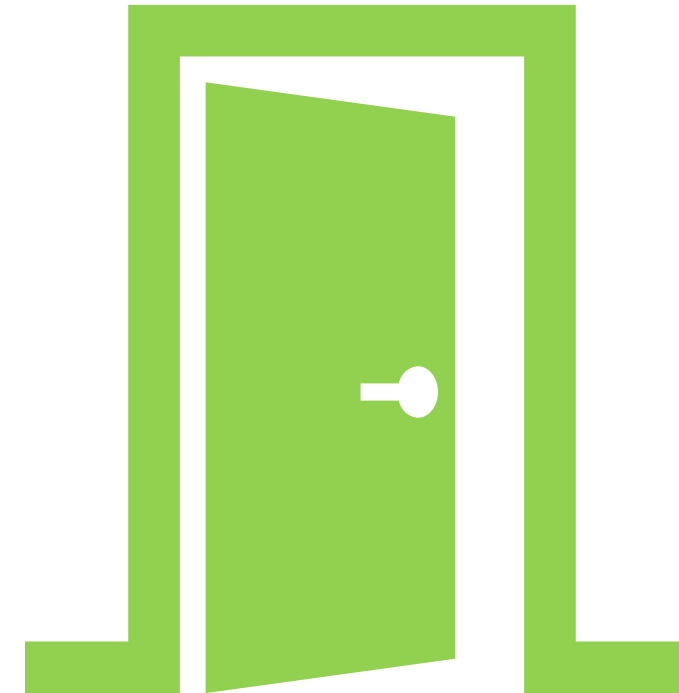


Low-Income Energy Policy Board

June 27, 2022



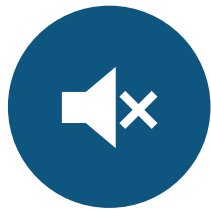
Welcome and Agenda



Housekeeping



THIS MEETING IS BEING
RECORDED



PLEASE MUTE YOURSELF
WHEN NOT SPEAKING



BOARD MEMBERS, YOU
MAY RAISE YOUR
HAND TO SPEAK OR
COMMENT IN THE
CHAT



THERE WILL BE A PUBLIC
Q&A AT THE END OF
THE MEETING





Roll Call of Stakeholder Members & Members with Lived Experience

- ▶ Rick Bunch - 5 Lakes Energy; Michigan Municipal Association for Utility Issues
- ▶ Alexis Blizman - Ecology Center
- ▶ Briana DuBose- EcoWorks Detroit
- ▶ Martin Kushler – ACEEE (American Council for an Energy Efficient Economy)
- ▶ Patrick Leahy - SEMCO Energy Gas Company
- ▶ Kasey McNeally - Superior Watershed
- ▶ Briana Parker (Elevate)
- ▶ Wende Randall - Kent County Essential Needs Task Force
- ▶ Synia Gant-Jordan (Lived Experience)

Roll Call of State Policy Experts



- ▶ Cory Connolly - Department of Environment, Great Lakes, and Energy
- ▶ Rachael A. Eubanks – Department of Treasury
- ▶ Jeff Guilfoyle - Department of Treasury
- ▶ Kelly Rose – Michigan State Housing Development Authority
- ▶ Ninah Sasy - Department of Health and Human Services - Social Determinants of Health Strategy
- ▶ Derrell Slaughter – National Resource Defense Council; Governor’s Council on Climate Solutions

Roll Call of Staff Policy Experts



- ▶ Elaina Braunschweig - Analyst, Regulated Energy Division
- ▶ Jamie Curtis - Grant Administrator, Michigan Energy Assistance Program
- ▶ Christina Forist – Manager, Compliance & Investigation Section
- ▶ Reka Holley - Voelker – Manager, Communications Section
- ▶ Shatina Jones – MPSC Diversity, Equity, and Inclusion Officer
- ▶ Amy Rittenhouse - Communications Specialist
- ▶ Jake Thelen - Departmental Specialist, Compliance & Investigation Section
- ▶ Mary Wilkins - Departmental Specialist, Customer Assistance Division

Introduction of New Members

- ▶ DAVID COVEY
- ▶ LATASHA HANNAH

7



Approval of Minutes

- ▶ Poll for approval of minutes
 - ▶ Board Member Name
 - Approve
 - Do not Approve
 - Abstain



Low-Income Energy Policy Board

9



- ▶ Purpose
 - ▶ To guide the process of assessing energy affordability and accessibility holistically, especially through linking energy waste reduction services and energy assistance programs.
- ▶ Overarching Goal
 - ▶ Reduce the number of households with unsustainable energy burdens

Planning Process Leading to Action

10





Moving Forward

WHERE
WE'RE HEADED
AFTER TODAY

Receive Recommendations (July/Aug/Sept)



Subcommittee	Recommendation	Mechanism for Change	Collaborations / Partnerships
<ul style="list-style-type: none">• AAA• DARR• Definitions• Health & Safety• Outreach & Education• Workforce Development		<ul style="list-style-type: none">• Administrative• Legislative• Managerial• Regulatory	

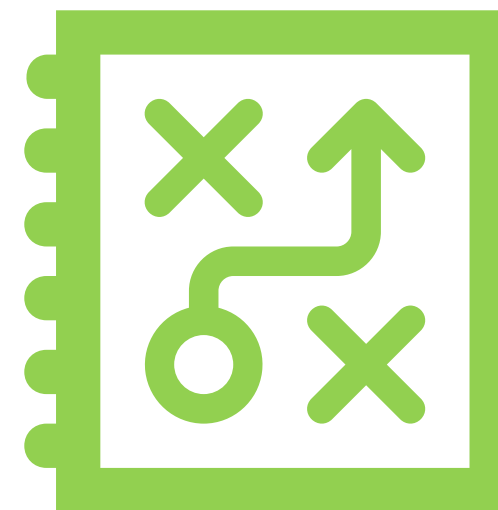
Articulate and Prioritize Goals

- ▶ Board Retreat (September)
 - ▶ To engage with subcommittee recommendations
 - ▶ To establish and prioritize goals
 - ▶ Please complete scheduling poll



Create Strategies to Accomplish Goals

- ▶ Policy Summit (Early November)
 - ▶ Committee to meet in early July
 - ▶ Summit committee co-chairs:
 - ▶ Mary Wilkins – MPSC Staff
 - ▶ Audrey Dean – Consumers Energy





Discussion: Board Direction



Today

- ▶ FOCUS AREAS /
POLICY PILLARS
- ▶ IDENTIFY VALUES

Focus Areas based on U-20757 order

April 15, 2020

17



Directed electric, natural gas, and telecommunications providers under its jurisdiction to complete a number of actions in the following areas:

- (1) customer protections and affordability,
- (2) accounting treatment,
- (3) regulatory activities,
- (4) energy assistance coordination,
- (5) energy waste reductions (EWR)
and demand response (DR) continuity,
- (6) broadband access and expansion efforts.

Focus Areas Policy Pillars



CUSTOMER CENTERED
ENGAGEMENT & COORDINATION



AFFORDABILITY &
CUSTOMER PROTECTIONS



LOW-INCOME
ENERGY WASTE REDUCTION

Focus Areas / Policy Pillars

19

Resulting

From Commission
Orders

Informed

By Customers
& Stakeholders

Supported

By Data & Definitions



Discussion: Policy Pillars

20



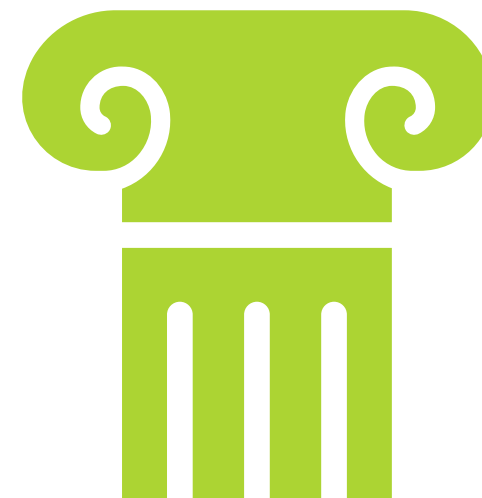
Customer Centered
Engagement &
Coordination



Affordability &
Customer
Protections



Low-Income Energy
Waste Reduction





Next

IDENTIFY VALUES

When identifying values

Align with
purpose

What behaviors
do we want to
encourage?

How will the
values work
within the
structure?

Do the values fit
the current
work
environment?

How do you
want the world
to see you?



Assess Values and Guiding Principles

23

- ▶ Values expressed in latest U-20757 Order:
 - ▶ Gratitude
 - ▶ Solutions
 - ▶ Coordination & Collaboration
 - ▶ Diversity of representation, input, experience, & knowledge



EAAC Guiding Values



Advance racial
and economic
justice

Enhance
environmental
justice

Active listening
and
communication

Operate with
integrity

Ensure inclusion

Practice
accountability

Encourage
collaboration

Follow leadership
from impacted
individuals and
communities

Education and
awareness

Promote
transparency

Affordability, Accessibility, and Alignment Subcommittee Guiding Statement

25

End the crisis-assistance-crisis cycle by centering energy affordability and facilitating customers sustainably affording their energy bills by providing all households with uninterrupted access to affordable, sufficient energy in an efficient, healthy, and sustainable manner.



Guiding Principles of the Affordability Accessibility & Alignment Subcommittee



- ▶ This ideal system/program design should achieve this while also:
 - ▶ Ensuring **equitable distribution** in the access to, use of, and outcomes from energy affordability and assistance policies/programs
 - ▶ **Centering impacted community** priorities and participation in policy/program development, accountability, and assessment
 - ▶ Treating customers with **dignity**, enabling them to live comfortably, and not penalizing customers for an inability to pay their bills
 - ▶ **Coordinating and communicating** clearly with relevant state agencies to integrate state policy goals, including those related to healthy homes and climate change

Values Stated by Board Members in Introductory Survey

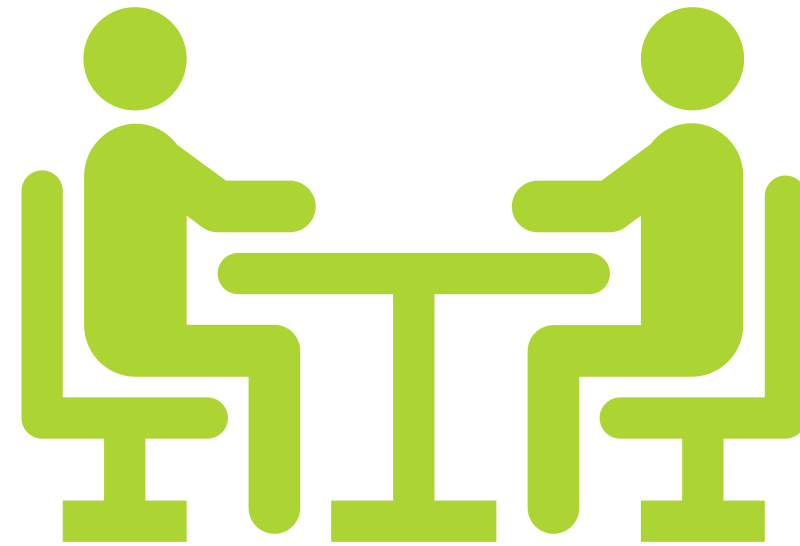
27

- ▶ Support and Protect Low-income Households – 52%
- ▶ Collaboration, Connection, Intersectionality, Synergy – 45%
- ▶ Action and Measurable Impact – 28%
- ▶ Efficiency of Process and Finances – 21%
- ▶ Home Energy Sustainability, Home Energy Security – 17%
- ▶ Affordability of Energy – 14%
- ▶ Housing – 14%
- ▶ Energy Justice, Equity, Respect – 14%
- ▶ Health and Well-being – 10%
- ▶ Climate – 7%



Values Expressed In Listening Sessions

- ▶ Energy Waste Reduction
- ▶ Health
- ▶ Affordability
- ▶ Process Efficiencies
- ▶ Communication
- ▶ Data Security and Privacy



Energy Waste Reduction



Turning off lights/TV etc. when leaving the room contributes to my energy being affordable – I see a difference to my bill when they do this; keeping the thermostat consistent also helps; unplugging stuff that isn't being used.

My mom uses TOU rates from CMS and likes it. I wish I had it too.

It is costly to make a home energy efficient; help with weatherization would be nice; how to control usage through efficiency.

I'd like to learn more about what's the best way to control energy usage, how to conserve, and how to control energy expenses.

Paying the bills is really stressful when amounts change. Bill increases are really stressful on self, kids, and marriage etc.

When you get hit with a surprise, it all falls apart. You have to figure out how to make it all work – and sometimes you can't pull it off.

Mental health is a big concern. It's extremely stressful when bills are higher than expected. Then your mental health can impact your physical health and that impacts your family.

If you're spending a lot of money on bills you can't afford other things necessary to be healthy.

I worry about potential shut off if a health issue comes up.

My daughter has severe asthma and uses a nebulizer.



A senior has respiratory issues that are made worse by pollution and emissions and has an infrared filter; needs resources to have the filter fixed.

If the house is too cold, asthma kicks up; asthma machine requires electricity.

Affordability



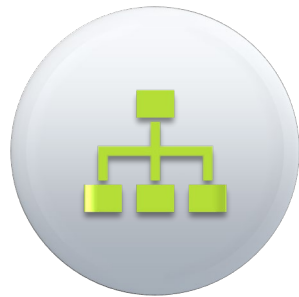
Income limits are too low – there's not happy medium. If you're not working, you can get a bunch of resources; but if you're working, you can't get resources even if you need help, you're working and struggling rather than not working and struggling; there's almost no incentive to work.

Income gets in the way of assistance. You can't be making too much, just barely enough; you have to fit in between. Without any income you have a better chance than if you have 2 – 3 jobs .

People whose income suggests they don't need help may still be unable to afford their bills; limits are too low when you look at housing costs, transportation, and other costs that families need to cover.

Process Efficiencies

33



Instructions/Rules are clear – they just don't always work very well.

Instructions are not always clear; SER instructions in particular, for instance, it's not 10 days from when you fill it out but 10 days from when the case worker reviews it.



You have to start at the same starting point even when you know you're going to get denied – you can't go to where you know you can get help



I would change the paperwork process – by the time they look at the paperwork and get back to you, you're just a couple days from shut off; they refer you to another agency and it's another 7 days. And now the \$200 bill is \$260 because of the late fee.



if you're not computer savvy it's really difficult.

The process can be lengthy and very confusing as to why someone is denied.

Communication



34

You can't call anyone at DHHS. You have to wait for an interview date; Offices are closed etc. It's very frustrating; pre-covid you could do in person application and interview on the same day and leave with the bill paid.

Typically, there is a disconnect on the interview date and you can't reschedule; Not being able to go to an office makes it really difficult; With an office, you can go in and someone can give you answers and make the right connections to get you help. I never receive confirmation of interview. It feels like application goes to a black hole.

Communication – make is easier, some staff have treated customers rudely during interviews.

Communication, Confirmation, Connection – all vitally important but are missing. Knowing where your application is provides comfort.

Data Security and Privacy



It's scary to have to send social security card photo into who knows where.

They ask for a lot of information – they want to know a lot – like your whole life history, and it's a lot – it's not friendly at all to the extent that at times I have given up on the process.

I'm afraid I'm going to provide my information, open up and be vulnerable just to be denied and to be kicked from agency to agency; it's frustrating; the deadline is ticking.

Instructions are there and are clear; it's not a struggle to apply; They want to know everything; If you want help, you just have to fill out the paperwork. All the agencies want your whole life history.

DHHS wants a ton of information.

A few things about values...

36



VALUES COST
SOMETHING



VALUES HAVE A
PURPOSE



VALUES LEAD TO
ACTION



VALUES MUST
FURTHER THE
GREATER
MISSION

[How To Define Your Organization's Values \(forbes.com\)](https://www.forbes.com)



Discussion: Board Values & Guiding Principles

Committee Updates

38

- ▶ Except for recommendations, subcommittee updates will be provided to the board via email going forward.

Next Steps

1

Board members:
Respond to two
surveys

- Board Retreat
- Board Values

2

Subcommittees:
Submit
recommendations

- July - September



Announcements





Public Comment



Informal Dialogue