

Affordability, Alignment and Assistance Subcommittee

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Meeting Overview

- Amy—farewell
 - [Leadership survey](#)
- Introduce Anne's new administrative/policy specialist
- Meeting structure/roadmap
- MEAP customer journey
- Q&A
- Next steps and updates

*Slides and materials will be shared by email after the meeting



Goals Structure

1

- Choose a goal
- Solicit input on changes members would like to see in said program or goal using the guiding question/subcommittee charge parameters

2

- Research the goal
- Have organization who runs that program (utilities/Staff/DHHS) provide background knowledge/limitations of that program

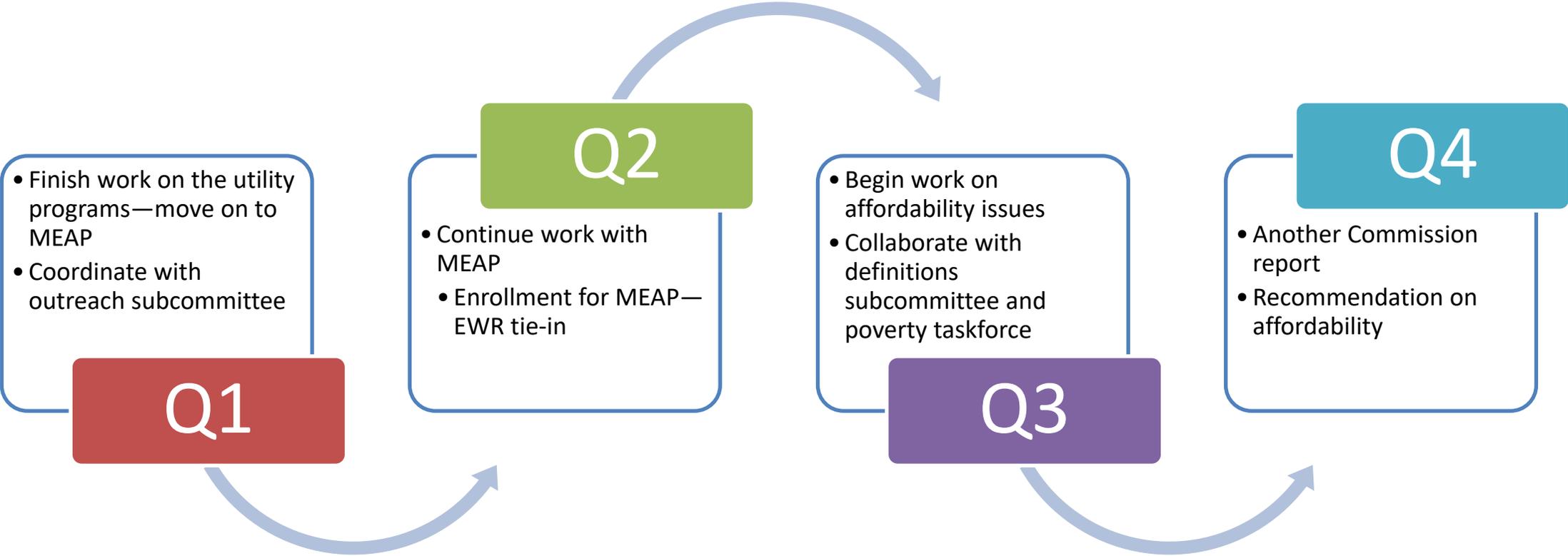
3

- Identify solutions
- Bring to EAAC for greater review—October 20 meeting

4

- If appropriate, collaborate with the responsible organization
- Propose to the Commission

Potential Timeline for 2022



*This timeline is tentative and subject to change based on the priorities of the AAA members

*If anything changes in the utilities' or DHHS' low-income programs, please come to us to present on it

Member Feedback

- Feedback from last survey
- Making sure we start touching on if these programs are working once we wrap up customer journeys

Next Topic: MEAP

- Last part of our customer journey exploration
- Discover some EWR tie-in
 - Don't forget—if you'd like to join that ad-hoc group exploring how to improve the EWR—affordability tie-in, let us know

MEAP

Kristen Bolds—St. Vincent de Paul
Customer journey maps
Services provided

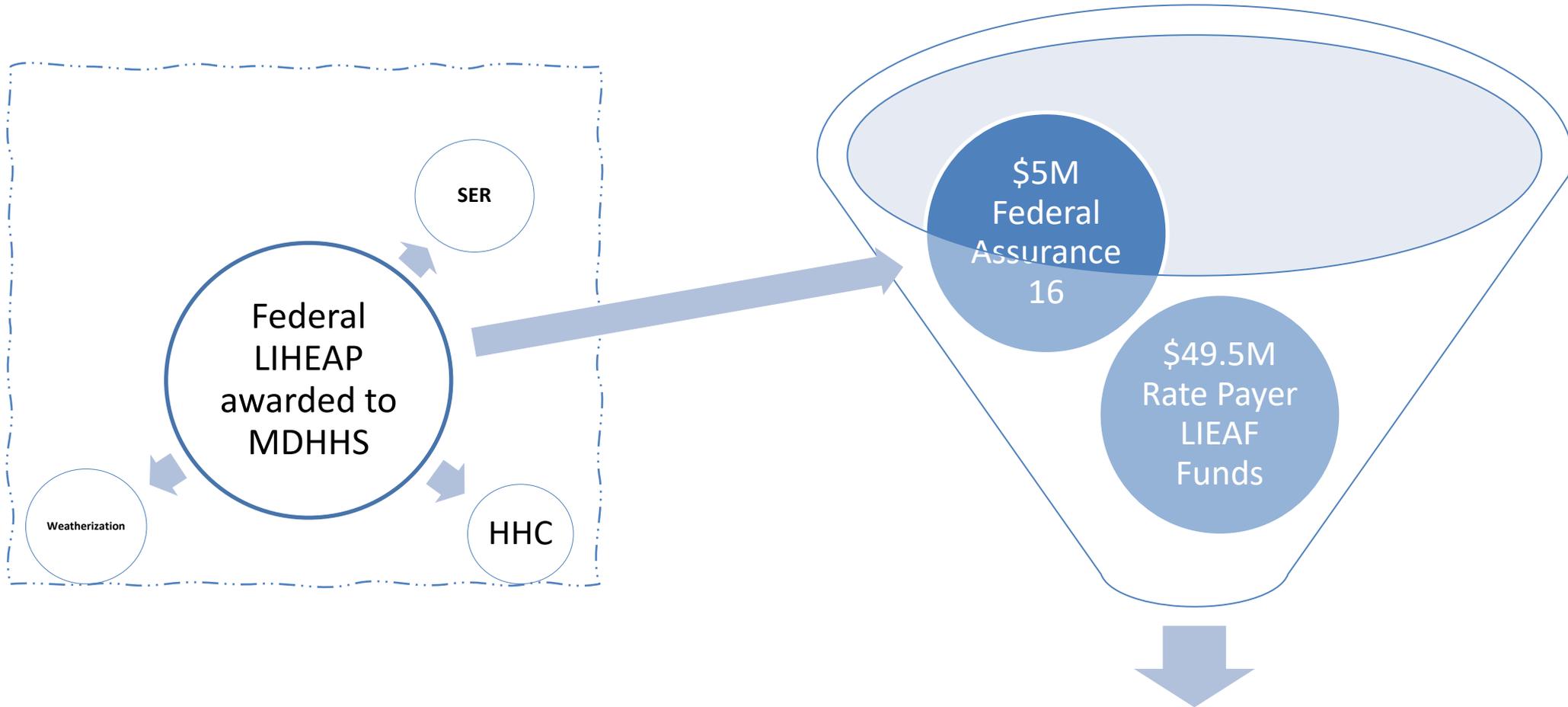


Michigan Public Service Commission

Michigan Energy Assistance Program (MEAP)

- The purpose of the MEAP is to establish and administer programs statewide that provide energy assistance and self-sufficiency services to eligible low-income households.
- Self-sufficiency services include assisting participants with the following:
 - paying their energy bills on time;
 - budgeting for and contributing to their ability to provide for energy expenses, which may include enrollment into an affordable payment plan (APP);
 - and utilizing energy services to optimize on energy efficiency.

2022 MEAP Funding

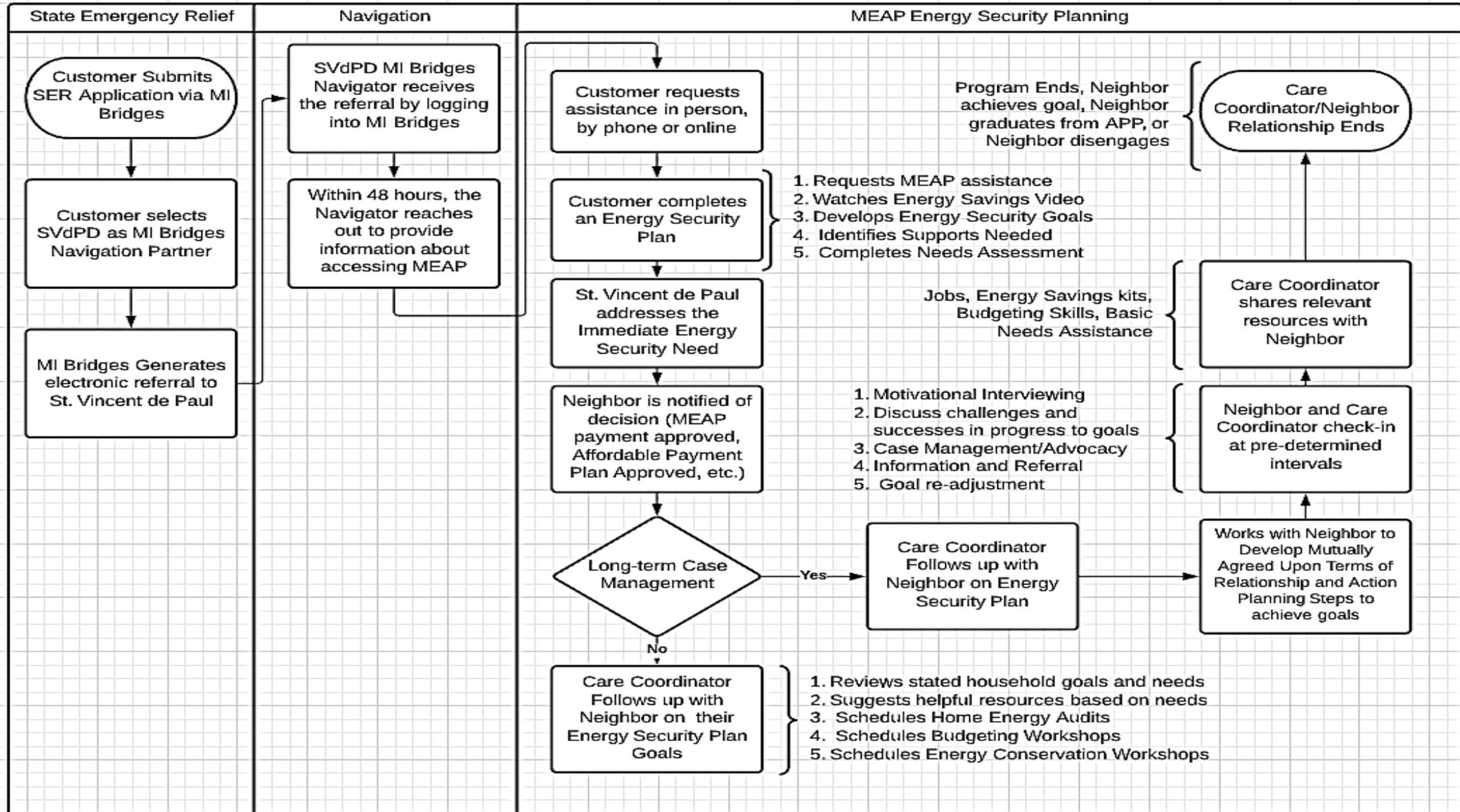


\$54.5M MEAP awarded to 9 Grantees

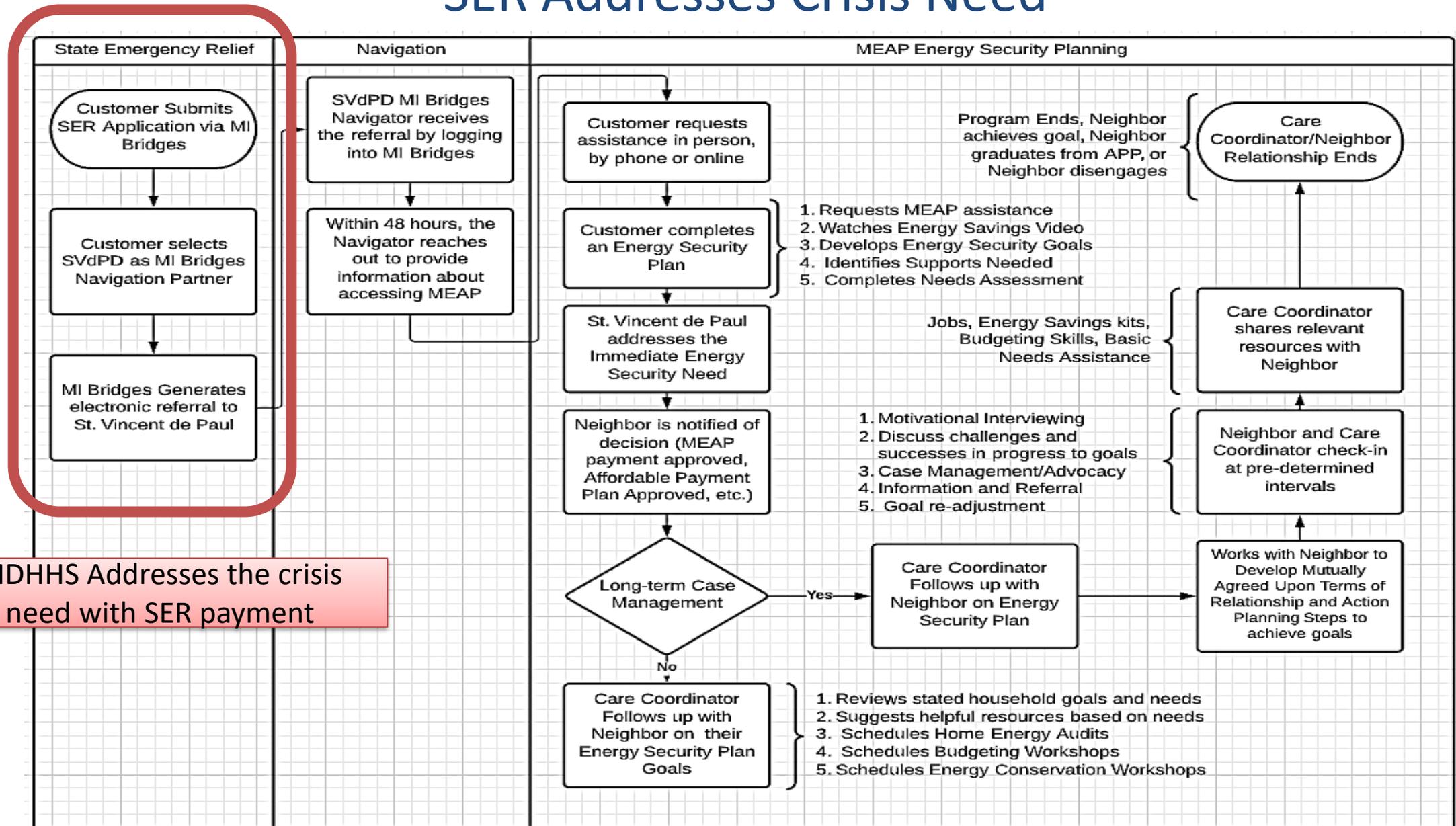
MEAP Customer Journey Values

- Promotion of long-term **Energy Security** as a component of self-sufficiency.
- Promotion of customer **Dignity and Self-Determination**.
- Supports **Trauma Informed Care** Principles.
- **Holistic Assessment** of Household.
- **Tiered Approach** based on Household Characteristics.
 - Seniors/Disabled
 - Very Low Income: 0-19% Federal Poverty Level
 - High Energy Consumption
 - Fixed Income
 - Mainline (all others)

St. Vincent de Paul MEAP Customer Journey: Referrals from MI Bridges

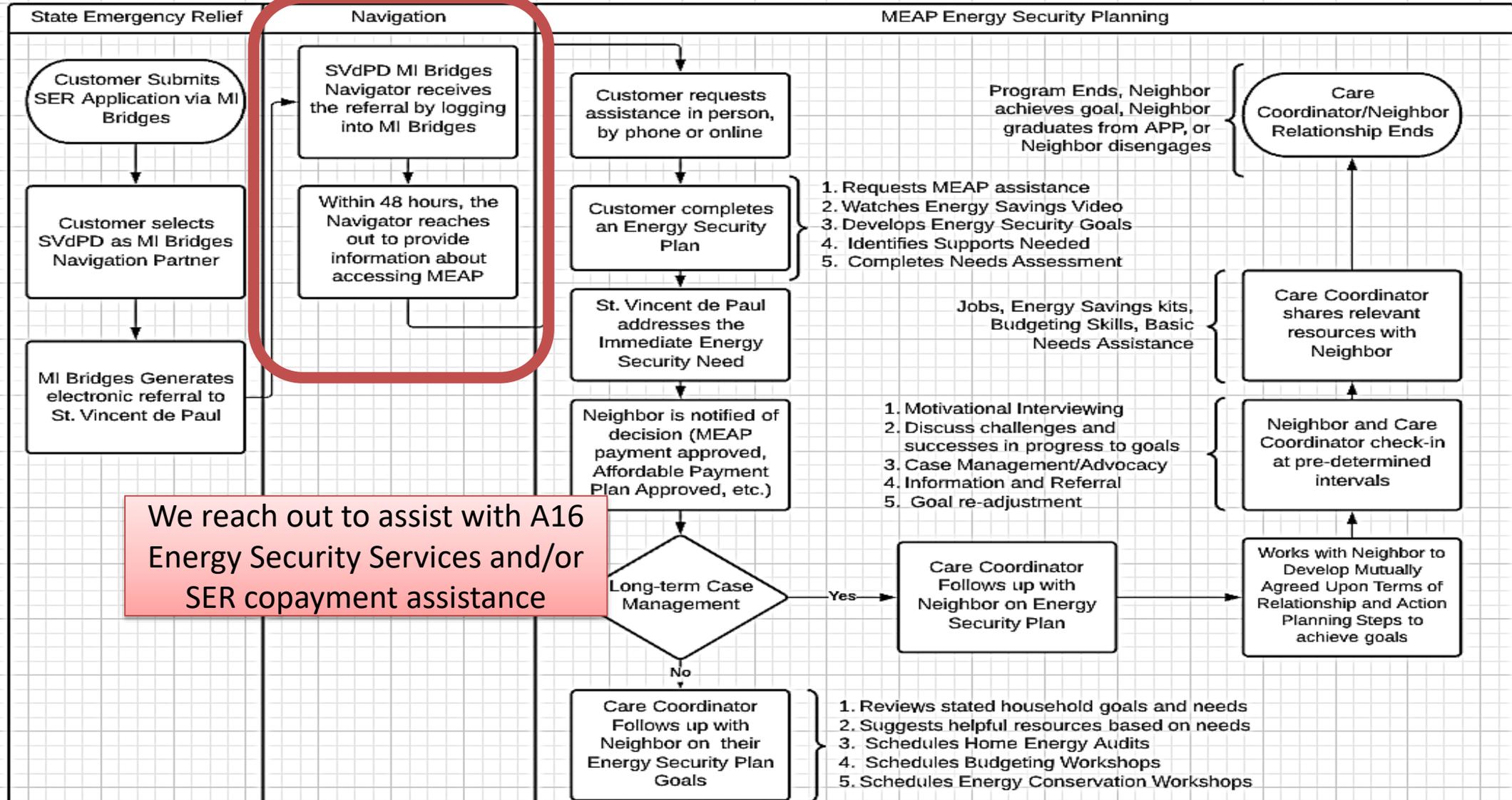


St. Vincent de Paul MEAP Customer Journey: SER Addresses Crisis Need



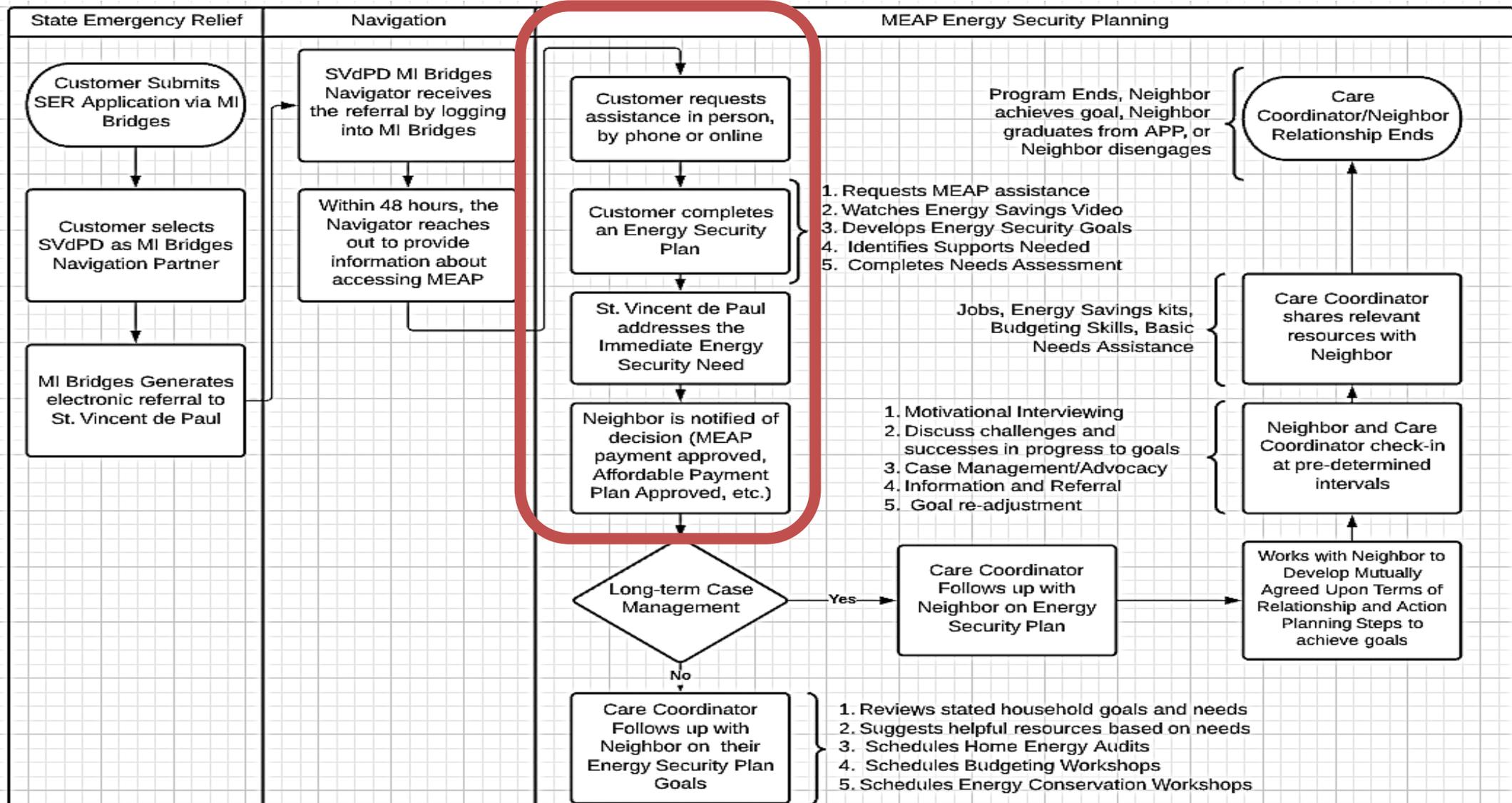
MDHHS Addresses the crisis need with SER payment

St. Vincent de Paul MEAP Customer Journey: Outreach to MI Bridges SER MEAP Referrals



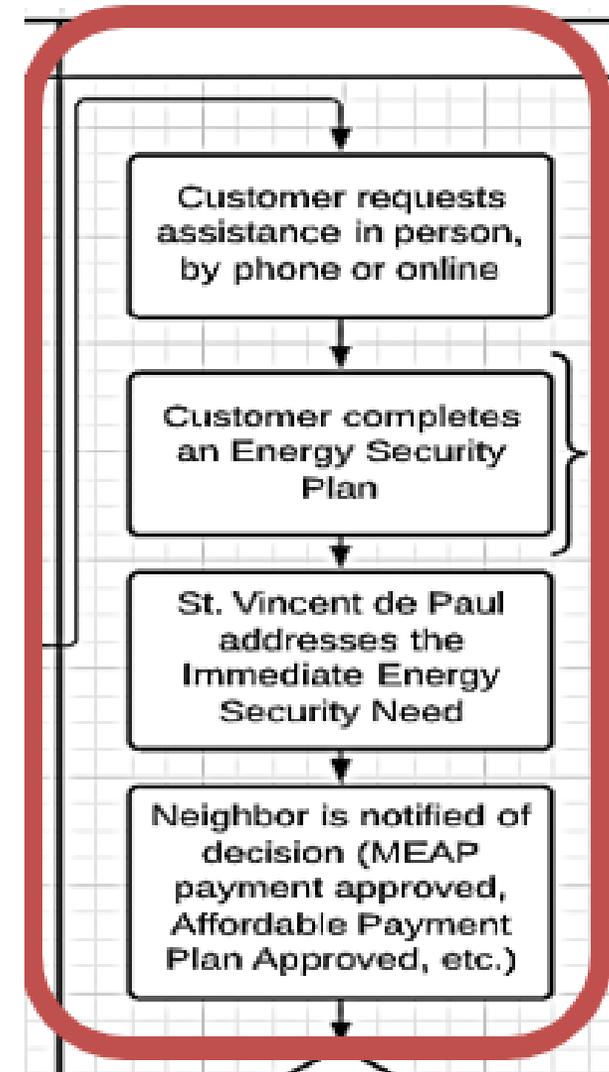
We reach out to assist with A16 Energy Security Services and/or SER copayment assistance

St. Vincent de Paul MEAP Customer Journey: Focus on Customer Priorities



Addressing Immediate Utility Need/Customer Priorities

- Customers are better prepared to engage once their crisis is resolved.
- They complete an Energy Security Plan
 - They select their households energy security goals
 - They determine the supports they need
 - Receive some basic energy conservation education
 - Completes a needs assessment
 - Opportunity to schedule Home Energy Audit
- We first address the short-term Energy Security need before engaging in longer-term Energy Security Planning

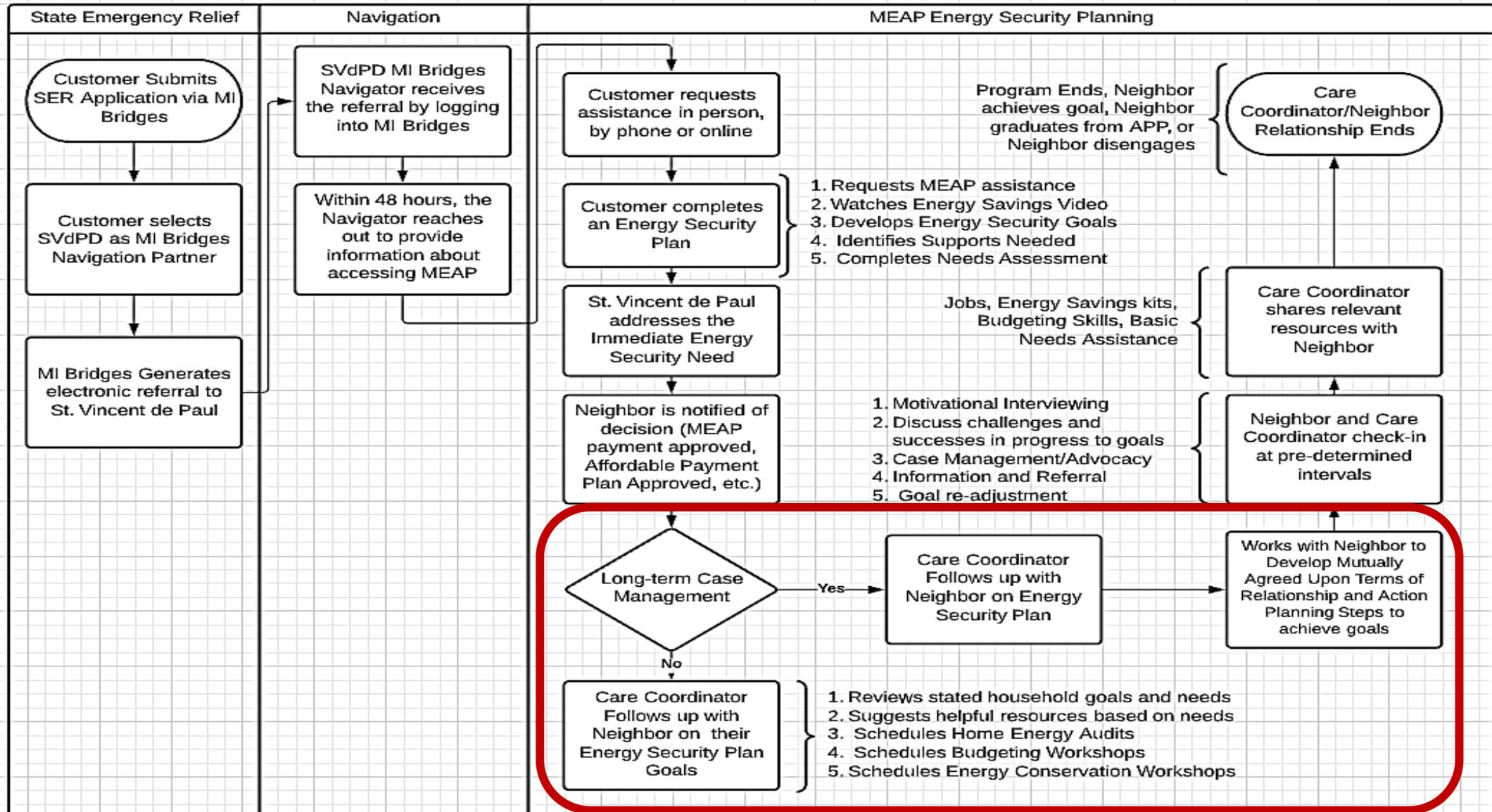


Addressing Immediate Utility Need

- We can provide the required SER copayment AND/OR
- Enroll in a utility-sponsored Affordable Payment Plan (APP).

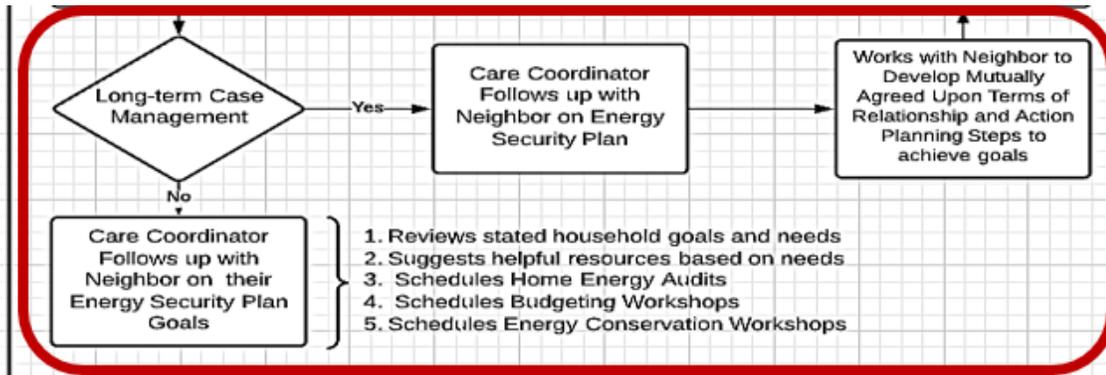
Affordable Payment Plans	SER Copayment
<ul style="list-style-type: none">• Provides a low monthly predictable payment• Shut-off protection while on program• Customers earn arrearage forgiveness by making on-time payments• Supports customer dignity, household budgeting and self-sufficiency	<ul style="list-style-type: none">• Better suited for households with no source of income, and unable to make timely APP payments.• Currently the only option available for those with “high arrears” and “high utility consumption” due to costs.

St. Vincent de Paul MEAP Customer Journey: Tiered Approach

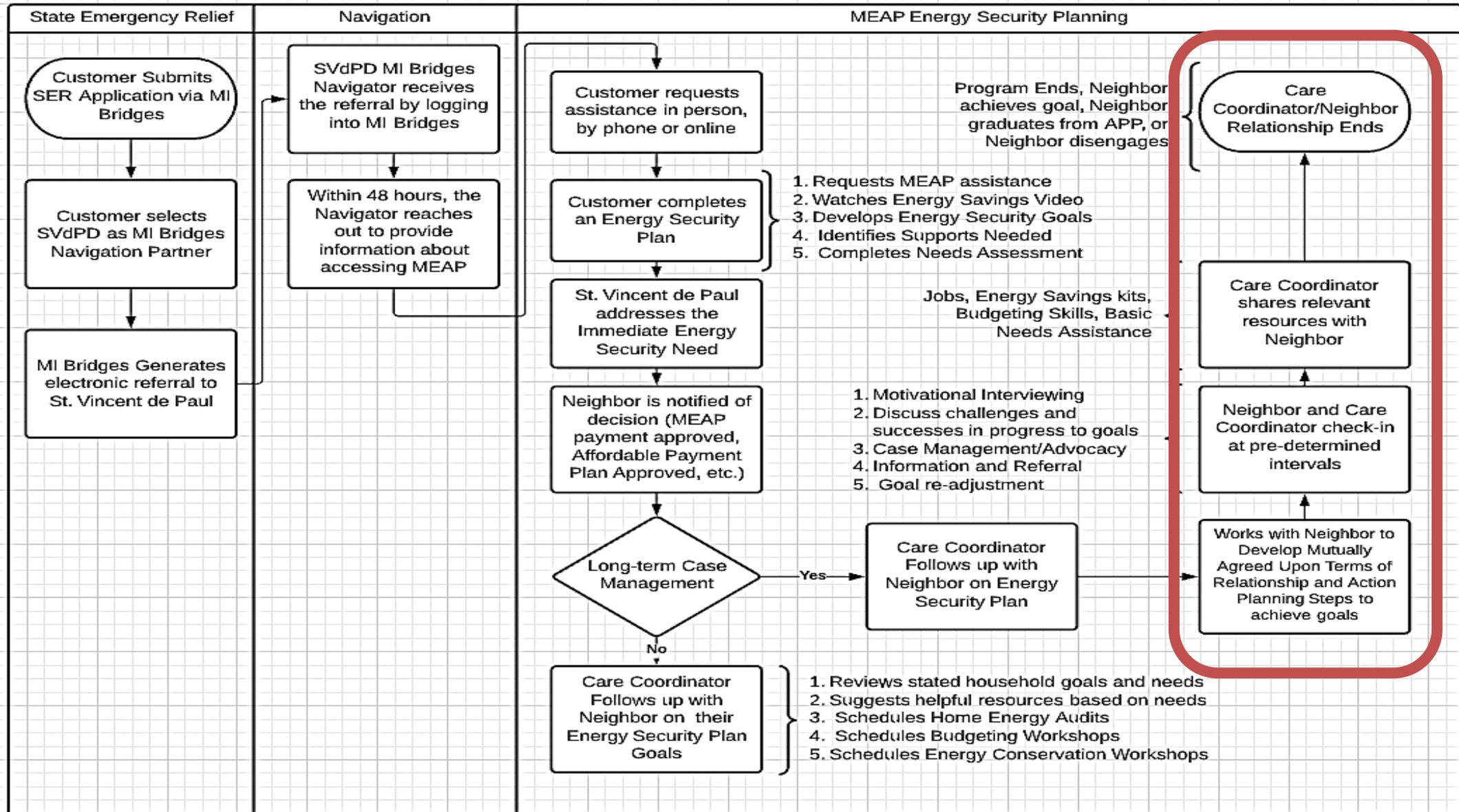


Tiered Approach

- Households are triaged to specialized Care Coordinators based on common energy security barriers
 - Very low income
 - High consumption
 - Fixed income
- Partners with households to develop a more in-depth Energy Security Plan

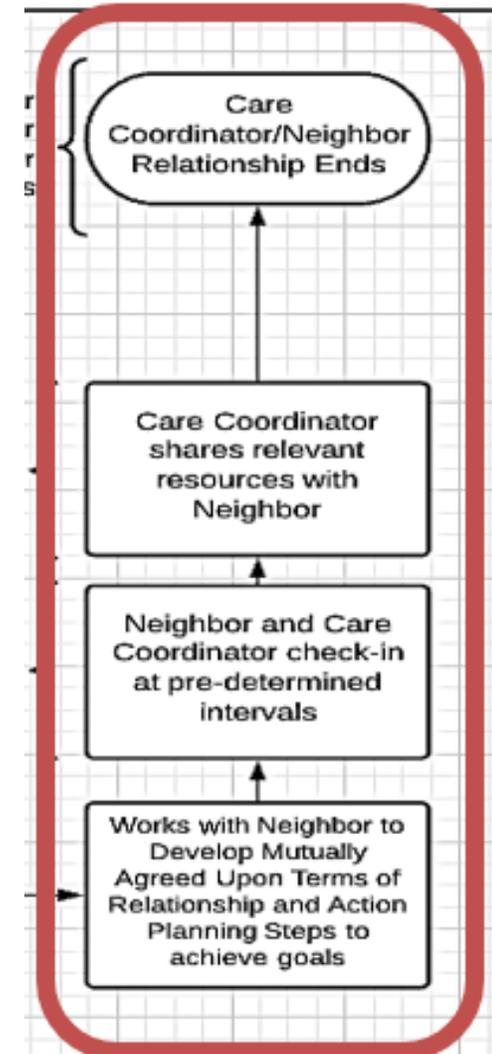


St. Vincent de Paul MEAP Customer Journey: Ongoing Support



Ongoing Support

- Frequent check-ins
- Assistance in overcoming barriers to successful plan completion
- Motivational Interviewing
- Resources
 - Employment opportunities/job readiness
 - Home Energy Audit Scheduling
 - Energy Kits
 - Budgeting Workshops
 - Energy Education Workshops
 - Advocacy with other organizations



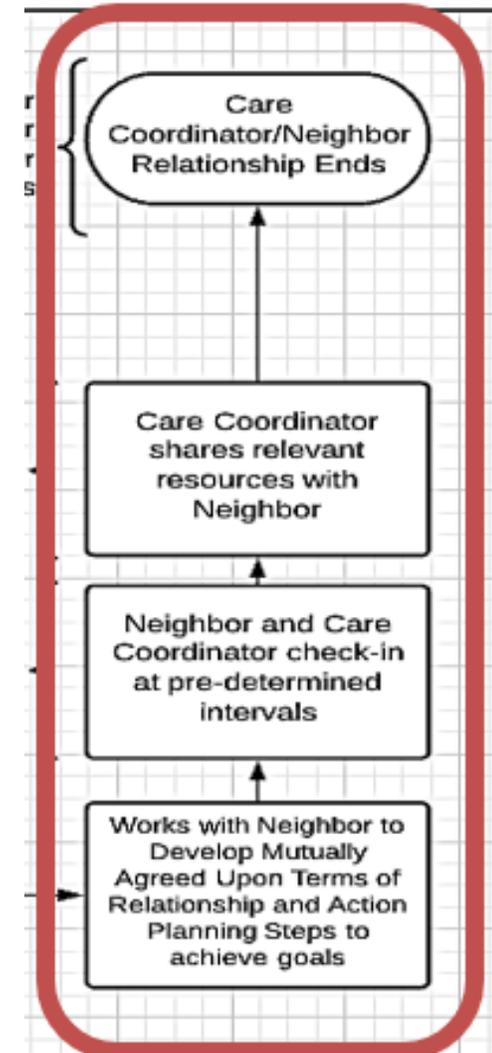
Relationship Ends and Outcomes Documented

Successes

- Household achieved energy security goals (increased income, graduated from an APP, reduced consumption and moved into an APP, etc.)
- Household remained free from shut-off
- Household maintained energy payments
- Increased knowledge/change in energy consumption behavior
- Increased knowledge of, and improved budgeting and bill payment behavior

Challenges

- Households often disengage
- Disengaged households sometimes come back to seek additional assistance year after year
- Program ends and household is still not energy secure.



Q&A



Michigan Public Service Commission

Progress and Low-Income Updates

- CE PIPP Order 2/10/22 ([docket U-21021](#))
 - Staff coordinated to advocate for things desired from this workgroup
- Members wanted a list of definitions. If you did not already see it, there is now a [low-income toolkit](#) with many definitions including programmatic design.
- Draft customer journey maps sent out in meeting follow-up

*If you know of any developments in the low-income field, let us know

Next Steps

