

EWR Low Income Workgroup

March 7, 2019

Agenda

- | | |
|---------------|--|
| 9:00 – 9:30 | Gather and Introductions
Open Floor
Updates and Review |
| 9:30 – 10:15 | Consumers Energy, EWR Plan Review and Look Forward
- Ted Ykimoff, Consumers Energy |
| 10:15 – 10:25 | Break |
| 10:25 – 11:10 | Indiana Michigan Power, EWR Plan Review And Look Forward
- Jon Walter, Indiana Michigan Power |
| 11:10 – 11:40 | Building Clean – The Benefits of Buying Local, Buying Healthy Energy Efficient Building Products
- Dana Parker, BlueGreen Alliance Foundation |
| 11:40 – 12:00 | Wrap Up, Announcements
Adjourn |

Energy Waste Reduction:

A Look Back and a **Look Forward**

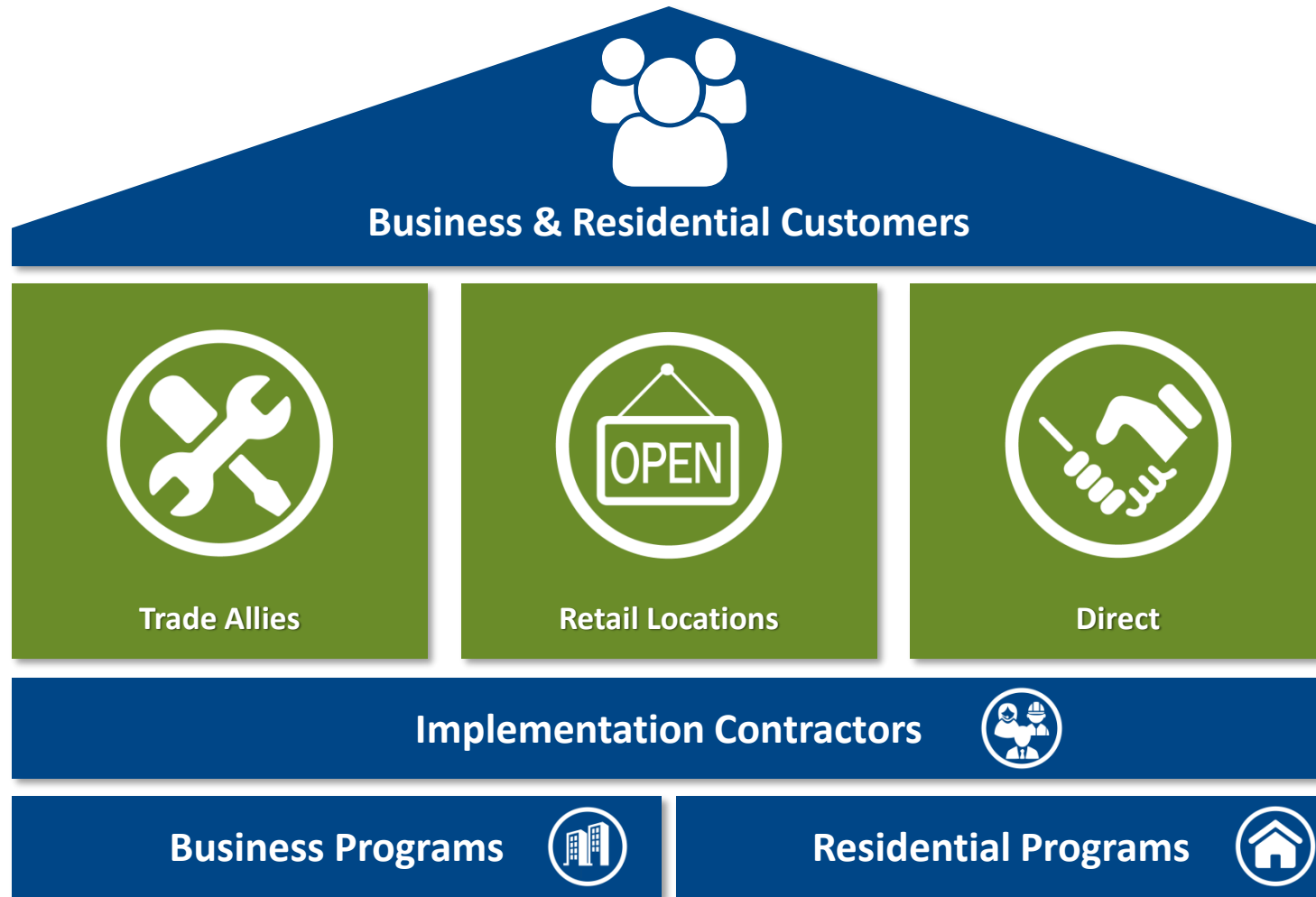
Director of Energy Waste Reduction
Ted Ykimoff



Agenda

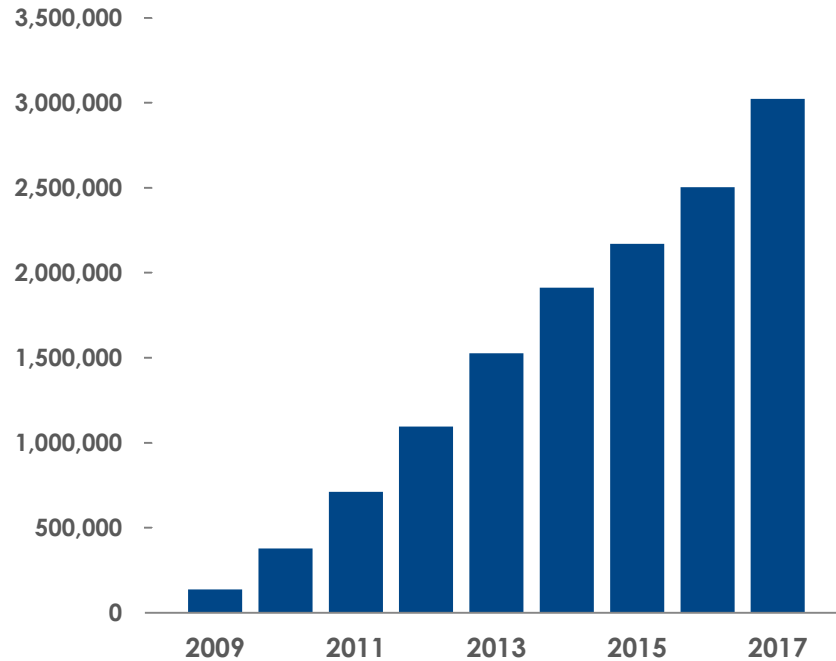
- Overview Of Our Energy Waste Reduction (EWR) Portfolio
- Looking Back...Energy Savings To Date
- Regulatory Process...Collaboration Is Key.
- Preparing For The Future...
- ...While Continuing To Make A Meaning Difference.

EWR Portfolio

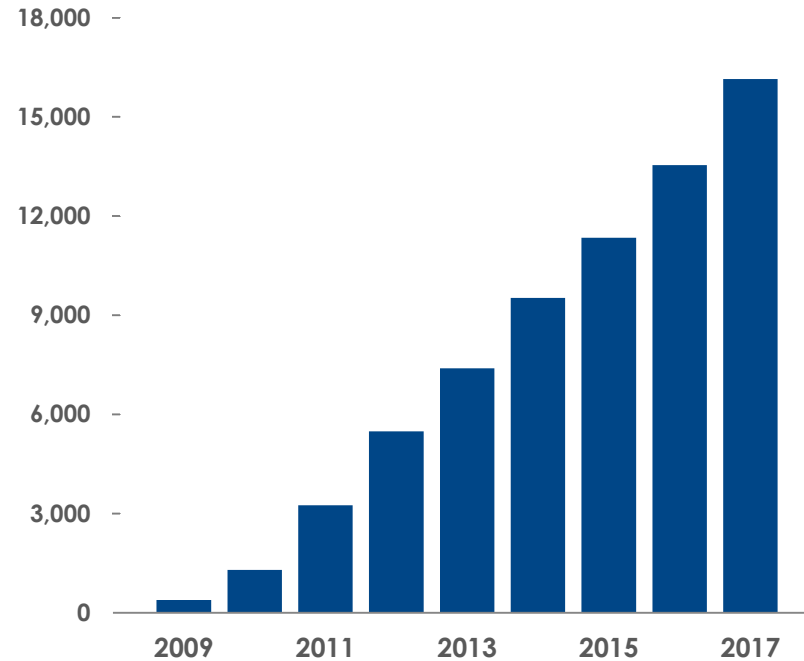


Looking Back...

Electric Energy Savings
(MWh)

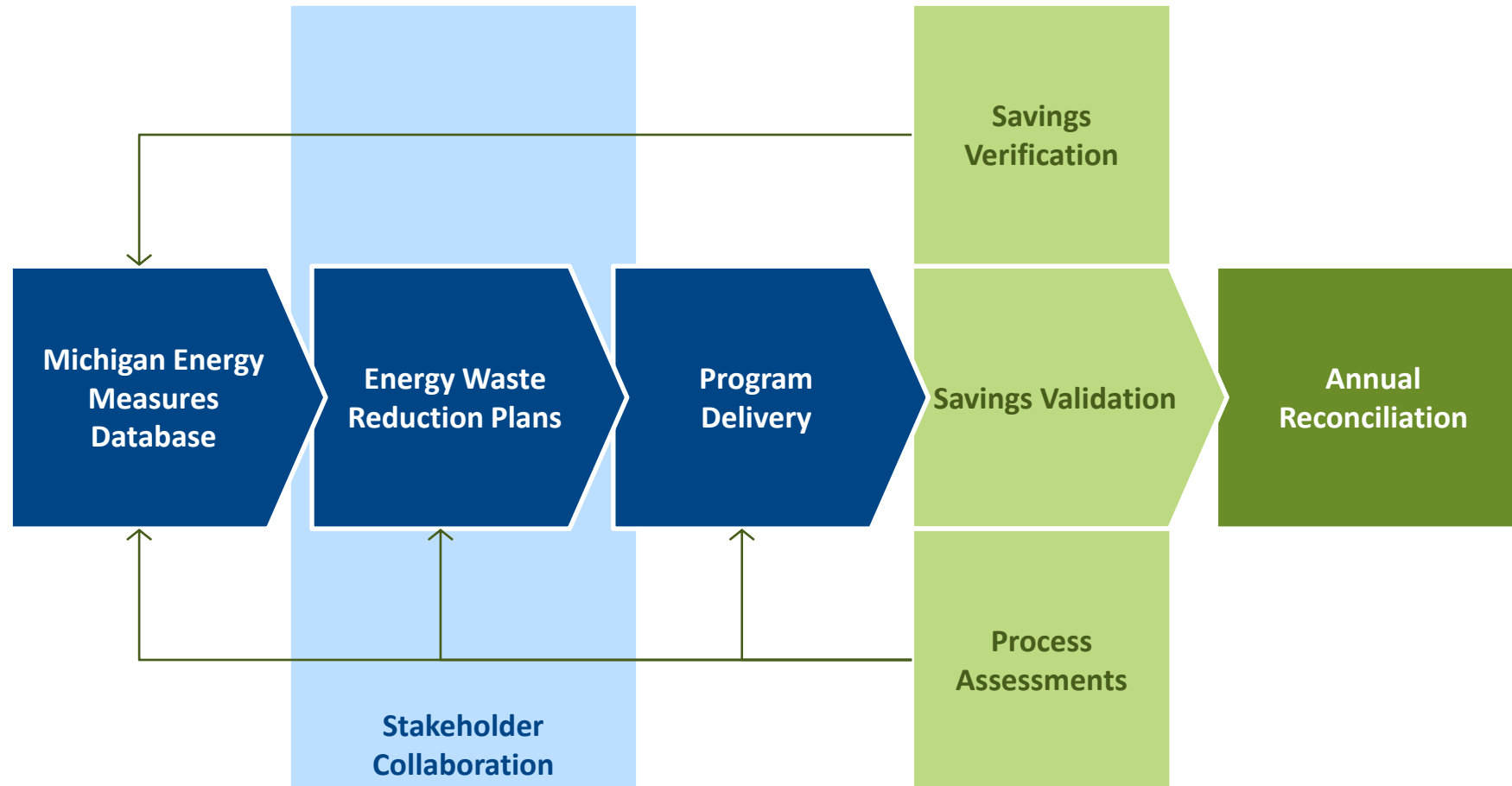


Gas Energy Savings
(MMcf)

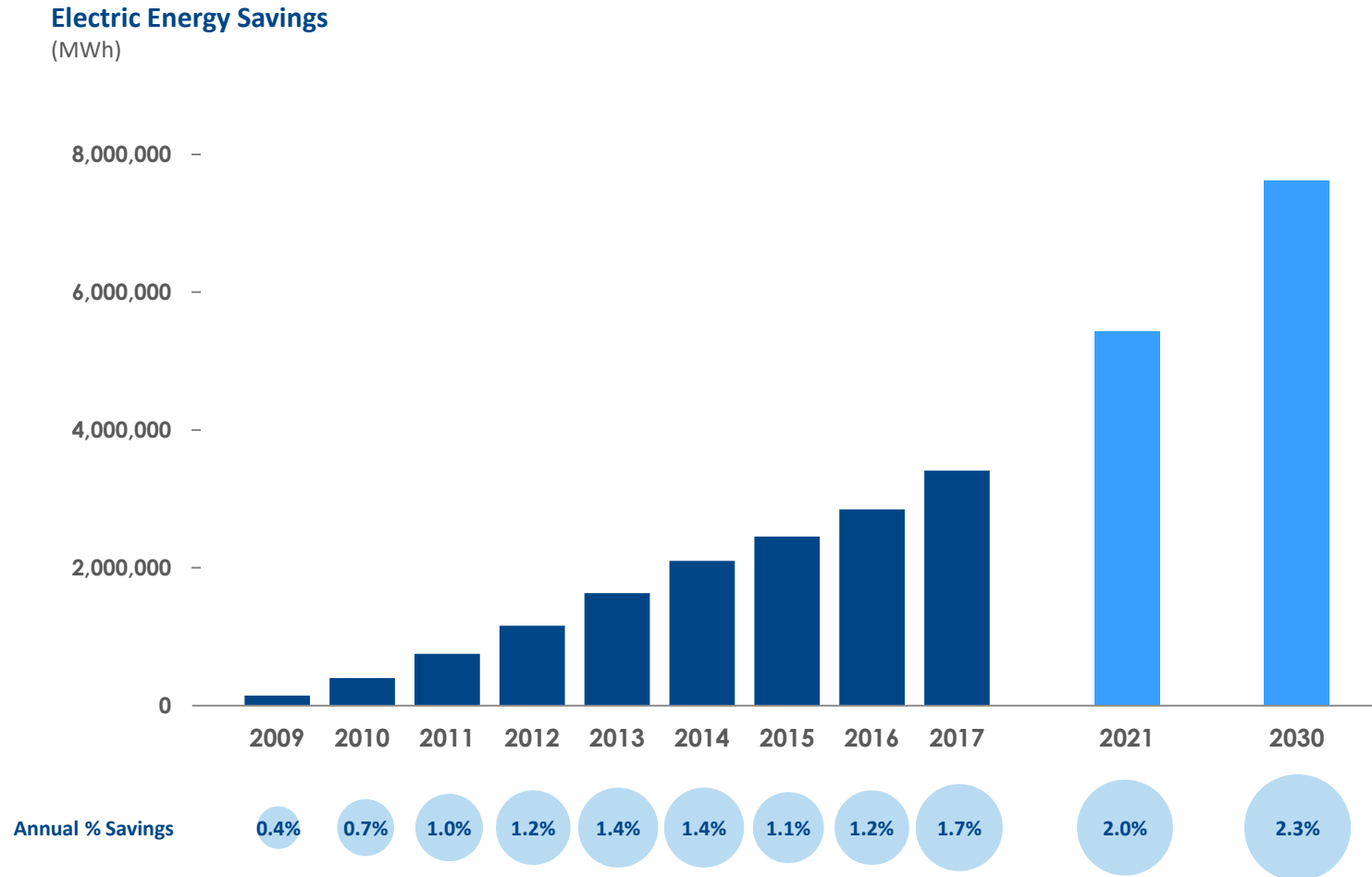


Helping Michigan Families Save Over \$2 Billion In Energy Costs

Regulatory Process...Collaboration Is Key



Preparing For The Future...



...While Continuing To Make A Difference

- Helping Neighbors Program
- Multifamily Program



HELPING NEIGHBORS PROGRAM

Empowering Households.
Building Communities.

Yvonne K. Lewis

March 7, 2019



The Customer Landscape

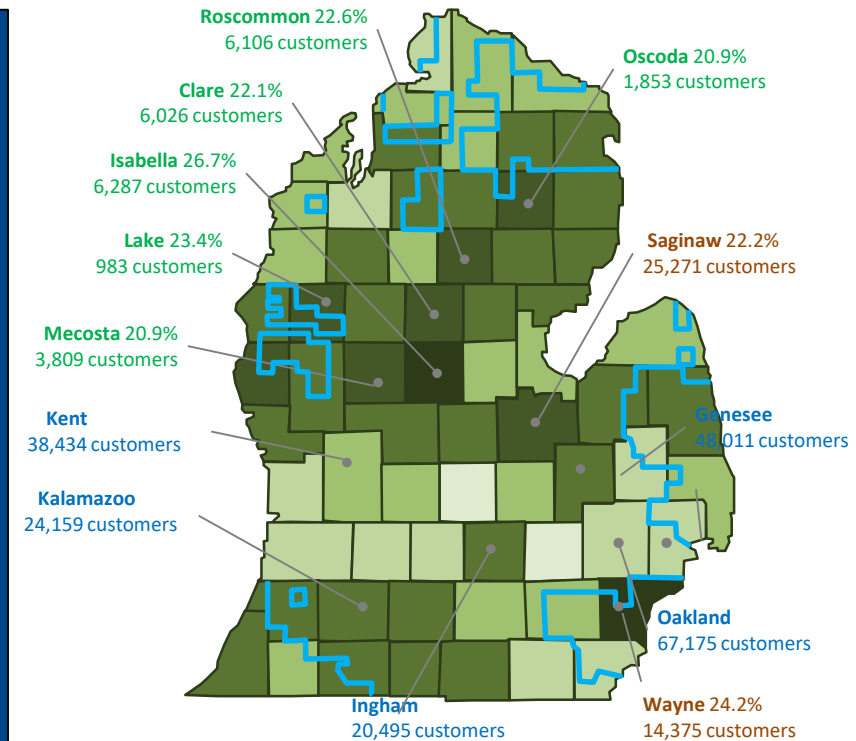
Understanding the Economic Need

- Consumers Energy serves 8 of the 10 highest poverty counties in Michigan*.
- 599,985 customers (24% of residential base) are at or below 200% of Federal Poverty Level*.

Key Program Design Considerations

- Provide a positive customer experience.
- Focus on underserved communities.
- Leverage existing community and assistance services networks.

*Data sourced from US Census Bureau - American Community Survey (ACS).



Highest Percentage and Concentrations of Low-Income Populations below 150% FPL

Program Features

- The overall program design uses a portfolio of initiatives to provide a depth of services across a diverse customer base.
- Dedicated community outreach staff.
- Online self-scheduling system.
- Emphasis on carbon monoxide safety
- Rebate incentives for upgrades installed by Community Based Organizations for retrofit/weatherization projects.
- Premium Services

Helping Neighbors Program (Energy Efficiency Assistance)		
Property Type	Single-family (1-4 units)	✓
	Manufactured housing	✓
	Multifamily (5+ units)	
Service Type	Electric-only*	✓
	Combination	✓
	Natural gas-only	✓
Who Should Enroll?	Homeowners	✓
	Renters (responsible for utility payment)	✓
	Landlords and building owners	✓
	Affordable housing organization	✓
Services Provided	Energy assessment of home	✓
	Direct install	✓
	Premium services (air sealing, equipment upgrades, tune-ups)	✓
	Rebates (rehab, weatherization)	✓
	Rebates (new construction)	

Customer Benefits

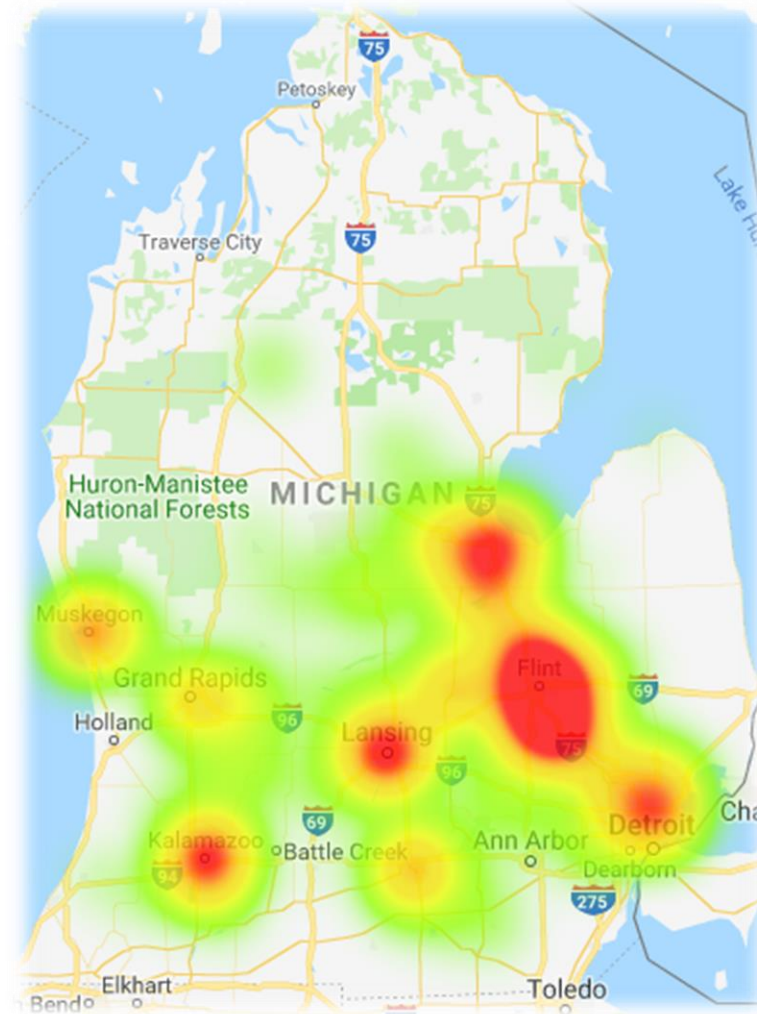
- No cost to participate
- Available for renters or homeowners.
- In-home measure installation paired with a personalized energy education report.
- Access to energy education materials and resources.
- Collaboration with billing assistance options such as the CARE Program.



Highlights from 2018

- Unique customer participation count – 7,025
- Achieved First Year Energy Savings*
 - MCF - 74,850
 - MWh - 10,062
- Air Sealing
- Furnace Replacements
- Refrigerator Replacements
- Programmable/Wi-Fi thermostats.
- Processed over 500 rebates on behalf of over 20 Community-based Organizations.

*Savings not yet certified



2019 Initiatives for Helping Neighbors

- Expand the Light-up the City Initiative.
- Continue focus on Premium Services:
 - Air Sealing & Insulation
 - Equipment Upgrades & Tune-ups
- Enhance and expand relationships with Community-based Organizations.
- Continue to outreach to utility customers receiving Bill Payment Assistance.
- Foodbank Lighting Distribution Campaigns.


MULTIFAMILY PROGRAM

Amy Glapinski

March 7, 2019



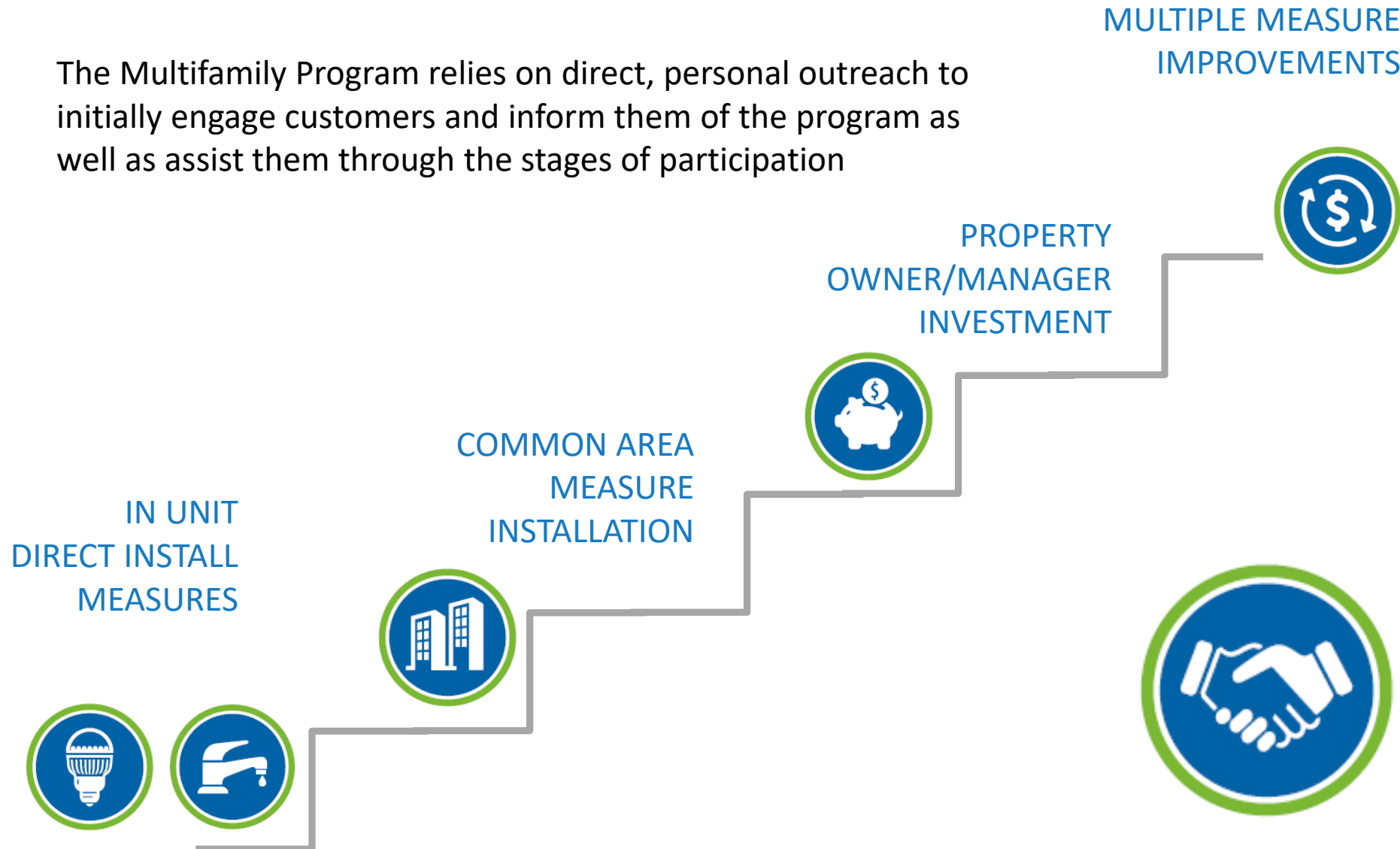
Multifamily Program Overview



Program Element	Investment for Property Owners	Upgrade Scope Examples
In-Unit Direct Install	Free; small to medium time commitment	LED lighting, showerheads, bath & kitchen faucet aerators and pipe wrap.
Common Area Direct Install	Free; small time commitment	LED lighting, showerheads, bath & kitchen faucet aerators and pipe wrap.
Prescriptive	Small to medium investment; small to medium energy savings	Incentives for HVAC, Lighting, and Building Envelope.
Custom	Typically larger investment for creative and/or comprehensive projects; higher energy savings	Custom incentives developed for non-prescriptive upgrades not found in the MEMD
Multiple Measure	Greatest investment; potential for deep energy savings; increased incentives to attract investment.	Whole building upgrades, in-unit plus common area investment.

One-Stop-Shop Design

The Multifamily Program relies on direct, personal outreach to initially engage customers and inform them of the program as well as assist them through the stages of participation



2018 Program Goals & Objectives

- Savings Goals:
 - 2,286 MWh
 - 32,905 MCF
- Objectives
 - Serve a wide variety of multifamily housing including apartments, dorms, assisted living and income qualified housing stock
 - Provide increased incentives to income qualified segment
 - Partner with industry stakeholders to offer robust program offering

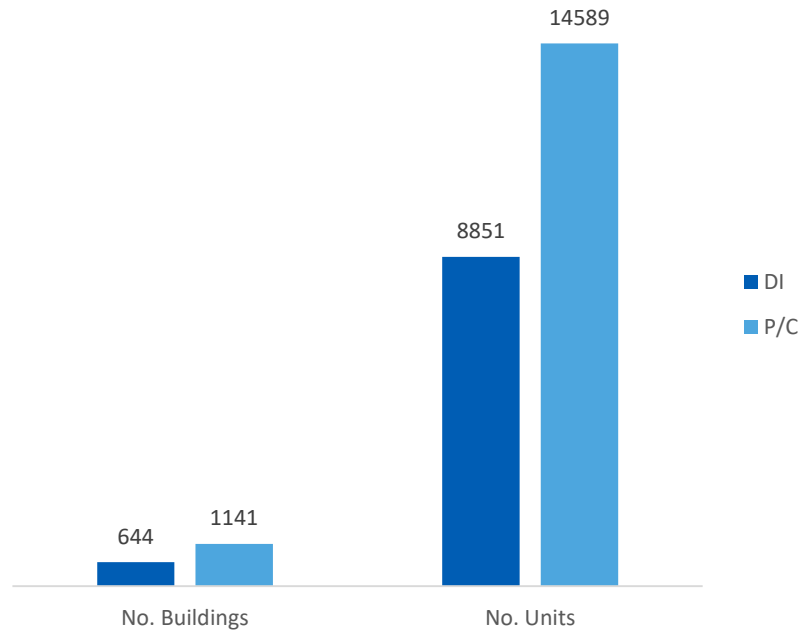
2018 Income Qualified Initiatives

- Increased incentives
 - Income qualified properties were eligible to receive increased incentives averaging 50-60% of total project cost for in-unit measures and 40-50% of total project cost for common area measures
- Special Assessments/Offerings
 - ENERGY STAR® Refrigerators
 - Wi-Fi Thermostats
 - Air Sealing and Insulation
- Education Sessions w/ Kits

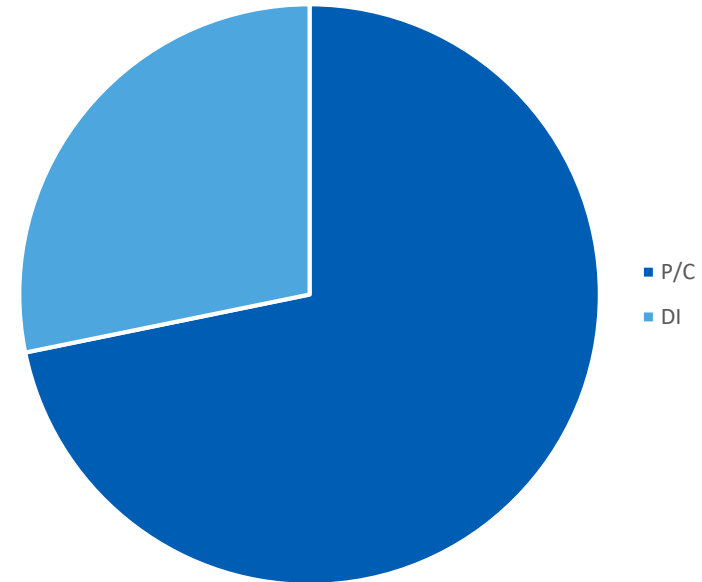
2018 MF IQ Program Results

- 23,440 tenant units served in 2018
 - Over 9% served in collaboration with DTE Energy

Tenants Served in 2018

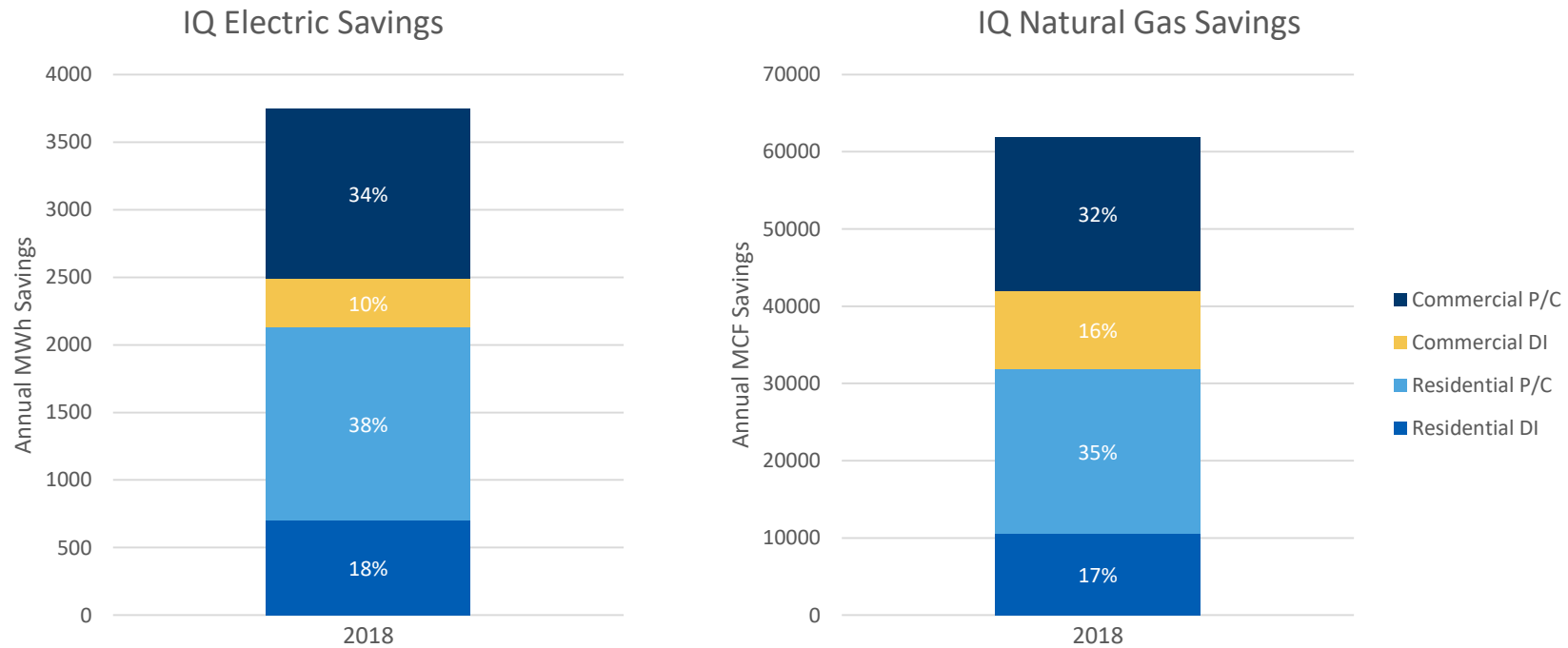


No. of Measures



2018 MF IQ Program Results

- 3,750 MWh's and 61,922 MCF saved in 2018*



*Savings not yet certified

2019 Initiatives for Income Qualified

- Clipboard
 - Comprehensive savings opportunity report
- Increased Outreach focus
 - Appliances
 - Safety Lighting
 - Air Sealing & Insulation
 - Community Action Agencies
- Focus on IQ TA's
- Tenant Education Sessions

Next Steps

- 2020 – 2023 EWR Plan filed August 1st
 - Increased focus on deeper energy measures.
 - Continue to collaborate to identify opportunities to improve program delivery.

Saving energy can be fun!



QUESTIONS?

Consumers Energy

Count on Us[®]

Break



An **AEP** Company

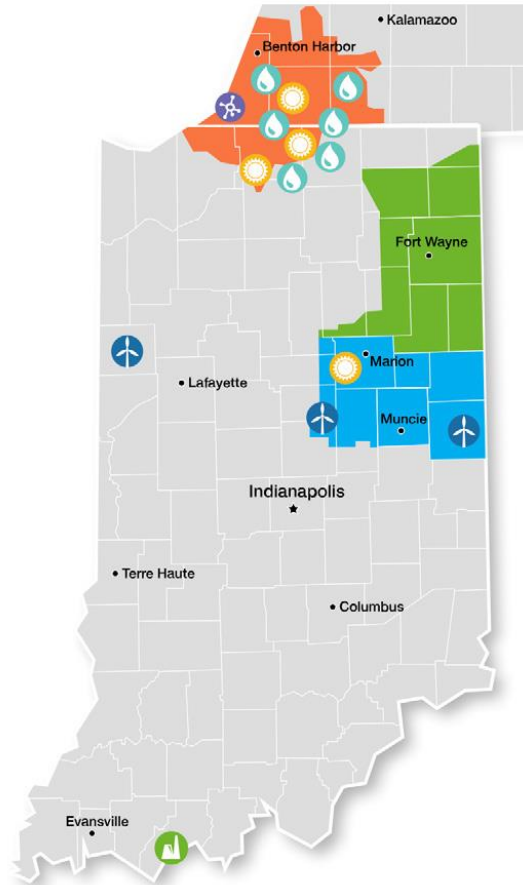
Indiana Michigan Power Income Qualified EWR Program

Jon Walter

Energy Efficiency & Consumer
Programs Manager

*BOUNDLESS ENERGY*SM

Overview of I&M



NUMBER OF INDIANA MICHIGAN POWER CUSTOMERS

	Residential	Commercial	Industrial	Other	Total
Indiana	405,121	52,791	3,986	1,605	463,433
Michigan	109,486	17,654	942	344	128,426
Total	514,607	70,375	4,928	1,949	591,859

I&M's 2018 IQ Program

2018 Budget:

- \$252,703;
- Lifetime energy savings goal = 3.1 million kWh;

2018 Preliminary Actuals:

- \$191,015 Actual Spend;
- \$92,000 in customer measures;
- Actual Lifetime energy savings = 2.6 million kWh

I&M's 2018 IQ Program

51 home assessments completed on electric heat dwellings

65 home shell measures installed

- ceiling insulation and air sealing

30 inefficient refrigerators replaced

13 ductless heat pumps rebated

359 direct install measures installed

I&M's 2018 IQ Partnerships

Southwest Michigan Community Action Agency

- Weatherization contractor

Community Action Agency of South Central Michigan (CAASCM)

- Joint audits on electrically heated homes and split measures.

Harbor Country Mission is a newly established non-profit that provides food, household items, and some home repair assistance for those in need.

- refer some of the IQ eligible individuals they serve to us for assistance with IQ Weatherization.

I&M's 2018 IQ Partnerships

True North provides utility bill assistance to some of our customers.

- IQ customer referrals for weatherization opportunities

Habitat for Humanity of Michigan

- The Habitat affiliates in I&M's service territory are focused only on new construction, not rehabilitation, but they are aware of the issues we are facing in terms of the weatherization deferral rates.



I&M's 2018 IQ Outreach

Focused on establishing and enhancing ongoing relationships with community action agencies,, municipalities, townships, and other faith-based organizations community-based organizations who serve the IQW population in our MI service territory.

*BOUNDLESS ENERGY*SM



I&M's 2018 IQ Outreach

United Way of Southwest Michigan to connect with non-profits who serve the IQ population.

Faith-based organizations that provide utility bill assistance.

- United Christian Services in Paw Paw
 - Audit referrals
 - Allow I&M to attend their events such as Coffee and Bagels programs and the Show Me the Money Day resource event.

Visible presence at community events

- Berrien County Youth Fair.
- Home Repair Collaborative event in New Buffalo following the spring floods in Berrien County.
 - At that event, we not only were able to have direct interactions with IQ customers, we were involved in a panel discussion on flood recovery and provided appropriate Energy Efficiency kits to I&M customers.
- Southwest Michigan Community Action Agency's week-long Stuff a Truck food drive.
 - I&M provided over 200 boxes of LED Christmas lights to donors and supported two radio spots for the event.
- Harbor Country Mission's Food Pantry day
 - I&M provided energy efficiency information.

I&M Weatherization auditors attended the Michigan Weatherization Conference in October.

*BOUNDLESS ENERGY*SM

I&M's 2018 IQ Outreach

Expanded outreach efforts to connect with municipalities and townships in I&M's service territory to educate about I&M's IQ programs and find best practices to connect with their citizens.

- Benton Harbor
- Bridgman
- St. Joseph Charter Township
- Lincoln Charter Township

Discussed options with the City of Benton Harbor for their Emergency Home repair and Whole Home Rehabilitation Loan program funded with Community Development Block Grant funds.

- The City's program has been placed on hold due to staffing changes.



An **AEP** Company

2019 Outreach

Conducting energy efficiency workshops throughout the service territory in 2019

Connect with:

School systems

Salvation Army chapters

YMCA's

Boys and Girls clubs

Senior citizen centers

Area Agencies on Aging.

Engage Section 8 Landlords and Housing Authorities with subsidized housing units.

- Between 60% and 70% of I&M's IQ customers rent their living space as opposed to owning.
- Contact property owners of Section 8 rental properties to work directly with them on IQ Weatherization of those properties to assist some of our most vulnerable customers.

*BOUNDLESS ENERGY*SM



Income Qualified Program Outreach Efforts - 2019

- Berrien County RESA
- Salvation Army
- Kinexus
- Headstarts throughout SW Michigan
- DHHS
- Mosiac
- New Heights Christian Community Development Association
- Boys and Girls Club
- Be Healthy Berrien
- Emergency Shelter Services
- Food Pantries

*BOUNDLESS ENERGY*SM



Income Qualified Program Outreach Efforts - 2019

- River Valley Senior Center
- Central County Center for Seniors
- Decatur Human Services
- Little Flower Catholic Church
- Portage Township Trustee
- Red Bud Area Ministries
- Helping Hands
- Michigan Gateway Community Foundation

*BOUNDLESS ENERGY*SM

Future EWR IQ Program Options

Continue:

- On-site home energy audits with recommendations;
- Direct install of LED lighting in high use sockets;
- Direct install of water saving measures (electric water heaters) such as showerheads, kitchen and bath faucet aerators, water heater and pipe wrap, etc.;
- Efficient refrigerators

Future EWR IQ Program Options

- Provide home shell and weatherization improvements measures such as air infiltration reduction, duct sealing, insulation, and air conditioner tune ups (up to \$3,000 worth of measures per home) in coordination with already existing low income community weatherization programs to maximize potential savings for low income clients;
- Provide weatherization measures in low income multi-family units working in conjunction with property owners.

Future EWR IQ Program Options

Future Considerations:

- IQ new construction developer rebates for efficient HVAC products, water heaters, and other efficient measure installations
- IQ brownfield rehab rebates for efficient HVAC products, water heaters, and other efficient measure installations
- Smart Connectivity Options/Pilots
 - Multi-family thermostat continuous demand management
 - Multi-family electric resistance water heater demand response



Future EWR IQ Program Options

Multi-family audits and direct install measure program—electric heat/water heat units

Deploy outreach strategies focused on I&M's most needy customers, according to the IQ definition, and:

I&M customer electric bill arrearage analysis

*BOUNDLESS ENERGY*SM



Future EWR IQ Program Options

I&M Michigan customers receiving energy assistance:

2016/2017 data:

90 days+ arrears; balance over \$1K; >10% burden for total home energy (10% of household income spent on energy bills)

"Payment Troubled" Total Population	EAP Recipients %	EWR Program Participation %	I&M Weatherproofing Program Participation %%
4,215	13.24%	4.37%	0.17%



Future EWR IQ Program Options

During 2nd Quarter of 2018, I&M had 203 electric heat customers identified for Energy Assistance.

In the 4th quarter of 2018, that number dropped to 110.

During 2018 I&M served 51 homes through IQ program, which is 25% of the 203 amount / or 46% of the 110 amount.

Goal: Refine outreach strategy to focus long life measure installations for the “most needy” customers of I&M using, in part, electric account arrearage considerations.



Supercharging Energy Efficiency Retrofits



**BLUEGREEN
ALLIANCE
FOUNDATION**

www.bgafoundation.org



BLUEGREEN
ALLIANCE
FOUNDATION

The BlueGreen Alliance Foundation educates the public about the job-creating potential of environmental solutions.

BGAF's Built Environment Initiative



www.BuildingClean.org



**BLUEGREEN
ALLIANCE
FOUNDATION**

www.bgafoundation.org

What We've Captured

Who Makes These Products?



**BLUEGREEN
ALLIANCE
FOUNDATION**

www.bgafoundation.org

What We've Captured

What's In These Products?



Healthy Choices



Facing the Challenges



Hazards by Sector



Certified Product
Searches



**BLUEGREEN
ALLIANCE
FOUNDATION**

www.bgafoundation.org

1

9

4

5

The Top 10 Ways BuildingClean.org Can Help You

2

8

7

3

6

10



BLUEGREEN
ALLIANCE
FOUNDATION

www.bgafoundation.org

1. You can see how energy efficiency is supporting jobs in the clean economy

ADVANCED SEARCH

Desktop users: You may select multiple options from the drop down menus
On Windows: Hold down the control (ctrl) button to select or deselect multiple options
On Mac: Hold down the command button to select or deselect multiple options

SECTOR - Any -	CSI CODES 06 12 16 Stressed skin/ 07 10 00 Dampproofing 07 14 00 Steel coating 07 21 13 Insulation, boa 07 21 16 Insulation, blai	STATES Alabama Alaska Arizona Arkansas California	TIERS OEM (all) Tier 1 (all) Tier 1 Aerators Tier 1 Ballast	MATERIAL Acrylic Latex (water-ba Butyl Cellular glass Cellulose Cementitious foam
CERTIFICATIONS / TRANSPARENCY C2C Material Health Ce Declare Declare LBC Declare RLF GreenGuard	POINT OF USE Below Counter Faucet Mounted/Count Pitcher Filtration Whole House Filtration	TECHNOLOGY Distillation Filtration Reverse Osmosis Ultraviolet	SHOW ONLY <input checked="" type="radio"/> Default <i>Manufacturing sites & HQs</i> <input type="radio"/> Manufacturing sites <input type="radio"/> Headquarters <input type="radio"/> Importers <input type="radio"/> Exporters to U.S. market	COMPANY OWNERSHIP <input type="radio"/> U.S. <input type="radio"/> Foreign

APPLY

RESET



**BLUEGREEN
ALLIANCE
FOUNDATION**

2. You can grow your local economy by purchasing products made at nearby manufacturers

Where Are They Made?

SECTOR RADIUS ZIP CODE

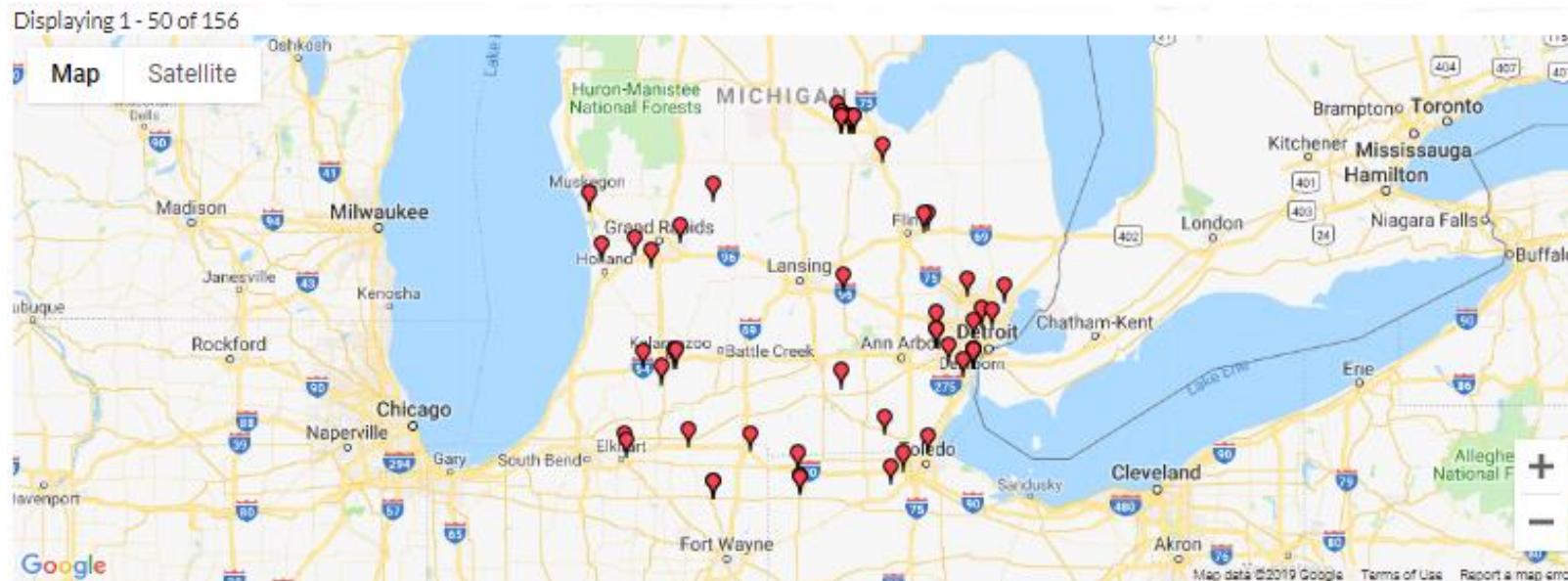
- Any - 100 miles



**BLUEGREEN
ALLIANCE
FOUNDATION**

www.bgafoundation.org

3. You can build supplier clusters around existing manufacturers



**BLUEGREEN
ALLIANCE
FOUNDATION**

www.bgafoundation.org

4. You can have incentive programs for using local materials



BLUEGREEN
ALLIANCE
FOUNDATION

5. You can work with manufacturers
to create training programs
to meet workforce development needs



**BLUEGREEN
ALLIANCE
FOUNDATION**

www.bgafoundation.org

6. You can learn what potential hazards you may be exposed to and the related diseases



**BLUEGREEN
ALLIANCE
FOUNDATION**

www.bgafoundation.org

7. You can locate building products that have health certifications or transparency listings

Declare. 



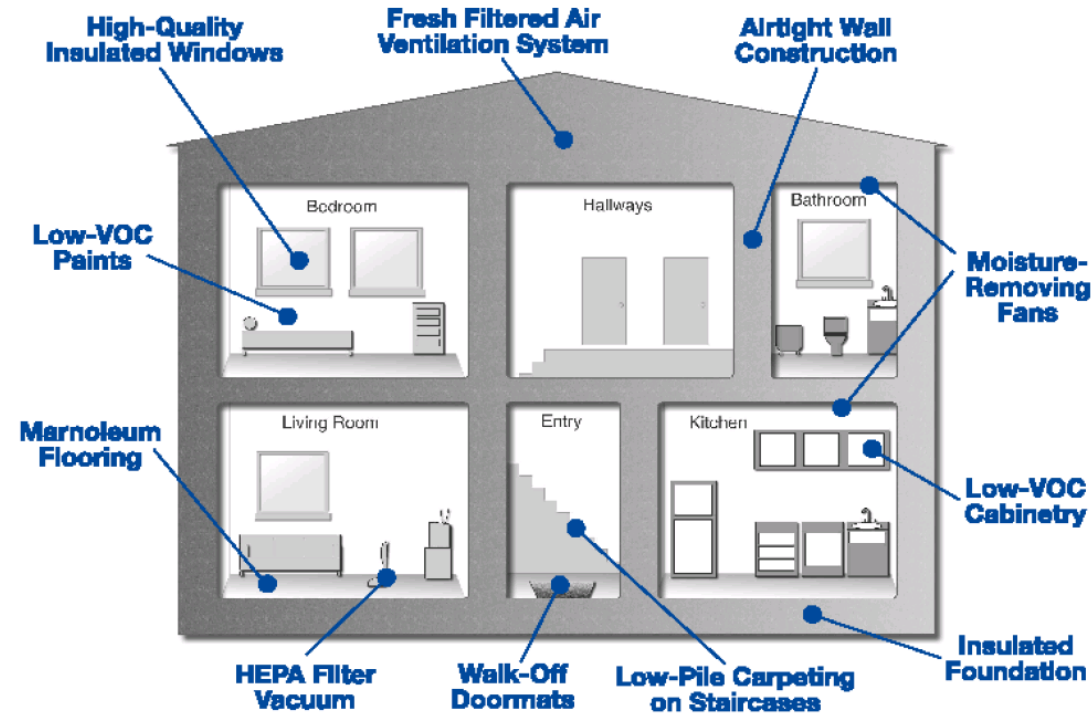
**BLUEGREEN
ALLIANCE
FOUNDATION**

8. You can meet material requirements for projects looking for building certifications



**BLUEGREEN
ALLIANCE
FOUNDATION**

9. You can learn how to have a healthier home



**BLUEGREEN
ALLIANCE
FOUNDATION**

www.bgafoundation.org

10. You can save money by investigating local and/or healthier product options

Product	Result
Luxury Vinyl Plank Flooring (LVP)	Switched to U.S. made, phthalate-free product for \$.60 less per square foot
Washer/Dryer Combo Unit	Saved \$250 per unit with a unit manufactured in-state
Interior Paint	Found C2C certified, red-list free paint made in New York for \$28/gallon
Asphalt Shingles	Used Energy Star certified shingles at \$1 less per bundle



**BLUEGREEN
ALLIANCE
FOUNDATION**

How Can You Get Started with Building Clean?

- Ask for a free webinar on how to best use the database
- See if your project is eligible for free product consultation in Phase 2 of our pilot program
- Share Building Clean by putting a story or web button on your website
- Request free training on potential building product hazards and healthier options



**BLUEGREEN
ALLIANCE
FOUNDATION**

CONTACT US



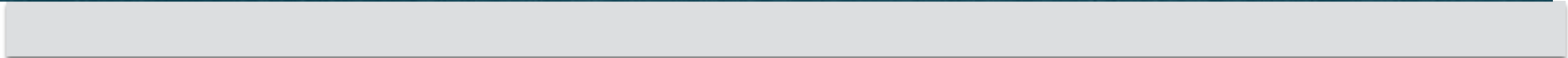
building
clean

www.BuildingClean.org

Twitter: @building_clean

Facebook.com/BGAFoundation

Dana Parker, National Program Manager
danap@bgafoundation.org



Wrap Up & Adjourn