

# EWR Low Income Workgroup

May 1, 2020

# Agenda

- |               |  |
|---------------|--|
| 12:00 – 12:05 | Gather and Introductions<br>Brad Banks,<br>EWR Section, MPSC |
| 12:05 – 12:20 | DTE Report Out<br>Questions                                  |
| 12:20 – 12:35 | Consumers Energy Report Out<br>Questions                     |
| 12:35 – 12:50 | UPPCO Report Out<br>Questions                                |
| 12:50 – 1:05  | Indiana Michigan Power Company Report Out<br>Questions       |
| 1:05 – 1:20   | SEMCO Report Out<br>Questions                                |
| 1:20 – 1:30   | Follow-up Questions & Next Steps                             |



# Income Qualified Programs

COVID-19 Update

May 1, 2020

# Multifamily

## **Current Activity**

- The program is still accepting and processing prescriptive and custom applications for rebate. Some projects have asked for an extension to complete their projects, but we have not had any cancellation of reservations yet.
- Program staff are calling all customers who had Level 1 assessments in 2019 to see if they are ready for the next measure installation in their plan and how we can help
- The Direct Install program is planning to reopen May 18. New procedures for Personal Protective Equipment (PPE) and social distancing are in place. Field staff have been trained on what PPE to wear, how to put it on and how to remove it and dispose it properly.
- Reminder communication updated for property managers and tenants that stresses PPE and social distancing

## **Risks**

- Landlords cancel prescriptive projects because they are feeling cash flow pressures from rent non-payment
- Customers will not allow field staff to install direct install products

# Home Energy Consultation

## Current Activity

- The program is planning to reopen on May 18. We hope demand will be high as customers have been using more energy due to stay-at-home mandate. Customers have been keen to reschedule when we call.
- New procedures for Personal Protective Equipment and social distancing in place
- New Curbside HEC is option for customers who do not want anyone to enter their home. Regular HECs still performed. Curbside details include:
  - Customer agrees to install direct install items while the field staff is at the home (field staff stays outside)
  - HEC walkthrough is performed by customer who is provided with an iPad. Customer and field staff converse as walkthrough takes place.
  - Field staff taking notes on condition of home and what direct install products are needed
  - Field staff gather products and put on the home's porch. Any necessary tools to be provided. Customer installs products with assistance by iPad communication, if necessary. Outside products installed. If customer is eligible for a programmable thermostat, we will return to install it when the customer is ready to have an in-home visit.
  - Field staff prepares Home Energy Profile
  - Customer returns iPad and tools to porch. Profile is either mailed or emailed to customer.

## Risks

- Customer is unwilling or unable to install products. These customers will be put on a waiting list, and we will contact them monthly to reschedule.
- Demand is not what has been anticipated.

# Energy Efficiency Assistance (EEA)

## **Current Activity**

- Suspended normal operations on March 23<sup>rd</sup>
- Emergency work, only
  - Nonworking heating system (furnace/boiler), water heater and/or refrigerator
  - New procedures for Personal Protective Equipment and social distancing in place
- Partners are still receiving customer inquiry phone calls and building pipeline for expected program reopen date of May 18, 2020
- Define and build out processes and IT systems to support Health and Safety pilot and Payment Troubled Customers initiative

## **Risks**

- Customers are apprehensive to allow contractor into home, even under emergency work conditions
- Condensed timeframe to meet 2020 program goals

# Consumers Energy

Report Out & Questions





An **AEP** Company

---

# Indiana Michigan Power Income Qualified EWR Program Update

Jon Walter

Energy Efficiency & Consumer  
Programs Manager

*BOUNDLESS ENERGY*<sup>SM</sup>



# I&M's 2020 IQ Program Status Pre-COVID

---

(5) SMCAA single family home audits

(5) homes received refrigerator replacements

(44) LED bulb replacements

(9) I&M single family home audits

Direct install measures

(3) homes received air sealing and / or insulation  
upgrades

(1) home deferral due to health and safety

# I&M's 2020 IQ Program Status COVID Impact

---

- Single family in-home audits were paused starting March 12<sup>th</sup>.
  - I&M audits
  - SMCAA audits
- Weatherization improvements paused starting March 18<sup>th</sup>
- Multi-family property owner outreach, engagement, audits, and improvements were paused starting March 12<sup>th</sup>.



# I&M's 2020 IQ Program COVID Impact Period Plans

## IQ/ALICE/COVID-Impacted LED Donation Pilot Program

I&M to leverage existing vendor relationships to offer LEDs to Food Banks, Food Pantries, Low Income Housing complexes, Community Action Agencies, Cities, churches and other non-profit organizations to distribute to low income, moderate income, and COVID-impacted members of the community.

- 4-packs of 60W-equivalent soft white LEDs
  - Branded sleeve with I&M logo and other necessary messaging (I&M response, low cost EE tips, etc)
  - Link to survey provided to determine installation rates
- Online form available to request bulbs
  - Large volume requests free shipped directly to organizations requesting bulbs
  - Small volume requests quantities provided locally
- Follow-up survey URL will be printed on the sleeve of the bundled 4-packs
  - Installation rate M&V
  - Gift card for survey participation
- Organizations shipped LEDs will be listed online as a distributing facility

BOUNDLESS ENERGY<sup>SM</sup>

# I&M's 2020 IQ Program COVID Impact Period Plans

## **IQ / ALICE Kit Pilot Program**

In order to address the ongoing and more urgent need to deliver energy efficient measures to customers, I&M will develop a different EE kit to be distributed to low income, moderate income (ALICE) and COVID-impacted customers.

- Eligibility
  - 1 kit per household, must be active I&M customer
  - IQ eligible (under 200% FPL)
  - ALICE eligible (up to 250% FPL)
  - Self-reported as COVID-impacted (lost job or unable to work)
  - Extremely Low or Very Low Income by household size for Area Median Income
- Contents
  - 4 LEDs (75 or 100W-equivalent)
  - 1 Advanced Power strip
  - 2 reusable masks
  - 1 bottle hand sanitizer
  - Flyer with additional low/no cost EE tips to save money at home
- Distribution
  - Customers will receive communications once kits are available to request
  - Will target outreach to customers that have received bill assistance in last 24 months, customers in arrears due to COVID, & partner/agency customer lists
  - Customers can request kits via online forms
  - Kits will be mailed to customers' homes

# I&M IQ Program Post COVID Thoughts

- In-home audits subject to customer and company preference for exposure limitations and PPE need
- Can virtual IQ in-home audits work?
- Reduced in-home contractor work subject to customer and company preference for exposure limitations and PPE need
- Economic impact to IQ multi-family property owners resulting in barriers for upgrade cost exceeding program caps

IQ EWR Program Response to COVID - 19

# SEMCO ENERGY Gas Company

# SEMCO

Energy Waste Reduction

 *Save Energy. Save Money.*

## Response to State of Emergency

Even prior to State governor Gretchen Whitmer announced a “Stay Home, Stay Safe” executive order on Monday March 23<sup>rd</sup>:

SEMCO proactively took steps to help prevent the spread and postponed Home Energy Assessments and the Manufactured Homes Initiative as of March 16, 2020, to protect the health & safety of our customers.

## MPSC Order

- Identify potential impacts on meeting energy or demand saving targets and ways to mitigate such impacts and ensure program continuity.
- Identify best practices for continuing to serve low- to moderate-income households, including those impacted directly by COVID-19, and related outreach.



# Stay Home, Stay Safe Activity Update



Postponement of all work through the  
Manufactured Homes Initiative



Postponement of all work through the Home  
Energy Assessment Initiative



Postponement of all work through the Heating  
System Tune-up Initiative



Cancelation of conferences and all in-person  
collaboration opportunities that previously led  
to project identification

# Stay Home, Stay Safe Activity Update



Continue to support essential service (no heat, no hot water) calls during shutdown through the trade ally network



Continuing marketing mailing campaign and Energy Kits to MEAP/Monthly Assistance Program participants

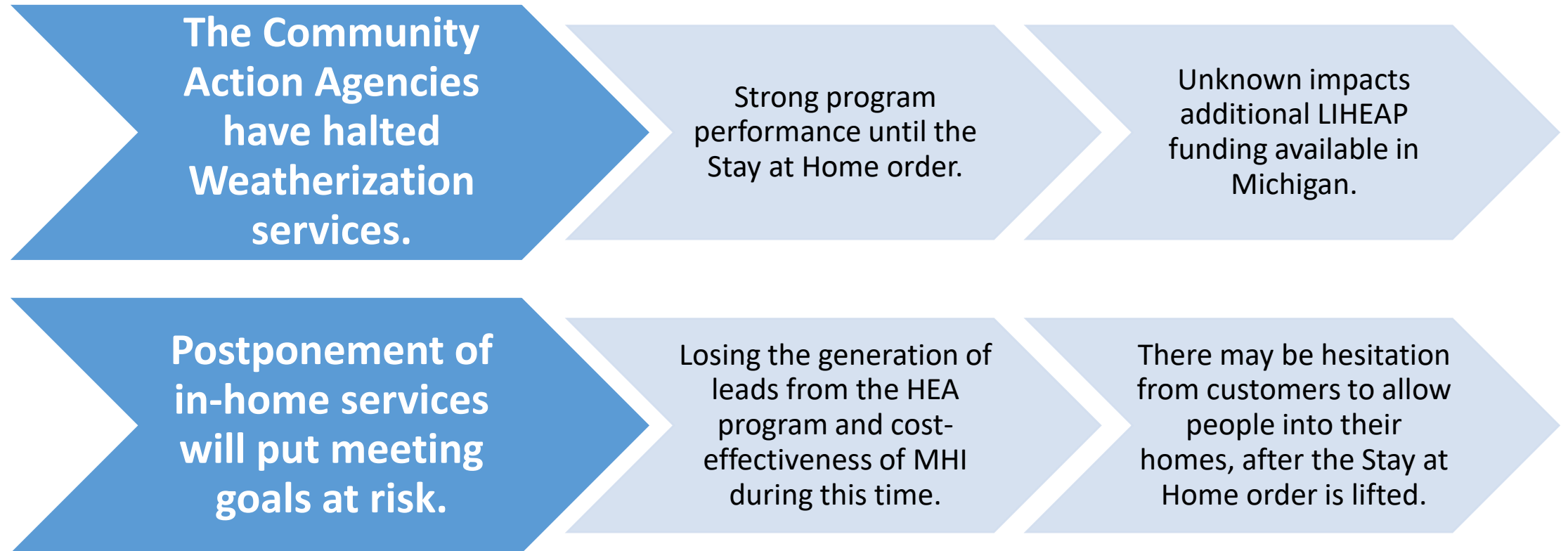


Review past participant data for leads on additional opportunities



Outreach to property management companies and public housing commissions during shut down to get into communities when restrictions lift

# Income-Qualified Program Risks



# “SEMCO Cares” Marketing Campaign

- Lead direct outreach/training to contractors
- Develop contractor marketing materials to help promote EE measures to their customers
- Health and Safety
  - Increasing transparency with customers before entering homes of new and existing health and safety procedures
  - Including newly established health and safety practices in marketing materials
- Increased outreach to customers enrolled in SEMCO’s Monthly Assistance Program
- Re-engaging property management companies for additional marketing channels



# Operations Re-engagement Campaign



Virtual Assessment Program



Participation & Referral Bonus



Community Group Reward Program



Home Repairs and Hazard Abatement

# Commitment to Health and Safety

- Expanding scope furnace & water heater replacements
  - Begin replacing old, functioning space and water heating equipment
    - Focus on furnaces & water heaters 12+ yrs and boilers 20+ years of age identified through:
      - Home Energy Assessments
      - Manufactured Homes Initiative
      - Public housing interactions
  - Help customers already facing financial challenges during this time
  - Provides additional support by providing work opportunity for heating contractors during a recession.

