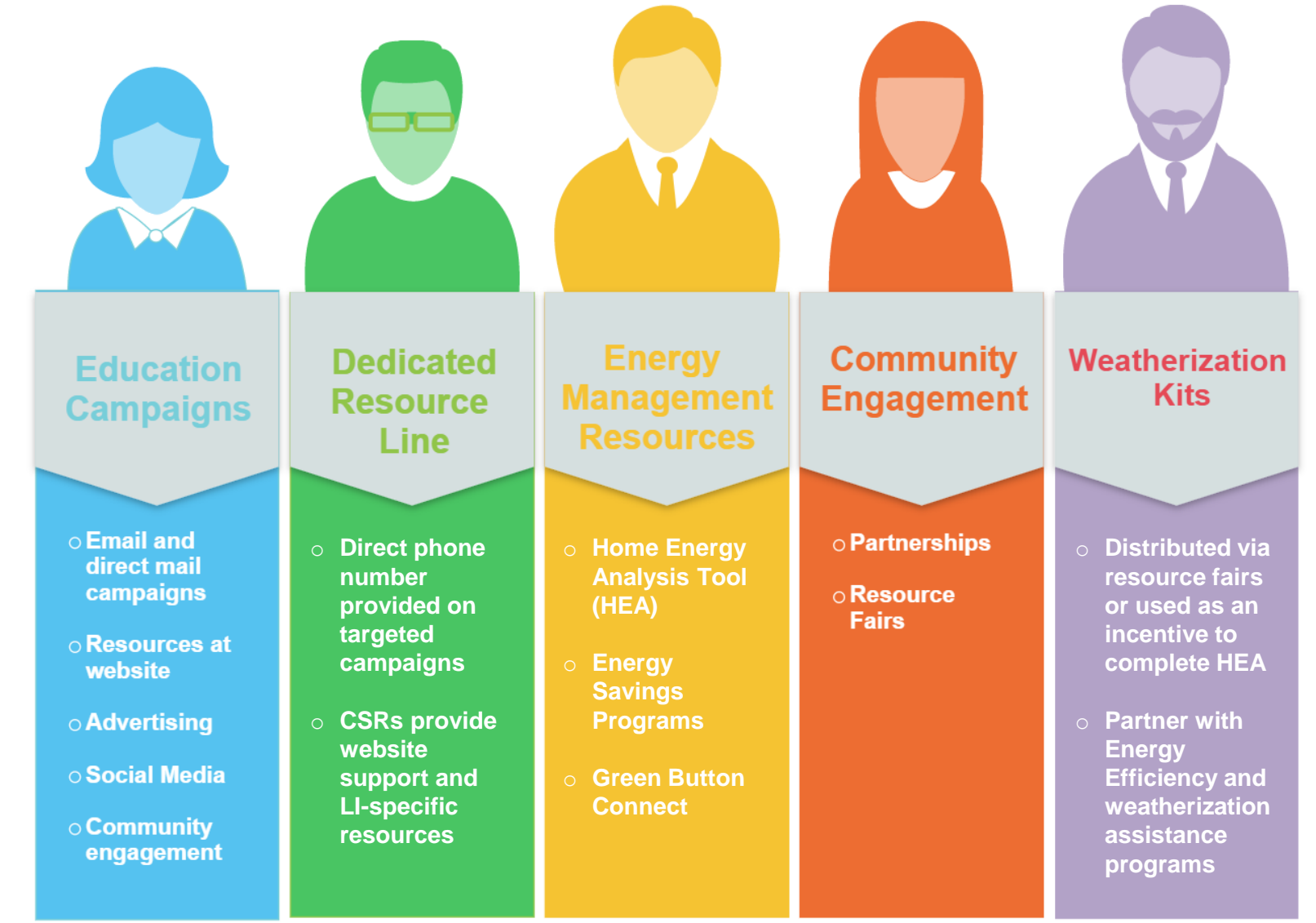
# 2019 Rate Proceeding

- Discount ‘adders’ applied to shield low income participants, on average, from bill increases in 2020

2020 Discounts	Electric Std	Electric JP	Electric Heat Std	Electric Heat JP	Cooking Gas Std	Cooking Gas JP	Gas Heat Std	Gas Heat JP
Tier 1	\$ 10	\$ 13	\$ 10	\$ 16	\$ 3	\$ 7	\$ 50	\$ 60
Tier 2	\$ 10	\$ 13	\$ 10	\$ 16	\$ 3	\$ 7	\$ 56	\$ 66
Tier 3	\$ 31	\$ 34	\$ 36	\$ 42	\$ 3	\$ 7	\$ 77	\$ 87
Tier 4	\$ 16	\$ 19	\$ 16	\$ 22	\$ 3	\$ 7	\$ 63	\$ 73

- Program cost increases
  - Electric: \$58.6M to \$70.2M (+20%)
  - Gas: \$17.7M to \$24.6M (+39%)

# Targeted Outreach & Education



# LMI Energy Efficiency

- Con Edison LMI Portfolio
  - Multifamily Income Eligible
    - Increased incentives for electric and gas measures
    - Free direct-install in-unit measures
    - Funding for surveys and project scopes of work
  - Residential LMI Portfolio
    - Food bank LED distribution
    - Partnership with SNAP recipient app Propel
    - Free measures/kits for bill discount customers
    - Oil to Electric Heat Pump Pilot
- Empower referrals to NYSERDA

# Phase 2 Considerations

- Guiding principles: simplicity, scalability, efficiency, privacy
- Open to discussion
  - HEAP grant assumption
  - Factoring in rate increases
  - Income thresholds
- Threshold issue: almost all of the current program functions are automated in legacy CSS. Major departures from status quo would be challenging in advance of CSS replacement (2023)



*National Fuel*<sup>®</sup>

**National Fuel Statewide Low Income Program (SLIP)**

March 5, 2020

# Recent National Fuel Low Income Discount Programs

- Home Residential Assistance Service (HRAS) – Broad-based discount to HEAP recipients (\$12.50/month from Oct. - May)
- Low Income Affordability Assistance Program (LICAAP) – Targeted variable rate discount to payment-troubled customers tied to individual household income and number of inhabitants
  - Discount tied to 6% energy burden [maximum discount ranged from 10% to as high as 80% when gas commodity costs were high]
  - Arrearage forgiveness over 24 months matched with timely payment
  - Once per year waiver of reconnection fee

## Low Income Proceeding – 14-M-0565

- National Fuel requested permission to continue its existing low income programs
- National Fuel identified way to easily add a fifth tier to statewide program; distinguished the two \$25 add-on HEAP benefits
- National Fuel permitted to wind down LICAAP by the end of 2018 and replace with SLIP
- PSC envisioned future proceedings to improve discount programs

# Statewide Low Income Program (SLIP)

- SLIP program implemented December 1, 2018
- Replaced HRAS and LICAAP
- Eliminated arrearage forgiveness opportunities and reconnection fee waivers
- SLIP Program enrollments are automatic; principally based on customer receipt of HEAP benefit
- National Fuel manually enrolls new customers identified through the OTDA Performance Measures file exchange from OTDA each Fall

# SLIP Monthly Income Levels

Tier Level	Monthly Income	Level of Need
Tier 1	\$3,262	60% SMI
Tier 2.1	\$2,547	Median Tiers 1 and 2.2
Tier 2.2	\$1,832	130% FPL
Tier 3	\$1,433	Median Tiers 2.2 and 4
Tier 4	\$1,034	185% PA Area Std. of Need

# SLIP Participants as of October 31, 2019

Tier Level	Number of Accounts	Percent of Total
Tier 1	9,585	14.0 %
Tier 2.1	10,865	15.9 %
Tier 2.2	11,543	16.9 %
Tier 3	33,122	48.5 %
Tier 4	3,242	4.7 %
Total	68,356	100 %

# Current SLIP Discount Calculation

National Fuel Gas Distribution												
Statewide Low Income Program (SLIP) Discount Calculation												
			2019-2020			1/2	Net Energy Burden			Proposed		Proposed
	Active	Percent	HEAP	3%	110% Avg.	Basic	Before SLIP Discounts			SLIP	Total	Energy
Tier Level	Count	of Total	Monthly	Energy	Proposed	HEAP	Annual	Monthly	Percent	Discount	Discount	Burden
	10/31/2019		Income	Burden	Annual Bill	Grant						with HEAP
Tier 1	9,585	14.0%	\$3,262.00	\$97.86	\$1,043.29	\$175.00	\$868.29	\$72.36	2.22%	3.00	\$345,060	2.13%
Tier 2.1	10,865	15.9%	\$2,547.00	76.41	1,043.29	187.50	855.79	71.32	2.80%	3.00	\$391,122	2.68%
Tier 2.2	11,543	16.9%	\$1,832.00	54.96	1,043.29	188.00	855.29	71.27	3.89%	17.00	\$2,354,772	2.96%
Tier 3	33,122	48.5%	\$1,433.00	42.99	1,043.29	200.50	842.79	70.23	4.90%	28.00	\$11,128,824	2.95%
Tier 4	3,242	4.7%	\$1,034.00	31.02	1,043.29	200.50	518.79	43.23	4.18%	13.00	\$505,752	2.92%
Total	68,356	100.0%									\$14,725,530	
					\$54.00 = Direct Voucher energy stipend \$27.00 = 1/2 Direct Voucher energy stipend \$324.00 = 1/2 DV x 12 (Annualized)							
										Projected SLIP Discount	\$ 14,725,530	
										2% Budget Cap	\$ 15,965,719	
										Variance	\$ (1,240,189)	
										2% Budget	PASS	
										3% Burden	PASS	

# Sample Scenario using the 4-Tier Method in 14-M-0565

National Fuel Gas Distribution													
Statewide Low Income Program (SLIP) Discount Calculation													
Tier Level	Active Count 10/31/2019	Percent of Total	2019-2020 HEAP Monthly Income	3% Energy Burden	110% Avg. Proposed Annual Bill	1/2 Basic HEAP Grant	Net Energy Burden Before SLIP Discounts			Proposed SLIP Discount	Total Discount	Proposed Energy Burden with HEAP	
							Annual	Monthly	Percent				
Tier 1	9,585	14.0%	\$3,262.00	\$97.86	\$1,043.29	\$175.00	\$868.29	\$72.36	2.22%	3.00	\$345,060	2.13%	
Tier 2	22,408	32.8%	\$2,547.00	76.41	1,043.29	187.50	855.79	71.32	2.80%	3.00	\$806,670	2.68%	
Tier 3	33,122	48.5%	\$1,832.00	54.96	1,043.29	188.00	855.29	71.27	3.89%	17.00	\$6,756,786	2.96%	
Tier 4	3,242	4.7%	\$1,034.00	31.02	1,043.29	200.50	518.79	43.23	4.18%	13.00	\$505,752	2.92%	
<b>Total</b>	<b>68,356</b>	<b>100.0%</b>									<b>\$8,414,268</b>		
					\$54.00 = Direct Voucher energy stipend \$27.00 = 1/2 Direct Voucher energy stipend \$324.00 = 1/2 DV x 12 (Annualized)								
										Projected SLIP Disc	\$ 8,414,268		
										2% Budget Cap	\$ 15,965,719		
										Variance	\$ (7,551,451)		
										2% Budget	PASS		
										3% Burden	PASS		

# Statewide Low Income Program (SLIP)

- SLIP provides customers with a monthly discount towards their residential **gas delivery charges**. The discount amount is based on the amount of the HEAP grant they receive.
- All National Fuel Gas customers receiving HEAP are automatically enrolled into SLIP with the respective tier-based credit (below) beginning on the next month's bill.

SLIP Tier	SLIP Tier Description	Discount
1	HEAP grant less than or equal to \$350	\$3
2.1	HEAP grant is equal to \$375	\$3
2.2	HEAP grant is equal to \$376	\$17
3	HEAP grant is equal to \$401	\$28
4	DSS Direct Voucher enrolled customers	\$13

# Ongoing Outreach Strategies

## External

- **HEAP cards in CACs, door hangers, community events**
- **HEAPhelps.com**
- **Billboards/Social Media/Radio campaign**

## Internal

- **Refresher trainings – HEAP, Gatekeeper, SLIP**
- **Bill inserts/message on outside of termination envelopes**
- **Reminder messages on the CRC Message Boards**
- **Contests for the best slogans for the message boards**

## My Utility Account

[Sign Up Today](#)

[Forgot?](#) 

[Click here if you received an error after clicking Submit](#)

## Make A Payment

### Contact Us

 **Gas Emergencies**  
1-800-444-3130  
TTY: 7-1-1

 **Customer Service**  
NY: 716-686-6123  
PA: 814-871-8200  
Or Toll Free: 1-800-365-3234

 **Before You Dig, Call 811 or**  
NY: 1-800-962-7962  
PA: 1-800-242-1776

### Media

NY <a href="#">Karen Merkel</a> 716-857-7654	PA <a href="#">Carly Manino</a> 814-871-8199
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# Payment Assistance



Ashleigh,  
Customer  
Service  
Supervisor  
Buffalo, NY

Our payment assistance programs can help with your heating bills.



**national fuel**<sup>®</sup>  
PART OF THE SOLUTION

**NationalFuelGas.com**

- ▶ **HEAP-Home Energy Assistance Program** **HEAP is now open**
- ▶ **Statewide Low Income Program (SLIP)**
- ▶ **Neighbor for Neighbor Heat fund**
- ▶ **Budget Plan**
- ▶ **Deferred Payment Agreement**

# Low-Income & Special Assistance Programs

## External

- HEAP through April 24, 2020
- Emergency Aid to Adults/Families (EAA/EAF)
- Direct Voucher (DSS)
- SSI Guarantee
- Neighbor-for-Neighbor grants

## Internal

- Elderly, Blind, or Disabled (EBD) Protections & Gatekeeper
- Low Income Programs (NY SLIP, Payment Extensions, Budget Plan, LIURP, ESP)
- Emergency Heating Repair & Replacement (EHRR) Program



# LIURP - Free Weatherization Assistance

- **Universal Availability of Energy Efficiency** – All customers, regardless of their income or their service classification, should be able to participate in energy efficiency programs
- **57.2% of National Fuel's energy efficiency portfolio funding is dedicated to serving low income customers**
- Administered for National Fuel by **NYSERDA**, the special assistance provides energy-efficient measures like:
  - Insulation
  - Weatherization Audits & Education
  - Heating system inspections and repairs
  - Caulking and air sealing to reduce drafts
  - Wi-Fi Thermostat installations
  - And more!

## LIURP - Free Weatherization Assistance

- NYSERDA Partnership
- Program has provided over \$46 million in free services since inception
- Completed over 10,750 jobs
- Average cost per job of \$4,267.47

## Possible Phase 2 Considerations

- Expansion of Tiers to have targeted discounts to achieve a 6% energy burden for all low income households
  - OTDA has amended all HEAP applications to permit sharing of grantee information with utilities for low income program consideration
  - In the utility payment file, OTDA could provide additional information which includes household income and number of inhabitants
  - Commission could allow National Fuel to amend its discount program to include more tiers with greater discounts to households with lower incomes and more residents

## Sample variable rate discounts based on household size

ANNUAL INCOME	HOUSEHOLD SIZE						
	1	2	3	4	5	6	7
\$0 - \$999	60%	50%	50%	50%	60%	60%	60%
\$1,000 - \$1,999	60%	50%	50%	50%	60%	60%	60%
\$2,000 - \$2,999	60%	50%	50%	50%	60%	60%	60%
\$3,000 - \$3,999	60%	50%	50%	50%	60%	60%	60%
\$4,000 - \$4,999	60%	50%	50%	50%	60%	60%	60%
\$5,000 - \$5,999	60%	50%	50%	50%	60%	60%	60%
\$6,000 - \$6,999	50%	50%	50%	50%	60%	60%	60%
\$7,000 - \$7,999	50%	40%	50%	50%	50%	50%	50%
\$8,000 - \$8,999	40%	40%	50%	50%	50%	50%	50%
\$9,000 - \$9,999	40%	40%	40%	40%	50%	50%	50%
\$10,000 - \$10,999	40%	30%	30%	40%	40%	40%	40%
\$11,000 - \$11,999	30%	30%	30%	30%	40%	40%	40%
\$12,000 - \$12,999	20%	30%	30%	30%	40%	40%	40%
\$13,000 - \$13,999	20%	20%	20%	20%	30%	40%	40%
\$14,000 - \$14,999	10%	10%	20%	20%	20%	20%	30%
\$15,000 - \$15,999	10%	10%	10%	10%	20%	20%	30%
\$16,000 - \$16,999	0%	0%	10%	10%	20%	20%	20%
\$17,000 - \$17,999	0%	0%	10%	10%	10%	10%	10%
\$18,000 - \$18,999	0%	0%	0%	0%	10%	10%	10%
\$19,000 - \$19,999	0%	0%	0%	0%	10%	10%	10%
\$20,000 - \$20,999	0%	0%	0%	0%	0%	0%	0%



*National Fuel*<sup>®</sup>

**Thank you!**

<https://www.HEAPHelps.com>

# Energy Affordability Program (EAP)

NMPC, KEDLI and KEDNY Program Details



nationalgrid

# Energy Affordability Enrollment Process

## All National Grid Companies

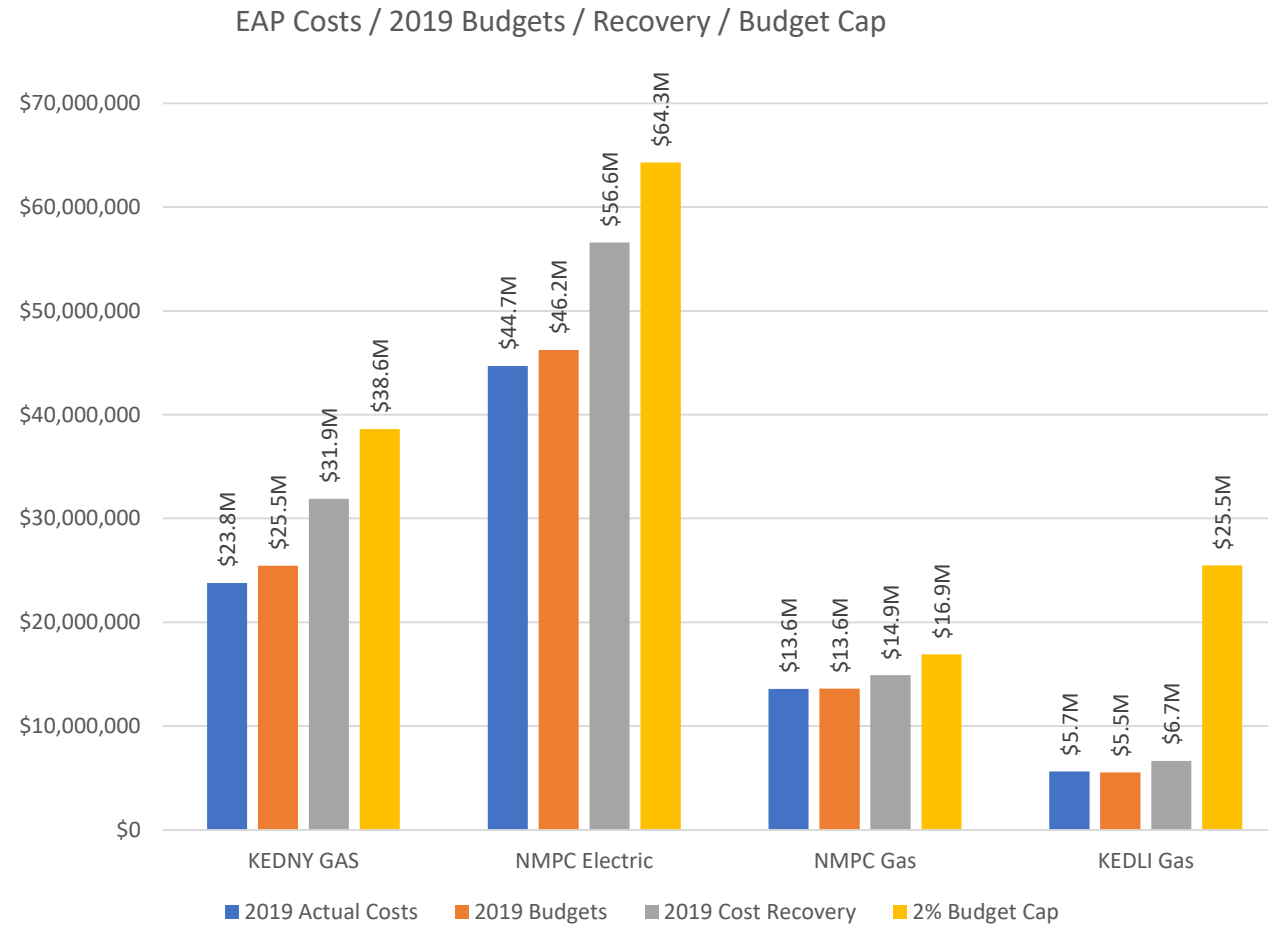
- Accounts are automatically enrolled upon receipt of a Home Energy Assistance Program (HEAP) grant applied to a customer's account
- Recipients of Direct Voucher (DV) or Utility Guarantee (GU)
- Self-identified. Customers may provide proof of a HEAP payment made to an alternative fuel source
- File Match. The Companies exchange account data with the Office of Temporary Disability Assistance (OTDA) via Health & Human Services (HHS) file matching mechanism
  - Accounts identified in the HHS file that are currently not on EAP are added
  - Multiple file-matching efforts are conducted, including:
    - Review of recipients with finalized accounts looking for new active accounts
    - Customers identified by first name, last name and last 4 of the SS # will be added to EAP.

# Energy Affordability Enrollment Process (continued)

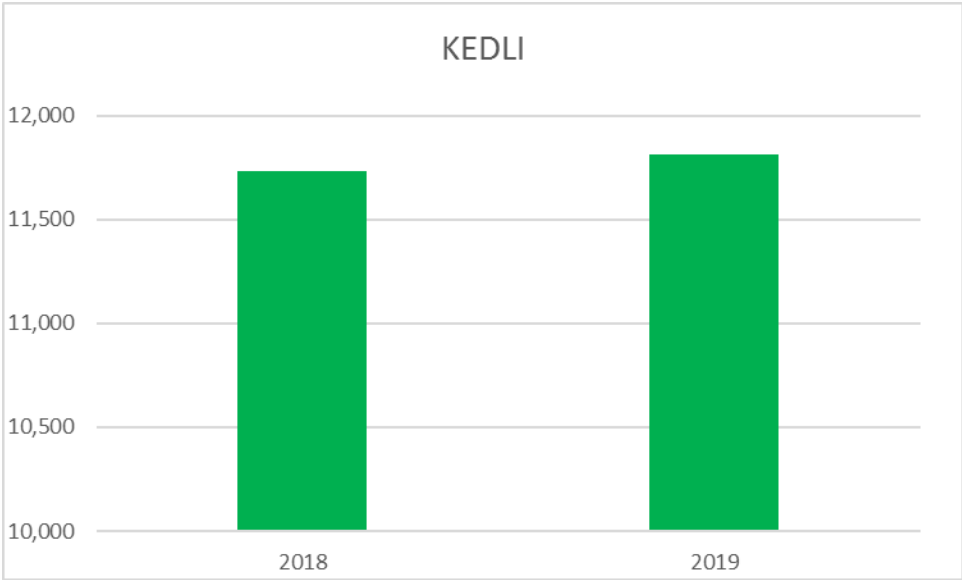
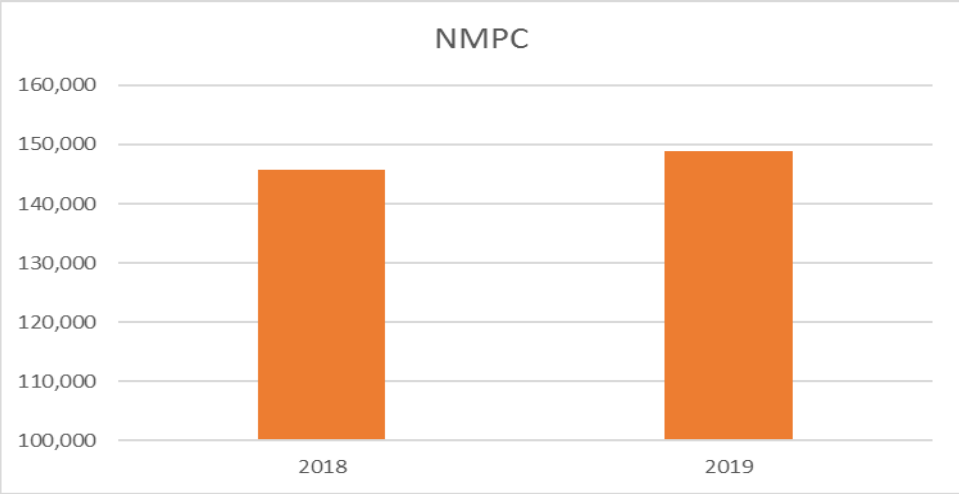
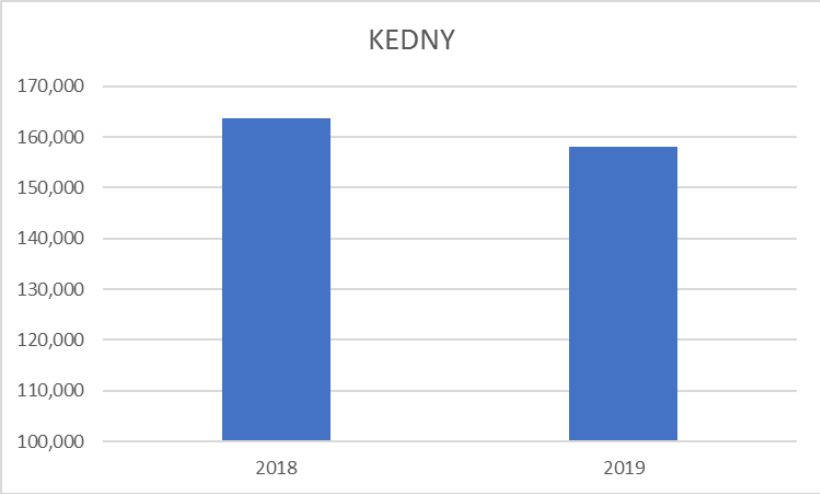
## KEDLI and KEDNY

- National Grid conducts a semi-annual file match with the Human Resource Administration (HRA) to enroll eligible customers in EAP.
  - Customers deemed eligible by HRA are electronically enrolled in the program as part of this file match.
  - Customers remain on the program until HRA notifies the company they are no longer eligible and are removed from EAP through the file match.
- Customers can also self-identify and apply for EAP if they provide proof of current enrollment in one of the following programs:
  - Temporary Assistance for Needy Families
  - Safety Net Assistance – Public Assistance
  - Supplemental Security Income
  - Medicaid
  - Supplemental Nutrition Assistance Program (SNAP or Food Stamps)
  - Veteran’s Disability Pension
  - Veteran’s Surviving Spouse Pension
  - Child Health Plus

# EAP Budget Details



# EAP Participation



# Petition to Adjust Annual Calculation Amounts

## Order Approving Petition Case 19-M-0350 Dated October 18, 2019

### **Background:**

To moderate calculated reductions in discounts National Grid proposed implementing a 20% limit on reductions in discount levels from one year to the next. The proposed 20% number is viewed as a reasonable upper limit for year-on-year average bill changes (e.g., compared with average 2014 bills, the most recent three-year average shows residential electric bills decreasing by approximately 23% while gas bills declined by 25%). This limit would apply only to reductions in discounts and would create a glidepath for annual changes when discounts are declining in order to provide vulnerable customers additional time adapt to new discount levels.

### **Order:**

New York State electric and gas utilities that have Energy Affordability Programs are authorized to limit any annual decrease in the discount level to no more than 20% in a given year.

# EAP Outreach

## National Grid HEAP Outreach 2019-2020

Information regarding EAP has been added to much of the HEAP outreach that is conducted in order to increase enrollment

NMPC	KEDNY	KEDLI
<p><b>Disconnect Notice Insert</b></p> <ul style="list-style-type: none"> <li>Inserted with notices 12/1/19 – 3/1/20</li> </ul> <p><b>Outbound Calling Campaigns</b></p> <ul style="list-style-type: none"> <li>January – Regular &amp; Emergency HEAP Eligible customers that are income eligible but did not received HEAP last year, income eligible and did not receive HEAP this year, and customers on Direct Voucher or Guarantee that did not get a HEAP payment – 55, 538 called</li> </ul> <p><b>Customer Website – Payment Assistance Page Enhanced</b></p> <ul style="list-style-type: none"> <li>Vanity URL: <i>ngrid.com/discount</i></li> </ul> <p><b>LIHEAP Winter Ad in Newspapers – multi language</b></p> <ul style="list-style-type: none"> <li>December</li> </ul> <p><b>Interactive Voice Response (IVR)</b></p> <ul style="list-style-type: none"> <li>Nov – Mar – Promoting HEAP</li> </ul>	<p><b>Financial Assistance Brochure - Nov</b></p> <ul style="list-style-type: none"> <li>NYC Residential Customers</li> <li>November Bill Insert</li> </ul> <p><b>Outbound Calling Campaigns</b></p> <ul style="list-style-type: none"> <li>January – Regular &amp; Emergency HEAP Eligible customers that are income eligible but did not received HEAP last year, income eligible and did not receive HEAP this year, and customers on Direct Voucher or Guarantee that did not get a HEAP payment – 68,360 called</li> </ul> <p><b>Customer Website – Payment Assistance Page Enhanced</b></p> <ul style="list-style-type: none"> <li>Vanity URL: <i>ngrid.com/discount</i></li> </ul> <p><b>LIHEAP Winter Ad in Newspapers – multi language</b></p> <ul style="list-style-type: none"> <li>December</li> </ul> <p><b>Interactive Voice Response (IVR)</b></p> <ul style="list-style-type: none"> <li>Nov – Mar – Promoting HEAP</li> </ul>	<p><b>Financial Assistance Brochure – Nov - Apr</b></p> <ul style="list-style-type: none"> <li>Final Notice Insert through HEAP Season</li> </ul> <p><b>Outbound Calling Campaign</b></p> <ul style="list-style-type: none"> <li>January – Regular &amp; Emergency HEAP Eligible customers that are income eligible but did not received HEAP last year, income eligible and did not receive HEAP this year, and customers on Direct Voucher or Guarantee that did not get a HEAP payment – 15,721 called</li> </ul> <p><b>Customer Website – Payment Assistance Page Enhanced</b></p> <ul style="list-style-type: none"> <li>Vanity URL: <i>ngrid.com/discount</i></li> </ul> <p><b>LIHEAP Winter Ad in Newspapers – multi language</b></p> <ul style="list-style-type: none"> <li>December</li> </ul> <p><b>Interactive Voice Response (IVR)</b></p> <ul style="list-style-type: none"> <li>Nov – Mar – Promoting HEAP</li> </ul>

# EAP Outreach (continued)

## National Grid HEAP Outreach 2019-2020

NMPC	KEDNY	KEDLI
<p><b>Bill Envelope campaign</b> – outside</p> <ul style="list-style-type: none"> <li>Dec – Mar - Promote HEAP as part of the Winter Heating campaign</li> </ul> <p><b>Blue Box Message</b></p> <ul style="list-style-type: none"> <li>Promoting HEAP - Dec - Feb</li> </ul> <p><b>Solutions (email)</b></p> <ul style="list-style-type: none"> <li><b>To incoming</b> customers with HEAP discussion - Starting in Nov</li> </ul> <p><b>Website Banner</b></p> <ul style="list-style-type: none"> <li>Promoting HEAP as part of the Winter Heating Campaign – Starting in Nov</li> </ul> <p><b>Door Hangers</b> promoting HEAP</p> <ul style="list-style-type: none"> <li>Left by Collectors starting November</li> </ul> <p><b>Social Media Campaign</b></p> <p><b>HEAP Training to Contact Centers and vendor reps</b></p> <p><b>Consumer Advocacy</b></p> <ul style="list-style-type: none"> <li>HEAP Tip Sheet for customers</li> <li>HEAP poster distribution at agencies and in communities</li> <li>Outbound Calls to EBD, Medical Emergency and Life Support customers that are HEAP Eligible but have not received HEAP.</li> </ul>	<p><b>Bill Envelope campaign</b> – outside</p> <ul style="list-style-type: none"> <li>Dec – Mar - Promote HEAP as part of the Winter Heating campaign</li> </ul> <p><b>Solutions (email)</b> – incoming customers with HEAP discussion</p> <ul style="list-style-type: none"> <li>Starting November 2019</li> </ul> <p><b>Website Banner</b></p> <ul style="list-style-type: none"> <li>Promoting HEAP as part of the Winter Heating Campaign – Starting in Nov</li> </ul> <p><b>Social Media Campaign</b> – Nov 2019</p> <p><b>HEAP Training</b> to Contact Centers and vendor reps</p> <p><b>Consumer Advocacy</b></p> <ul style="list-style-type: none"> <li>HEAP Tip Sheet for customers</li> </ul>	<p><b>Bill Envelope campaign</b> – outside</p> <ul style="list-style-type: none"> <li>Dec – Mar - Promote HEAP as part of the Winter Heating campaign</li> </ul> <p><b>Blue Box Message</b></p> <ul style="list-style-type: none"> <li>Promoting HEAP - Dec - Feb</li> </ul> <p><b>Solutions (email)</b></p> <ul style="list-style-type: none"> <li><b>To incoming</b> customers with HEAP discussion - Starting in Nov</li> </ul> <p><b>Website Banner</b></p> <ul style="list-style-type: none"> <li>Promoting HEAP as part of the Winter Heating Campaign – Starting in Nov</li> </ul> <p><b>Door Hangers</b> promoting HEAP</p> <ul style="list-style-type: none"> <li>Left by Collectors starting November</li> </ul> <p><b>Social Media Campaign</b></p> <p><b>HEAP Training to Contact Centers and vendor resp</b></p> <p><b>Consumer Advocacy</b></p> <ul style="list-style-type: none"> <li>HEAP Tip Sheet for customers</li> </ul>

# Company Specific Programs

## NMPC

- EmPower NY referrals
- Care and Share emergency grant program
- Neighborhood-Based Delivery Model – Watertown - In partnership with NYSERDA
- One-time Reconnection Fee Waiver program

## KEDLI

- Project Warmth – emergency grant program
- HEAT (EmPower NY replacement program)- Provides income-qualified KEDLI gas customers with a no-cost home energy assessment that may also recommend additional no-cost measures to improve the home's energy use
- EAP recipients exempt from reconnection fees

## KEDNY

- Neighborhood Heating Fund – emergency grant program
- One-time Reconnection Fee Waiver program
- EmPower NY Referrals are handled through ConEd for these customers

## Marketplace Incentives

- Energy efficiency incentives targeted to low-income customers for products purchased through National Grid's Marketplace

# Envisioning a future EAP

## Incent reduction in use

- Promotion of Energy Efficiency
- Focus attention on consumption

## Include Education component

- Provide for a more robust outreach, education and marketing strategy that will package EAP and Energy Efficiency initiatives together – allowing customers to have program and product knowledge at their fingertips.

## Remove Budget Billing as a requirement

- Takes time for budgets to adjust
- Issues when customers come off program
- Affects budget for subsequent customers

## Remove receipt of HEAP as a requirement

- In UNY HEAP and DV/GU are the only allowable qualifiers
- Remove final termination notice as a requirement for emergency HEAP (we see that this works in other areas of the country including Massachusetts)

**Energy  
Affordability  
Program (EAP)**

**Appendix**



# Energy Affordability Discounts

KEDNY - Average bill			NMPC Average Bill					KEDLI - Average bill		
	Heat	Non-Heat		Gas Heat	Gas Non-Heat	Electric Heat	Electric Non-Heat		Heat	Non-Heat
2017	\$131	\$23	2017	\$71	\$34	\$97	\$84	2017	\$129	\$56
2018	\$137	\$26	2018	\$90	\$38	\$114	\$87	2018	\$115	\$36
2019	\$147	\$28	2019	\$75	\$33	\$97	\$77	2019	\$126	\$39
Discount Amounts 2018			Discount Amounts 2018					Discount Amounts 2018		
Gas	Heat	Non-Heat		Gas Heat	Gas Non-Heat	Electric Heat	Electric Non-Heat	Gas	Heat	Non-Heat
Tier 1	\$17.00	\$3.00	Tier 1	\$3.00	\$3.00	\$11.00	\$11.00	Tier 1	\$17.00	\$3.00
Tier 2	\$33.00	\$3.00	Tier 2	\$10.00	\$3.00	\$29.00	\$29.00	Tier 2	\$33.00	\$3.00
Tier 3	\$51.00	\$3.00	Tier 3	\$29.00	\$3.00	\$47.00	\$47.00	Tier 3	\$51.00	\$3.00
Tier 4	\$35.00	\$3.00	Tier 4	\$12.00	\$3.00	\$31.00	\$31.00	Tier 4	\$35.00	\$3.00
Tier 5	\$17.00	\$3.00	Tier 5	\$3.00	\$3.00	\$11.00	\$11.00	Tier 5	\$17.00	\$3.00
Tier 6	\$17.00	\$3.00								
Discount Amounts 2019			Discount Amounts 2019 (Eff 11/1/19)					Discount Amounts 2019		
Gas	Heat	Non-Heat	Gas	Gas Heat	Gas Non-Heat	Electric Heat	Electric Non-Heat	Gas	Heat	Non-Heat
Tier 1	\$18.00	\$3.00	Tier 1	\$3.00	\$3.00	\$9.00	\$9.00	Tier 1	\$18.00	\$3.00
Tier 2	\$37.00	\$3.00	Tier 2	\$8.00	\$3.00	\$23.00	\$23.00	Tier 2	\$37.00	\$3.00
Tier 3	\$56.00	\$3.00	Tier 3	\$23.00	\$3.00	\$38.00	\$38.00	Tier 3	\$57.00	\$3.00
Tier 4	\$42.00	\$3.00	Tier 4	\$10.00	\$3.00	\$25.00	\$25.00	Tier 4	\$42.00	\$3.00
Tier 5	\$18.00	\$3.00	Tier 5	\$3.00	\$3.00	\$9.00	\$9.00	Tier 5	\$18.00	\$3.00
Tier 6	\$18.00	\$3.00								
Discount Amounts 2020			Discount Amounts 2020 (Eff 4/1/20)					Discount Amounts 2020		
Gas	Heat	Non-Heat	Gas	Gas Heat	Gas Non-Heat	Electric Heat	Electric Non-Heat	Gas	Heat	Non-Heat
Tier 1	\$34.00	\$2.40	Tier 1	\$3.00	\$3.00	\$7.00	\$7.00	Tier 1	\$28.00	\$3.00
Tier 2	\$56.00	\$2.40	Tier 2	\$6.00	\$3.00	\$18.00	\$18.00	Tier 2	\$48.00	\$3.00
Tier 3	\$78.00	\$2.40	Tier 3	\$18.00	\$3.00	\$30.00	\$30.00	Tier 3	\$68.00	\$3.00
Tier 4	\$65.00	\$2.40	Tier 4	\$8.00	\$3.00	\$20.00	\$20.00	Tier 4	\$54.00	\$3.00
Tier 5	\$34.00	\$2.40	Tier 5	\$3.00	\$3.00	\$7.00	\$7.00	Tier 5	\$28.00	\$3.00
Tier 6	\$34.00	\$2.40								

# National Grid Energy Affordability Web Page

[www.ngrid.com/discount](http://www.ngrid.com/discount)

The screenshot shows the National Grid website's navigation bar with links for 'Your Account', 'Billing & Payments', 'Save Energy & Money', 'Safety & Outages', 'Pay Your Bill', and 'Sign In / Register'. The main content area is titled 'Energy Affordability Program' and includes a sidebar with navigation options like 'Help Making Payments', 'Grant Programs', and 'Energy Savings Programs'. The main text describes the program's purpose, eligibility criteria, and application process.

**nationalgrid**    Your Account    Billing & Payments    Save Energy & Money    Safety & Outages    Pay Your Bill    Sign In / Register

## Energy Affordability Program

Help Making Payments  
Grant Programs  
**Energy Affordability Program**  
Consumer Advocates  
Special Protections  
Energy Savings Programs  
Budget Plan  
More Time to Pay

**Related Links**  
Important Phone Numbers  
Pay in Person  
Other Ways to Pay

National Grid's Energy Affordability Program (EAP) provides income-eligible customers with a monthly bill credit.

This monthly bill credit is automatic with the receipt of a **Home Energy Assistance Program (HEAP)** payment applied to your National Grid account if you have electric or natural gas heat with National Grid. [Click here](#) to review the household size and household income guidelines for income eligibility. This year, HEAP applications are accepted beginning on November 12, 2019. HEAP applications are typically available from November through March but you must re-apply annually and quickly before funds run out.

When HEAP is added to your National Grid account, you will begin receiving the monthly bill credit. These bill credits will continue for 14 months from the first time HEAP is applied to your account.

If you received HEAP this past season for a fuel provider other than National Grid (such as an oil or propane company), you need to send a copy of your award letter by email to [Affordability@nationalgrid.com](mailto:Affordability@nationalgrid.com) or mail it to: Attn: Energy Affordability Program, National Grid, 300 Erie Blvd W, C-3, Syracuse, NY 13202.

If you do not receive HEAP automatically, you must apply for and receive HEAP annually to continue to receive EAP bill credits.

If your account is removed from the Energy Affordability Program, you will need to reapply for HEAP if you are still income-eligible.

For any questions or to learn more about EAP, please call the Energy Affordability Team at **1-866-305-1915**, 8:00 AM – 4:30 PM, Monday through Friday.

It is important to note that Energy Affordability Program bill credit amounts are reviewed on an annual basis and can either increase, decrease, or remain the same.

Important Note: Effective November 1, 2019, new discounts are in effect. Since these discounts are based on average bills they are reviewed on an annual basis to determine if they should be increased or decreased. Discounts are ordinarily updated in April. However, the most recent review would have led to a significant reduction of the discount amounts. To limit the reduction in discounts to a more manageable level, National Grid delayed the update and requested permission from the New York State Public Service Commission to revise the method for determining the discounts to limit the reduction to no more than 20% per year. This request was approved, and new discounts are in effect as of November 1, 2019 (see below). Another review of these discounts will occur in April 2020.



NY Customer Service

03.05.2020

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# Energy Assistance Program (EAP)

# Overview of EAP Programs

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## **NYSEG & RGE Low Income Rate Reduction (LIBR)**

- Accounts are automatically enrolled once a HEAP grant has been applied to a customer's account
- HEAP can be applied to an alternate fuel vendor, however we must receive the HEAP award letter
- Customer is referred to New York State Energy Research & Development Authority (NYSERDA)

## **NYSEG & RGE Low Income Arrears Forgiveness (LIAF)**

- Customer needs to be already enrolled in LIRR
- Customer must have made 3 payments in the last 12 months
- Have an account balance between \$240 and \$1500
- Customer's account balance is placed on hold and each time a bill is paid in full, a credit of 1/24th the original balance will be applied

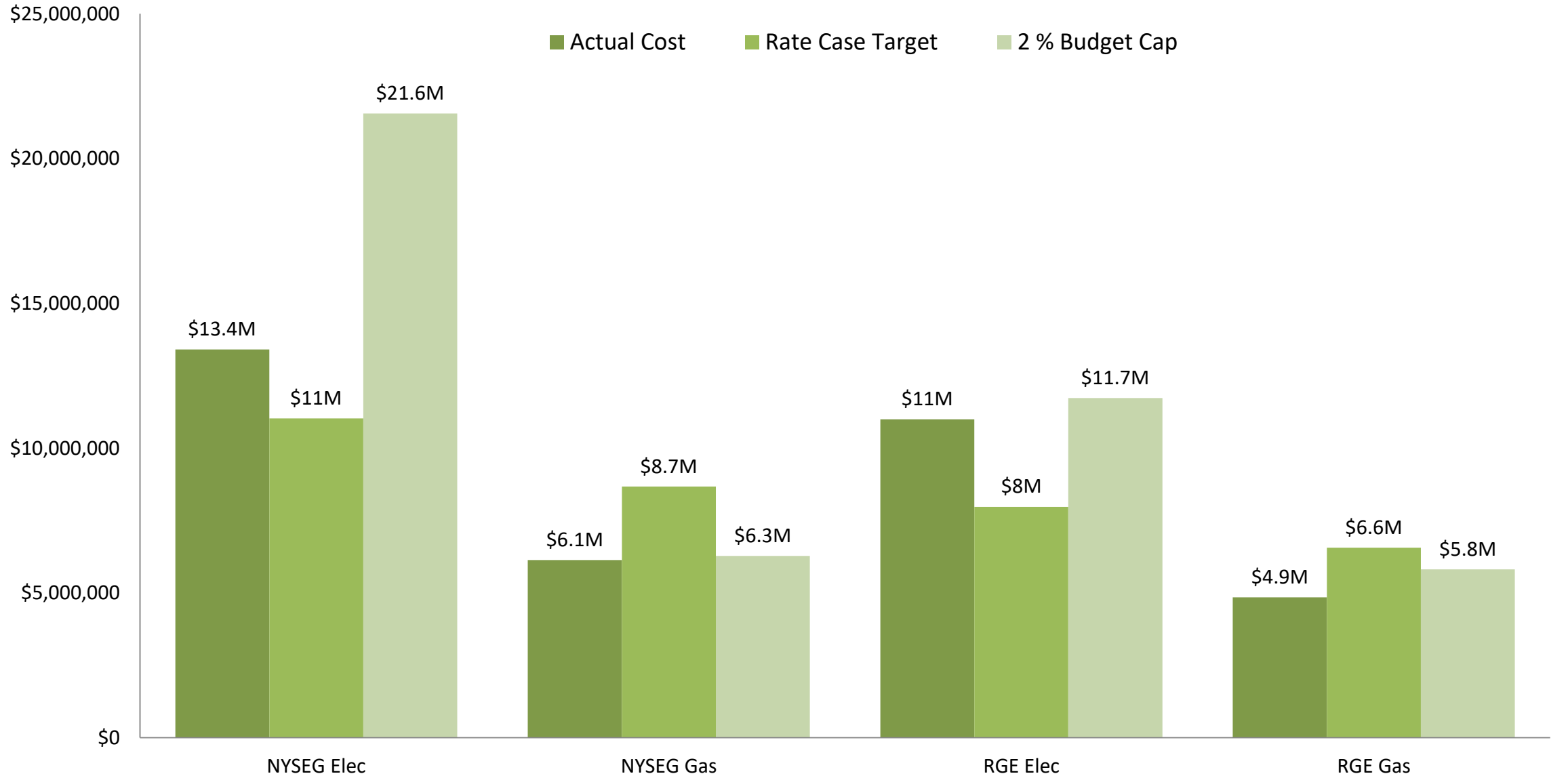
## Low Income Program Outreach

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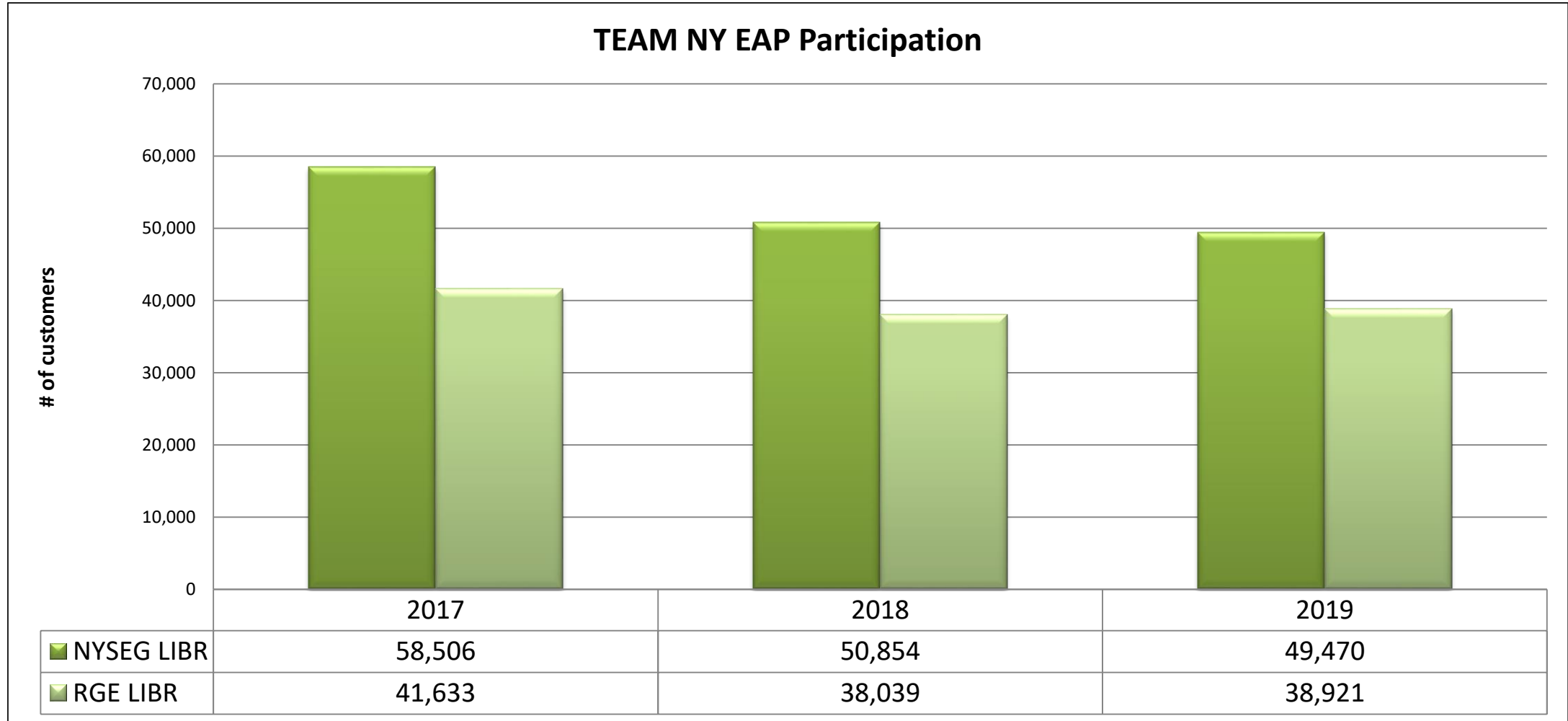
**A robust communication plan was put into place for our 2019-2020 winter heating season to raise awareness on our low income programs:**

- Outbound Calling Campaigns - promoting customers to apply for HEAP who are income eligible that did not receive HEAP last year
- Bill Messages - promoting our low income programs and winter energy efficiency tips
- Bill Envelopes - available space is used to promote a variety of programs
- EnergyLines Bill Insert – mailed to all residential customers monthly. From September to February heating-season related articles are published including the dates and income guidelines for Heap and Emergency Heap
- Websites – at both nyseg.com and rge.com include winter energy savings tips, Energy Assistance: HEAP and EAP can help, Energy Efficiency Programs and Rebates, and Project Share Heating Fund
- IVR messaging – promoting HEAP

# NYSEG & RGE EAP Budget Details

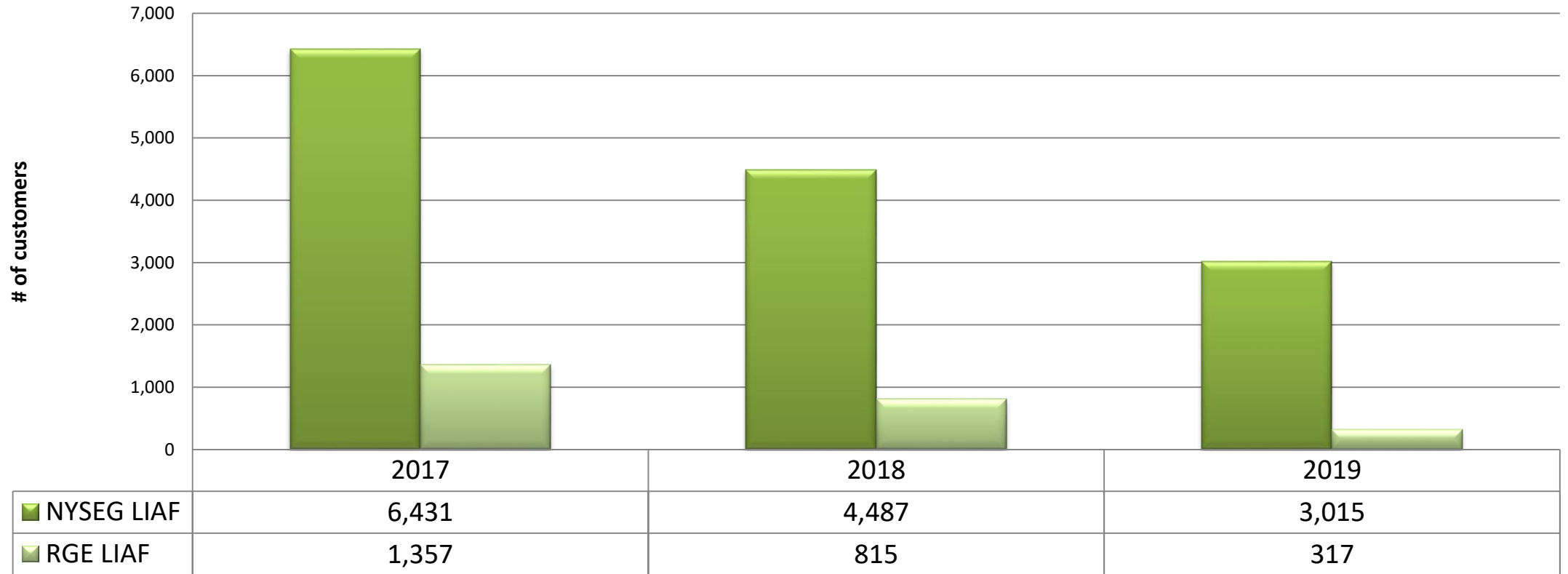


# EAP Participation-LIBR



# Low Income Arrears Forgiveness Participation

## TEAM NY LIAF Participation



\* Proposed to eliminate the LIAF program due to low participation

## Envisioning a future EAP

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- Use residential average bills in lieu of low income average bills for determining the calculation
- Phase out LIAF program – low participation
- Further Collaboration with OTDA and utilities to improve the file matching process
- Remove the budget billing requirement
- Incorporate rate increases into calculation if applicable
- 2% cap should be on combined electric and gas revenue
- Continue to provide outreach and education
- Promotion of Energy Efficiency
- The current program is built into our infrastructure, we recommend keeping a similar framework
- We support reduced income levels to better reflect our low income population thus increasing discount amounts
- Base year for average bills selected carefully and reflect any forecast for future increases
- Many low income customers are behind on their invoices and paying late payment charges which is not reflected in the average bill amounts

## Residential LMI Programs

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### **The Smart Energy Consumer Collaborative Best Practice Awards have honored 5 companies for their consumer focused leadership.**

- Avangrid was one of the 5 companies honored for 2019 Best Practices.
- NYSEG developed an innovative program to assist Low Income customers in how to understand their household use of energy and best ways to decrease this use.
- NYSEG partnered with Get your Green Back (GYGB), a program from the Cornell Cooperative Extension. This collaboration produced 15 trained volunteers, trained 10 weeks, to educate customers regarding energy efficiency, renewable energy, and savings.
- The trained volunteers connected with over 350 customers.
- NYSEG has provide direct install programs with faucet aerators, LED bulbs, and other efficiency products.
- NYSEG continues to create value by reducing LMI customers energy burden, acknowledging that increased energy efficiency in one population benefits all ratepayers.

## Residential LMI Programs

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- Companies will expand NYSERDA Empower and Assisted Home Performance programs within service territories beginning March 2020
- Empower Program – Provides Home Energy Assessment, energy education and minor electric savings measures, such as lights
- Assisted Home Performance -Typically more comprehensive projects, usually involving insulation and air-sealing installations
- Anticipate new Residential energy efficiency programs will be launched in early 2021 upon completion of RFP process



Energy Affordability  
Programs (EAP)  
Appendix

# Energy Affordability Discounts

NYSEG- Average Bill (Undiscounted)								
	Electric Heat		Electric Non Heat		Gas Heat		Gas Non Heat	
2017	691 kwh	\$83	595 kwh	\$78	43 Th	\$56	16 Th	\$27
2018	1023 kwh	\$122	675 kwh	\$90	83 Th	\$87	22 Th	\$32
2019	986 kwh	\$108	629 kwh	\$80	81 Th	\$85	23 Th	\$32

RGE- Average Bill (Undiscounted)								
	Electric Heat		Electric Non Heat		Gas Heat		Gas Non Heat	
2017	603 kwh	\$85	561 kwh	\$83	50 Th	\$53	36 Th	\$41
2018	850 kwh	\$112	617 kwh	\$92	93 Th	\$84	62 Th	\$61
2019	824 kwh	\$100	583 kwh	\$82	93 Th	\$81	65 Th	\$59

NYSEG Current LIBR Discounts					RGE Current LIBR Discounts				
	Electric Heat	Electric Non Heat	Gas Heat	Gas Non Heat		Electric Heat	Electric Non Heat	Gas Heat	Gas Non Heat
Tier 1	\$4.00	\$4.00	\$3.00	\$3.00	Tier 1	\$4.00	\$4.00	\$3.00	\$3.00
Tier 2	\$20.00	\$20.00	\$5.00	\$3.00	Tier 2	\$20.00	\$20.00	\$3.00	\$3.00
Tier 3	\$36.00	\$36.00	\$26.00	\$3.00	Tier 3	\$35.00	\$35.00	\$20.00	\$3.00
Tier 4	\$22.00	\$22.00	\$8.00	\$3.00	Tier 4	\$21.00	\$21.00	\$3.00	\$3.00



**Orange & Rockland**

# **Orange and Rockland**

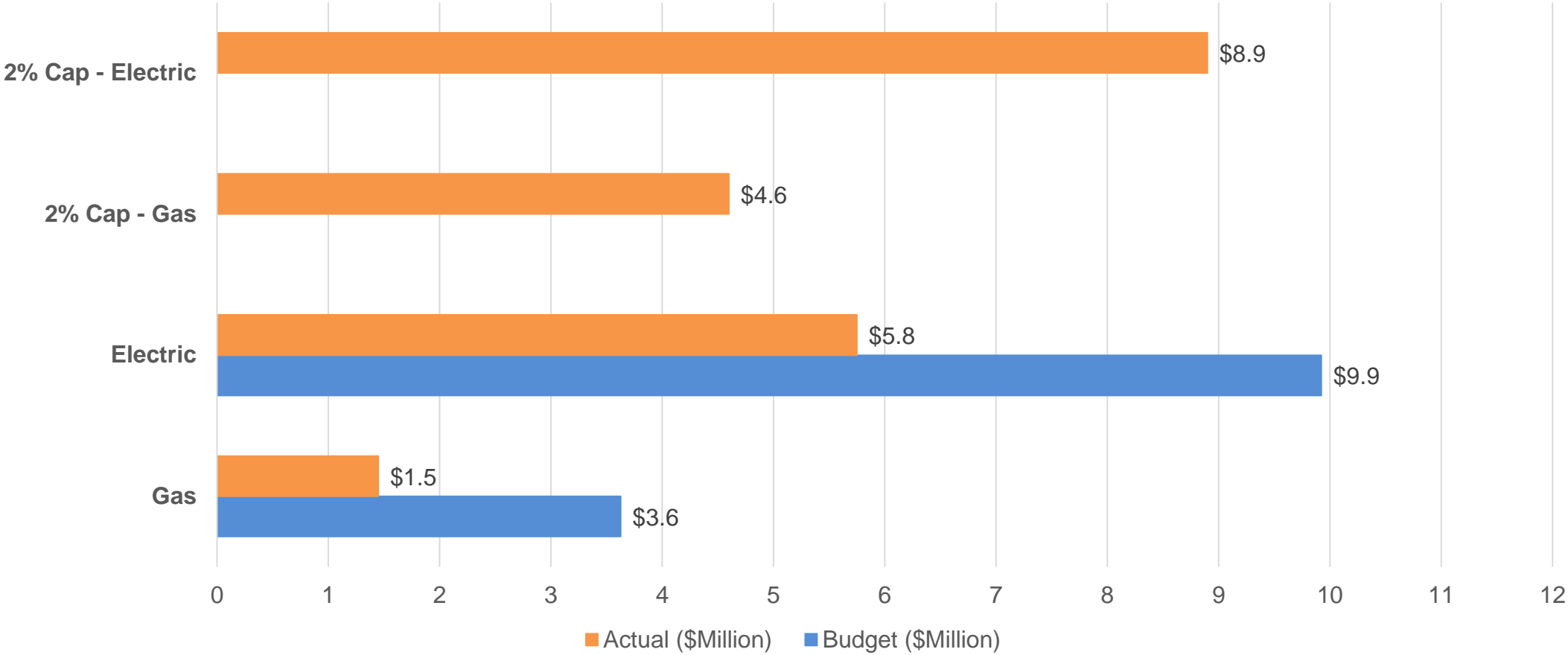
## **Energy Affordability Programs**

# Electric and Gas Low Income Discount Programs

- Eligibility
  - HEAP recipients
  - DSS recipients
- Automatic enrollment for eligible customers into corresponding tiers
- Automatic enrollment for LI customers in budget billing
  - Exclude DSS recipients
  - Customers may opt out of budget billing
  - 14% opt out rate
- Reconnection fees are waived for enrolled customers

# Low Income Discount Programs Budgets & Costs

## Program Costs 2019



# 2017-2019 Average Undiscounted LI Customers Bill

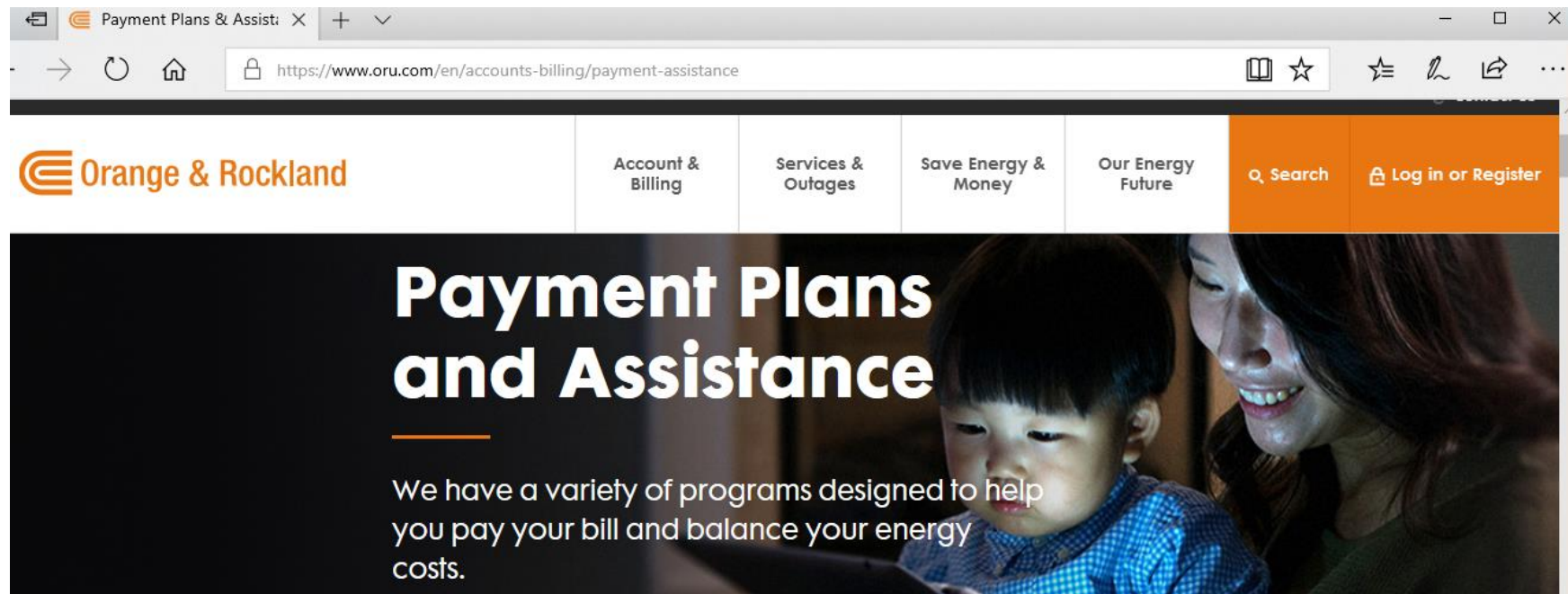
Average Undiscounted Low Income Bills 2017 - 2019				
			Usage (kWh, Th, ccf)	Average Monthly Bill (Undiscounted \$)
2019	Electric	Heat	933	\$177
		Non-Heat	607	\$127
	Gas	Heat	84	\$117
		Non-Heat	16	\$38
			Usage (kWh, Th, ccf)	Average Monthly Bill (Undiscounted \$)
2018	Electric	Heat	950	\$193
		Non-Heat	648	\$142
	Gas	Heat	88	\$130
		Non-Heat	18	\$44
			Usage (kWh, Th, ccf)	Average Monthly Bill (Undiscounted \$)
2017	Electric	Heat	822	\$165
		Non-Heat	597	\$132
	Gas	Heat	78	\$113
		Non-Heat	16	\$39

# 2019-2020 Electric and Gas Discounts

	Electric Heating	Electric non- Heating	Gas Heating	Gas non- Heating	Participants
<b>Tier 1</b> <b>Regular HEAP Grant &lt; \$374</b> • Emergency HEAP without prior Regular HEAP Benefit*	\$35	\$35	\$7	\$3	3172
<b>Tier 2</b> <b>Regular HEAP Grant &gt; \$374 and &lt; \$400</b>	\$55	\$55	\$23	\$3	2306
<b>Tier 3</b> <b>Regular HEAP Grant &gt; \$400</b>	\$76	\$76	\$39	\$3	6026
<b>Tier 4</b> <b>DSS Recipient</b>	\$57	\$57	\$25	\$3	297
<b>Tier 5</b> <b>All Other Fuels</b>	\$35	\$35	\$7	\$3	193

# Outreach Communication

- Outreach Materials
  - Bill inserts, direct mail, emails
  - Website





# Outreach Communication

- Corporate Partnerships
  - Salvation Army
  - The Neighbor Fund
- Outreach Schedule
  - January – Email on assistance programs (Having Trouble Paying Your Energy Bill)
  - April – Letters regarding NYSERDA’s Empower program
  - October – Bill insert with tips to mitigate spikes in winter bills
  - November – Neighbor Fund and HEAP bill insert sent to customers facing termination
  - December – Neighbor Fund and HEAP bill insert to all residential customers

# Low Income Energy Efficiency

- Empower Referrals to NYSERDA
  - Joint Empower application to streamline the process
  - 2019 - Empower enrollment and education event with NYSERDA
  - 2020 - Partner with Food Bank
    - Give out free four-pack of LED lightbulbs

		<b>NYSERDA EmPower New York</b> O&R Customer Application			
<p>The following information will help us determine the most appropriate services for you. Please print clearly and provide as much information as possible. Please mail the application back in the enclosed postage paid envelope. Please note that this application does not guarantee that energy services will be provided.</p>					
Service Address	Name		County		
	Address				Apt #
	City		Zip		
	Phone	Cell/ Other	Best time to call?		
	E-Mail				
Mailing Address	Address				Apt #
	City		Zip		
Additional Contact Person and Phone # (if needed)					
Electric Utility		O & R	Account #		-
Gas Utility		O & R	Account #		-
Other Fuel Supplier			Phone #		
<small>My signature below certifies that I am financially responsible for the account(s) listed above. I hereby authorize Orange &amp; Rockland Utilities, Inc. and other fuel suppliers to provide my historical energy consumption information, including account number(s), related to the above property address, to the New York State Energy Research and Development Authority (NYSERDA) and/or its designated representatives, for the period beginning two years</small>					