

Affordability, Alignment and Assistance Subcommittee

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Meeting Overview

- Interested in joining leadership? Fill out our [interest survey](#)
- Meeting scheduling issue—commission meeting conflicts—survey
- Goals structure and timeline review
- AAA EWR update
- Walkthrough of current assistance landscape
 - Customer journeys
 - Funding sources
 - Program descriptions
- Discussion on improvements
- Next steps and updates



*Slides and materials are shared on the EAAC website in the AAA section

Welcome New Members

- Thank you for joining!
- Today you'll get a great recap of what we have been working on since September: customer journeys/program enrollment
- We also have a ton of resources on our section of the [EAAC website](#)
 - [Goals document](#): overview of member ideas/goals color-coded with what stage we are at
 - Presentations and meeting recordings for deeper dives

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

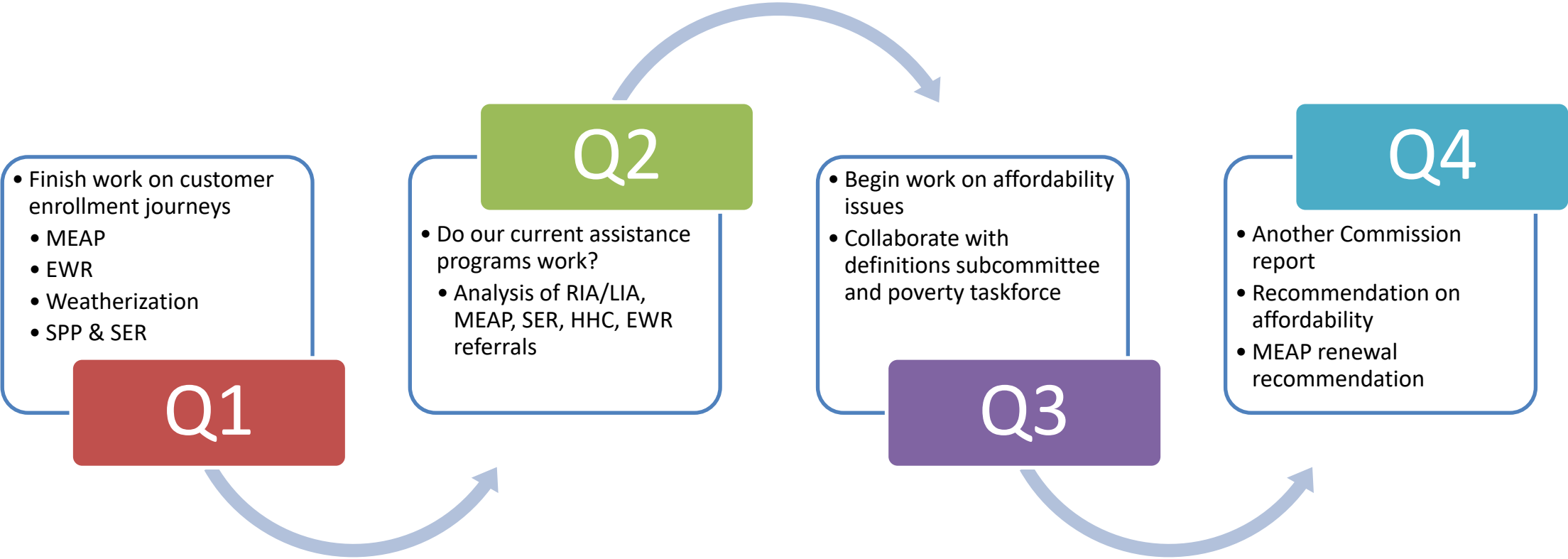
3

- Identify solutions
- Bring to EAAC for greater review

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

Member Feedback



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January Survey – Progress Overview

- Overall satisfaction with the current course of action
- Ultimately, respondents are interested in identifying specific actions for improvement and working toward making any necessary changes a reality, even if those changes are legislative
- Additional thoughts include
 - Considering customer feedback
 - Reviewing efficacy of programs as designed

January Survey – What we have learned

- Most respondents felt that the customer journey/enrollment process was about the same as they thought, with one respondent agreeing that it was better than initially thought.
- Many felt that the SER eligibility process is working well, particularly with the use of MI Bridges (for those customers that have access and are tech "savvy").

January Survey – What may need to change

- Being proactive and seeking out low-income customers before they experience a crisis
- Streamlining data collection and reporting further
- Increase and align eligibility for varying programs
- More automated referrals for EWR and Weatherization services

January Survey – What do we need to know

- Addressed since survey was sent
 - How requirements for MEAP vs LIHEAP differ
 - Journey mapping
 - Rules for all forms of energy assistance at state and federal levels
 - Document that includes what is available by income level
 - More education on energy utility companies
- Upcoming/current education topics
 - Home Heating Credit process (in the journey maps)
 - Specific data collected to understand customer needs and effectiveness of the different programs (work with Data Analysis subcommittee)
- Addressed through EWR subgroup or the existing [Low-Income EWR group](#) (Brad Banks' group)
 - Weatherization programs (also in the journey maps)
 - More explanation on how WAP assigns contractors
- Addressed through other subcommittees:
 - Governance regarding energy laws (Data Analysis and Regulatory Review)
 - Links to the [presentation](#) and [meeting recording](#) from the May 19, 2021, full EAAC meeting

AAA EWR Update

Discovered hurdles in enrollment
Learning best practices from Superior Watershed and UPPCO
New participants always welcome



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Program Walk-through

Customer journeys
Program descriptions
Current assistance landscape



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Discussion

Action steps to take now that we have this information
What can we do to get to the ideal program?

Eligibility	Accessibility	Process	Alignment
Expanding what defines low-income; opportunity for going further	Utilities should advertise the low-income credits and PIPP programs on their websites	Proactive outreach to past recipients by MEAP grantees	
FPL/AMI/ALICE – aligning criteria		MEAP & Utilities--capture those not in crisis to enroll in PIPP, RIA. Don't just refer customers who make contact to SER. Enroll in RIA.	
Eligibility prior to crisis			
Eligibility lookback periods (90 days, 30 days, others 3 months)			

Progress and Low-Income Updates

- CE PIPP Order 2/10/22 ([docket U-21021](#))
 - Begins October 1, 2022
 - Made EWR referrals a priority
- [U-21097](#) settlement agreement proposed an RIA credit for NSP/Xcel Energy
- DTE Electric Rate Case filed in January: [U-20836](#)
- DTE PSP (PIPP) is starting this quarter
 - DTE update

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

The PSP pilot program has been designed to address low-income customer affordable energy burden.

Payment Stability Plan (PSP) Overview	
Utility	Plan Amt Percentage of Gross Income
Single Commodity	6%
Dual (Gas & Electric)	10%
Eligibility Requirements	
<ul style="list-style-type: none"> Arrears \leq \$1,500 Annual Consumption \leq \$3,750 	Federal Poverty Level \leq 200%
Monthly Arrears Forgiveness	On Time Payment Benefit
<ul style="list-style-type: none"> 1/24th of Starting Arrears Triggered by customer payment 	<ul style="list-style-type: none"> 1 plan amount credit applied at the 12th month
Energy Waste Reduction (EWR) enrollment	
<ul style="list-style-type: none"> Enrollees would receive wrap around energy services and education through the EWR program. 	
Missed Payments/Dunning Process	
<ul style="list-style-type: none"> Custom re-enrollment process if customer misses 3 payments 	

Pilot Measures for Success Reporting



- **Service shut-off rate**
- **On-Time Payment Rate**
- **Energy Usage Reduction**
- **Arrears Reduction**
- **NPS**

Next Steps

