

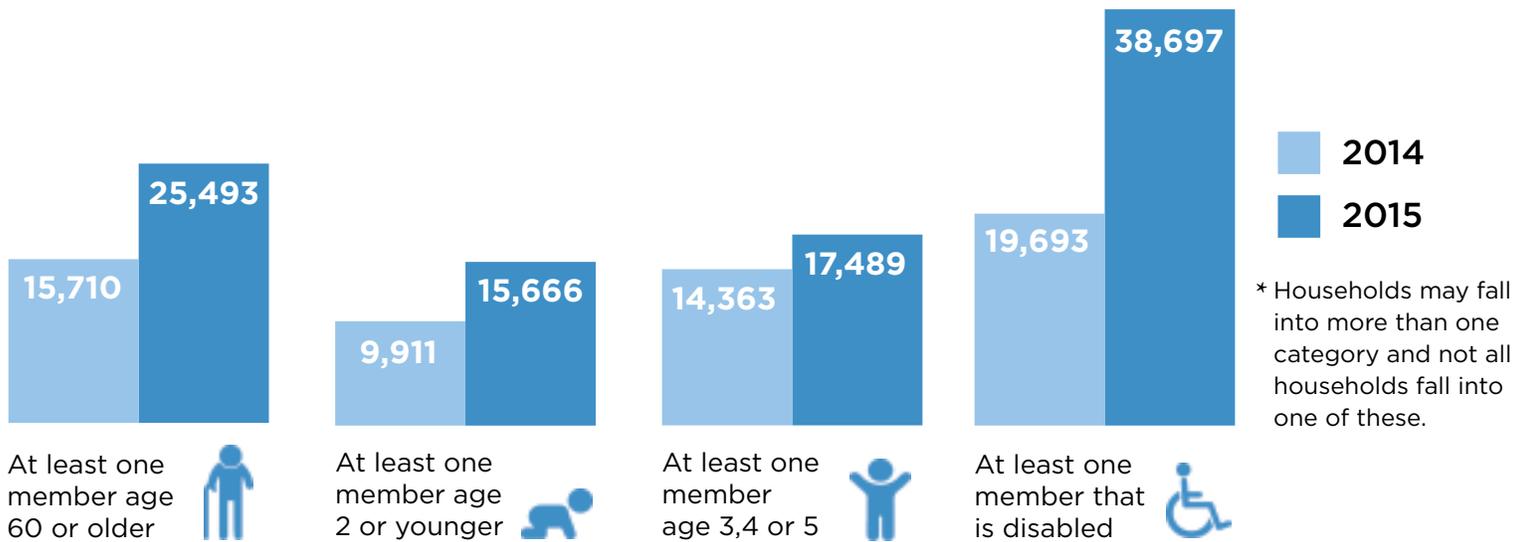
MEAP

Michigan Energy Assistance Program

2014 and 2015

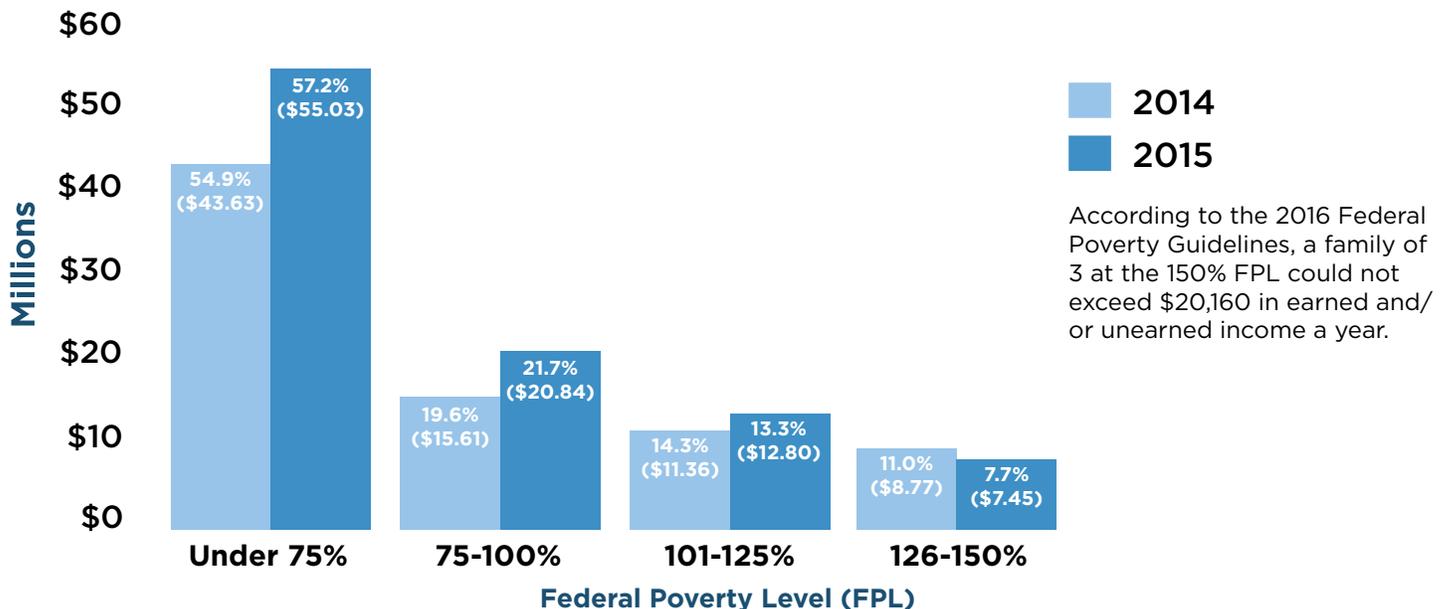
MEAP IS ASSISTING MICHIGAN'S MOST VULNERABLE CUSTOMERS

Household Demographics



*Of those agencies reporting, on average, 48% of households are employed.

Total MEAP Funds Spent By Poverty Level



Grantees Providing Assistance to Michigan Households

- 1 Barry County United Way
- 2 Consumers Energy Company
- 3 DHHS - Bureau of Community Action and Economic Opportunity
- 4 DTE Energy
- 5 Flat River Outreach Ministries, Inc.
- 6 Lighthouse Emergency Services
- 7 Michigan Community Action Agency Association
- 8 SEMCO Energy
- 9 Society of St. Vincent de Paul of the Archdiocese of Detroit
- 10 Superior Watershed Partnership
- 11 The Heat and Warmth Fund
- 12 The Salvation Army
- 13 TrueNorth Community Services

During the **winter of 2013/2014**, Michigan experienced a polar vortex, as well as concerns over the state's **propane supplies**, resulting in the Governor declaring a State of Energy Emergency. **MEAP assisted eligible households** with 12,018 payments to propane providers, totaling \$10,971,836.



KEY COMPONENTS OF MEAP



In 2014 and 2015 combined, **111,405 households** were reported as receiving assistance on budgeting.



In 2014 and 2015 combined, **47,952 households** were reported as receiving energy services to reduce their energy use.

Approximately **90% of customers** were reported as paying bills on time while enrolled in a utility affordable payment program.

- ✓ A simplified, single application has been developed to be used to apply for energy assistance under the program, decreasing the application from 23 to 3 pages.
- ✓ DHHS and MAE have strenuous eligibility criteria and perform regular audits, to ensure that assistance is going to qualified households.
- ✓ Program has switched from requiring a high cost crisis or shut off notice to preventing a crisis at a lower cost.

Efforts are underway to create a shared database for FY 17/18 to increase efficiency and share information between agencies in real time. MEAP is:

- 1 Changing customer behavior of shopping from one agency to the next
- 2 Preventing customers from building high arrearages and shut off notices before seeking assistance
- 3 Another tool in the toolbox for those agencies assisting clients to move towards self-sufficiency
- 4 Strengthening partnerships between the state, non-profit assistance agencies, and utilities

MEAP Funds are Returned to the Regions Where They are Collected

