

# Affordability, Alignment, and Assistance Subcommittee

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# Agenda

**1.**

**Goals  
Progress  
And  
Timeline  
Review**

**2.**

**Review  
Data on  
Program  
Effectiveness**

**3.**

**Progress Survey**

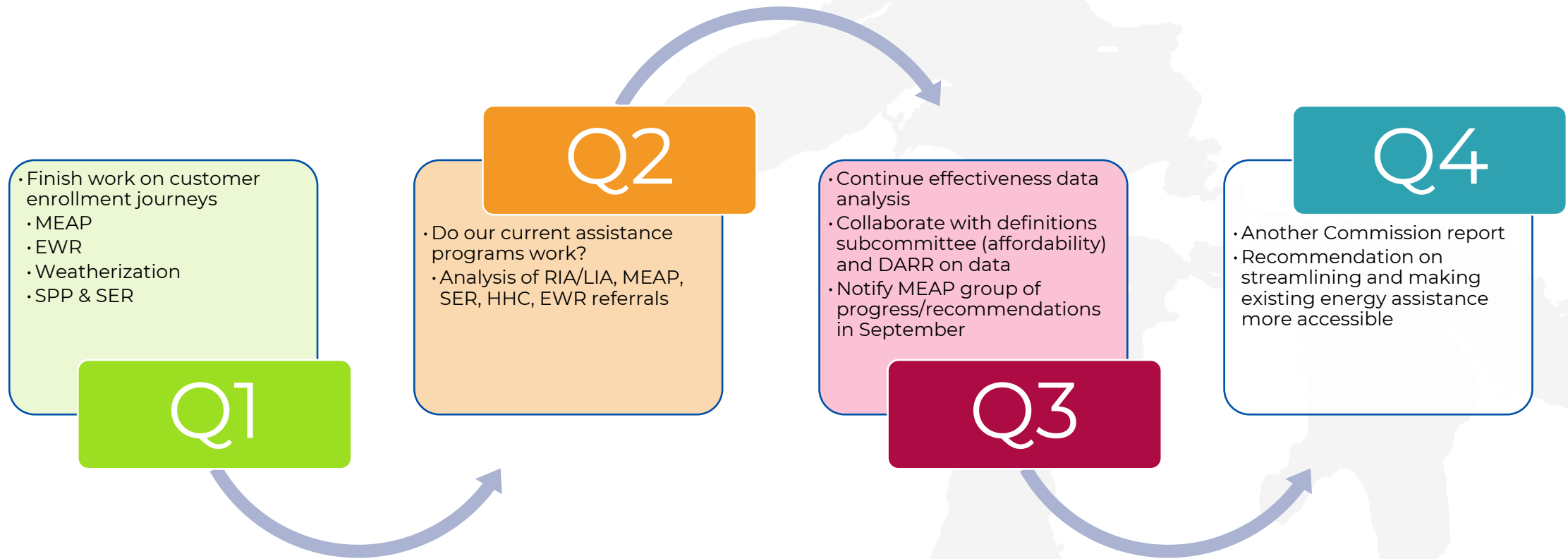
**4.**

**Next Steps  
And Updates**

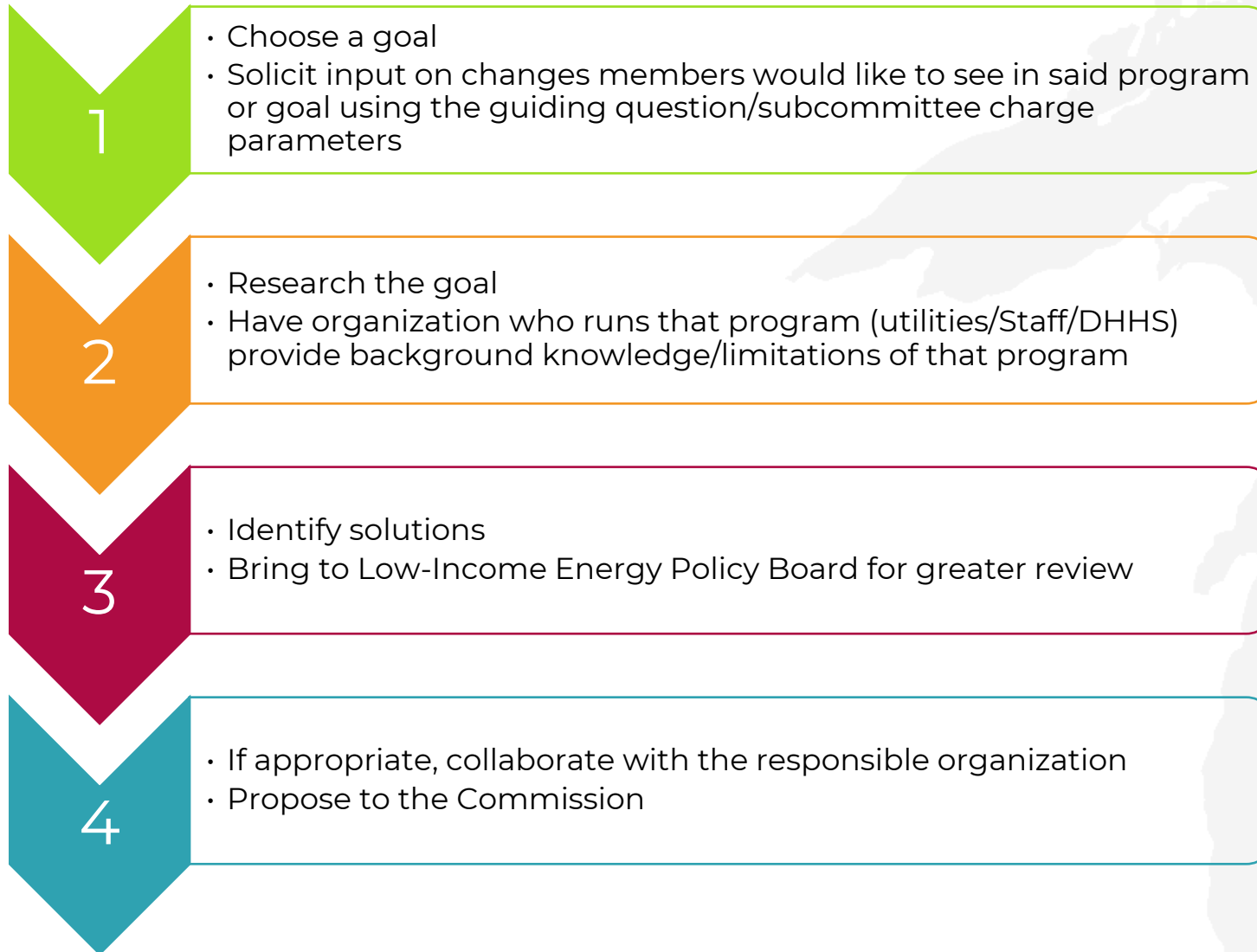
# AAA Commission Charge

- ❑ Look at all aspects of energy affordability including:
  - **streamlining** and making more **accessible** existing energy assistance programs
    - ❑ 2021-2022
  - researching next generation **affordable payment plans**
    - ❑ Tentatively 2023
  - analyzing **collections** processes
    - ❑ Potentially 2023
  - integration with **EWR** and weatherization, and rate design
    - ❑ EWR 2022

# Potential Timeline for 2022



# Goals Structure



## Progress

Goal: customer journey

- Recommendations sent to policy board

Goal: Do our assistance programs work?


- Recommendations sent to policy board

# Updates on Requested Data

For Oct. 1, 2017-Sept. 30, 2021

This collection only includes regulated utilities  
Not all utilities were able to report all data

Data trends do not indicate causation and there could also be a missing narrative behind this data.  
We hope to seek further understanding.



# Stage 1: Who are we not assisting?

Why?

# Assessing Need

**823,159**  
**households**

2018 Census data  
on LEAD Tool

**325,331**  
**SER**

2019 Applications

**8%**

Percentage of res.  
customers. Incl.  
seasonal  
63% SER Approval FY  
2022

%-----

Most utilities  
do not track

%-----

Most utilities  
do not track

**Assumed  
Income-  
eligible**

**Apply for  
Assistance**

**Receive  
Assistance**

**Receive  
EWR  
Referral**

**Receive EWR  
Service**



# Assistance Program Overlap Data:

	FY18	FY19	FY20	FY21
<b>Unique SER or HHC recipients</b>	24,482 <small>**not all utilities reported</small>	170,450 <small>**not all utilities reported</small>	306,734	250,642
<b>% received SER+MEAP</b>	3%	14%	10%	15%
<b>% received SER+HHC</b>	2%	7%	8%	6%
<b>% received SER, MEAP, HHC</b>	1%	3%	2%	2%

Includes double-counted customers who receive dual-commodity service  
 \*\*HHC totals do not include customers who received a direct check

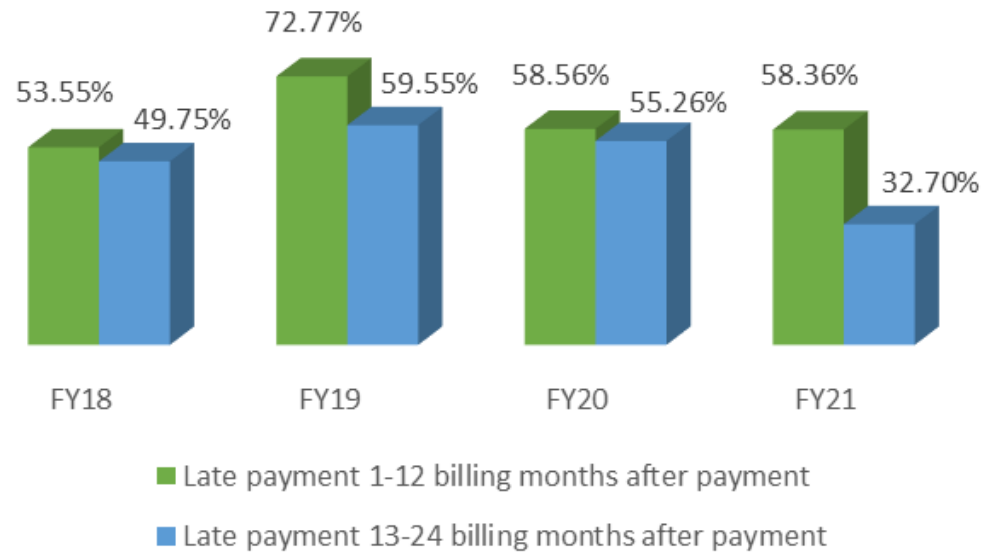
# Stage 2: Crisis Cycling

# Residential Late Payment and Shutoff Notice

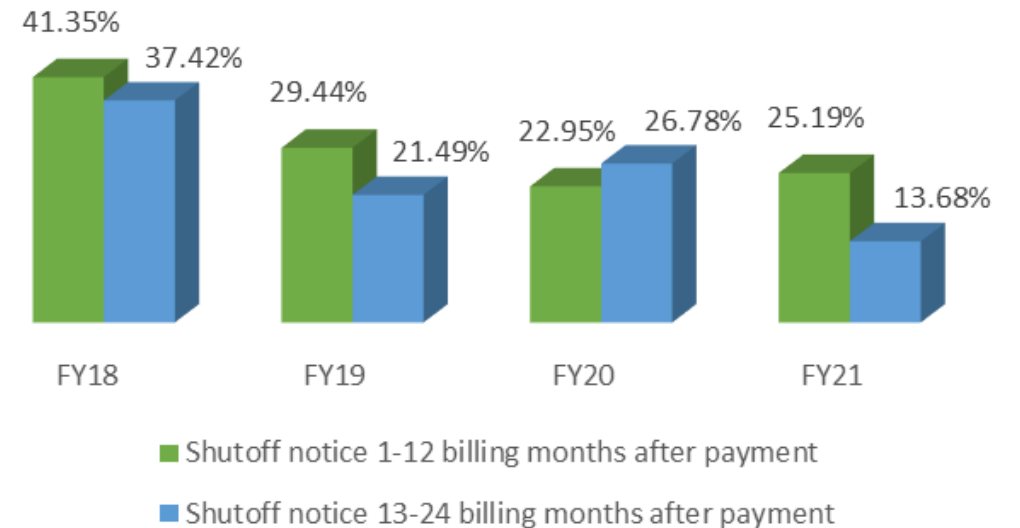
	FY18	FY19	FY20	FY21
% Res customers who are LI:	5%	8%	8%	8%
% Res customers who made late payments:	42%	53%	46%	44%
% of the above customers who are LI:	7%	10%	11%	12%
% of res bills paid late:	16%	18%	19%	17%
% of the above customers who are LI:	8%	11%	13%	13%
% of res customers who received a shutoff notice	24%	21%	15%	17%
% of the above customers who are LI:	12%	15%	19%	20%
% of total res bills that led to a shutoff notice:	6%	4%	3%	4%
% of the above customers who are LI:	12%	15%	18%	20%

# Home Heating Credit Crisis Cycling

## Home Heating Credit Late Payments After Assistance



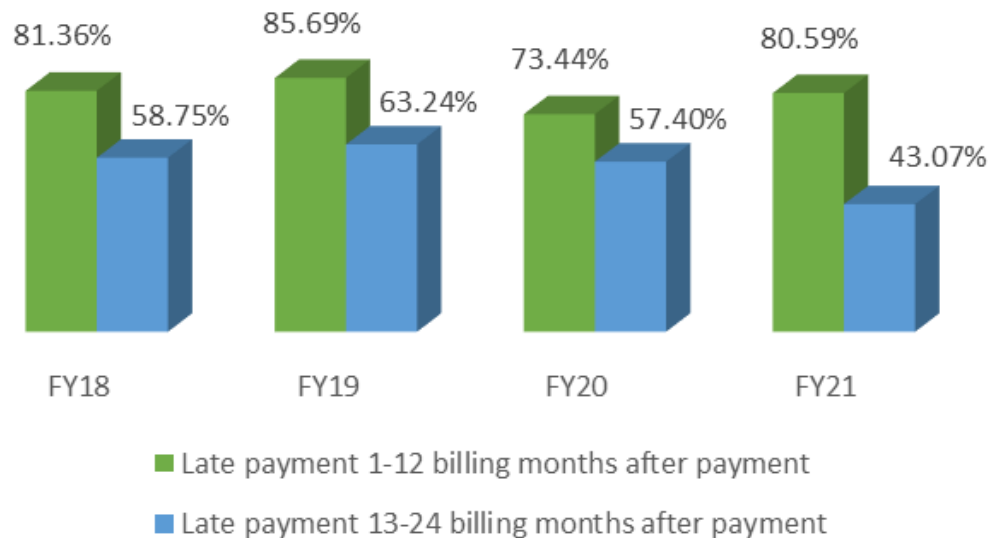
## Home Heating Credit Shut-off Notice After Assistance



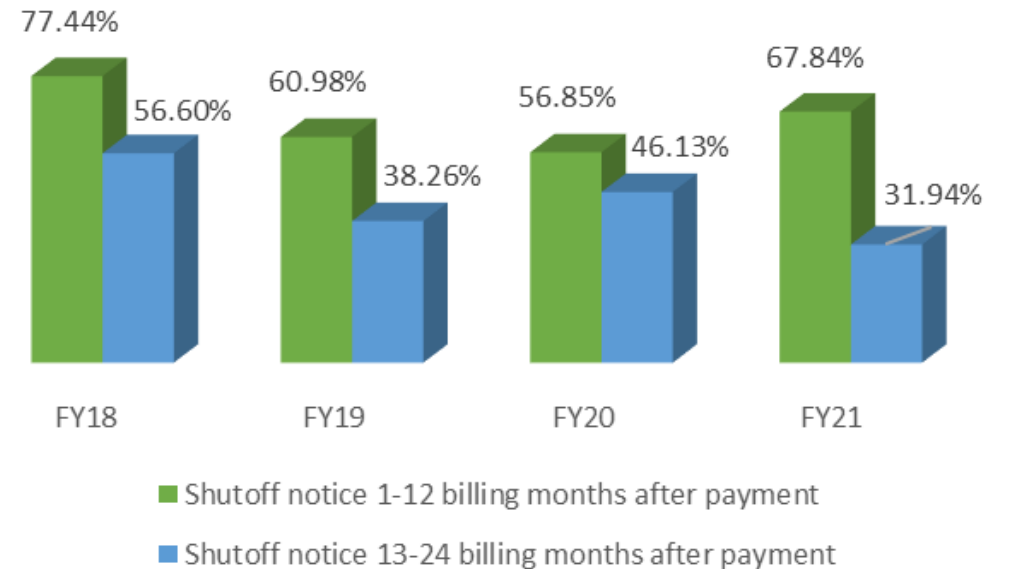
\*Data could include a customer's account reported in more than one instance in the same year due to dual-commodity customers.  
\*Customers in the green column could also be in the blue column and appear in more than one year.  
\*HHC totals do not include customers who received a check directly. Totals would increase and the above percentages could potentially decrease.

# State Emergency Relief Crisis Cycling

## State Emergency Relief Late Payments After Assistance



## State Emergency Relief Shut-off Notice After Assistance

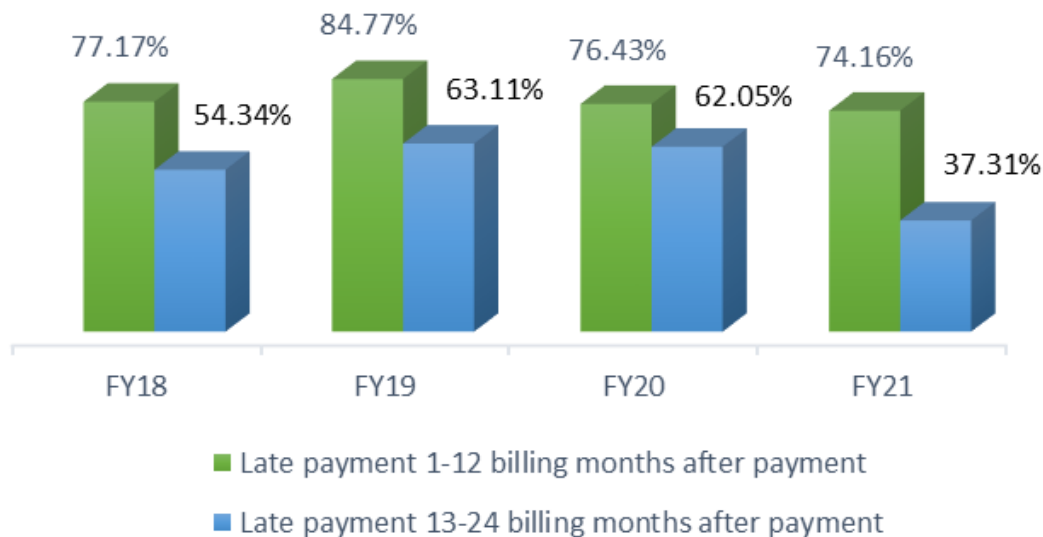


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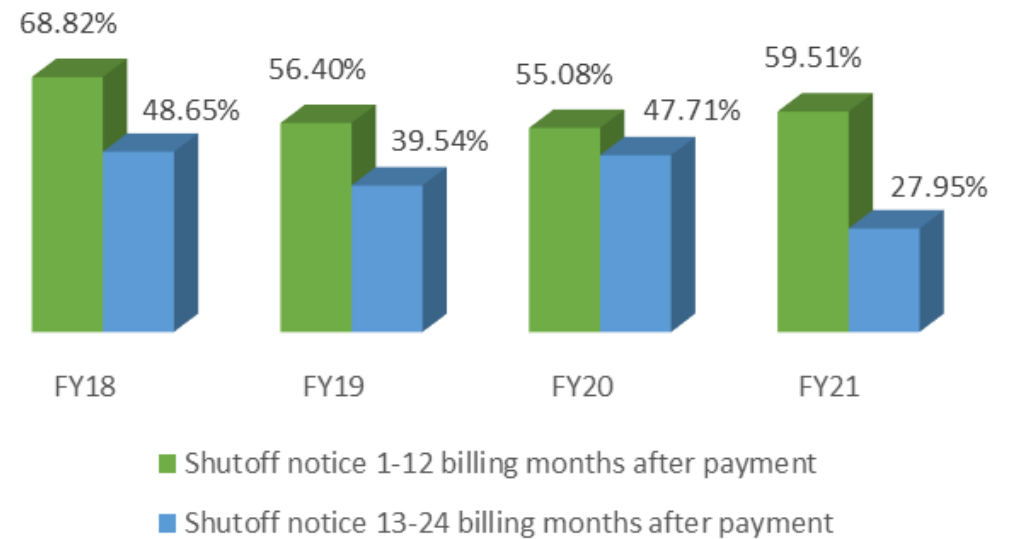
\*Customers in the green column could also be in the blue column and appear in more than one year.

# Non-Gov Agency Payment Crisis Cycling

## Non-Governmental Agency (non-APP) Late Payments After Assistance



## Non-Governmental Agency (non-APP) Shut-off Notice After Assistance

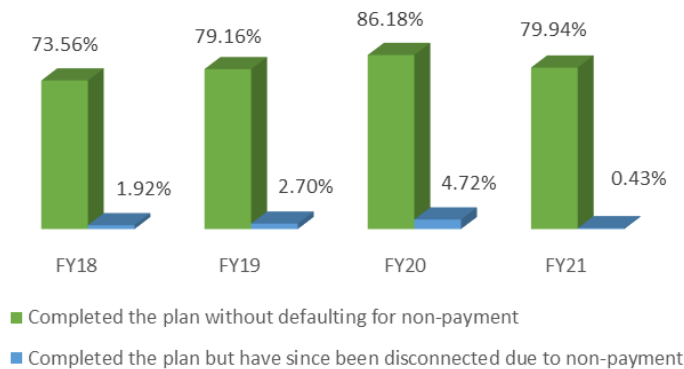


\*Data could include a customer's account reported in more than one instance in the same year due to dual-commodity customers.

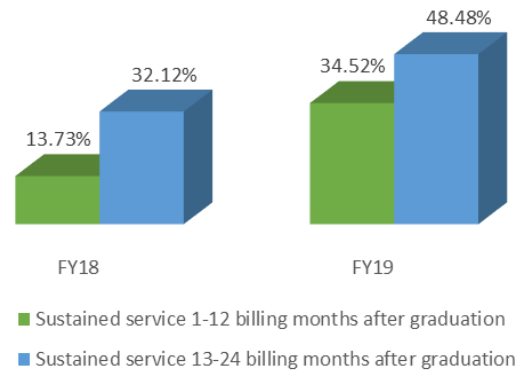
\*Customers in the green column could also be in the blue column and appear in more than one year.

# Affordable Payment Plans Success

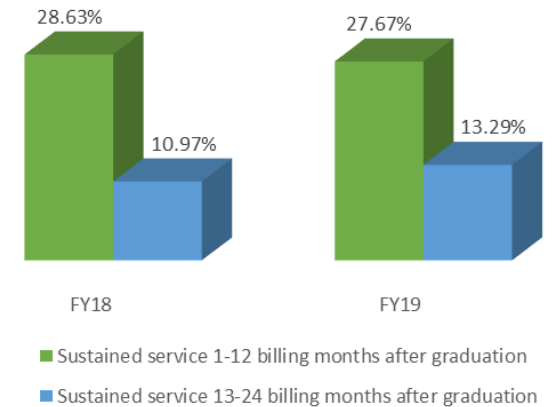
APP Graduation Rate vs. Disconnection Rate After Assistance



APP Graduates Sustaining Service Without Assistance



APP Graduates Sustaining Service With Assistance



# Stage 3: Prevention



# Cost of shutoff per customer by utility

Utility	Alpena	CE	DTE	I&M	NSP	UMERC	UPPCO	SEMCO	MGU
Cost for Electric Utility	\$56				---	\$21.55	Not tracked	NA	NA
Cost for Gas Utility	NA			NA	Combined	\$89.19	NA	Not Tracked	\$91.69-94.20
Cost for Customer	\$30	2% of bill, 2x avg bill, \$11/\$80	\$20-\$50 \$500 excavation		\$16.50-- \$25	\$31-45 norm \$77-90 after hours	\$60-90 reconnect fee 2% of bill late fee	Not Tracked	\$31-50 norm \$77-100 after hours
Percentage/amount customer paid	Not Reported					\$36-45	\$466	Not Tracked	\$45-50

\*\*See Appendix for CE and DTE detailed disconnection/reconnection fees

# Comments/ Discussion on data

# Progress Survey

# Next Steps



## **Next Meeting:**

20757 December Report Discussion



## **Data:**

All but one utility have reported! How to analyze data and apply it to a discussion on affordability



## **Goals:**

Moving on to goalsetting for 2023



## **Leadership:**

Still working behind the scenes to address topics that concern customers and stakeholders. Contact us with concerns of the direction of the AAA.

# Appendix—Restoration/Disconnection Fees

## **CE Disconnection/Reconnection Policies:**

*Electric and Natural Gas - On-Premises Site Visit Charge (at meter): \$11  
(Possible exemption - SPP first time enrollment)*

*Electric - On-Premises Site Visit Charge (at pole): \$80 (Possible exemption - SPP first time enrollment)*

*Natural Gas - Restoration after excavation: \$500*

*Late Payment Fees: 2% of bill (Possible exemption - If put on customer protection plan)*

*NSF (if applicable): \$15 (Possible exemption - If put on customer protection plan)*

*Deposits for nonpayment: 2 x avg monthly bill (Possible exemption - If put on customer protection plan or first occurrence)*

*Deposits for unauthorized use: 4x avg peak season monthly bill*

## **Electric DTE**

C4.7 Collection, Reconnection and Turn-On Charges

A. Seasonal elective reconnection: \$20. \$40 after working hours.

B When an employee of the Company is dispatched to call at a customer's premises for the purpose of collecting electric bill(s) that are in arrears, and the electric service was not disconnected, a charge of \$8.00 will be added to the amount in arrears to cover the cost of sending the employee to the customer's premises.

C A restoration charge of \$20.00 will be made to cover the cost of restoring service that has been discontinued for any breach of the Rules and Regulations by the customer.

D Whenever it is necessary to restore service that has been disconnected at a pole, the charge will be \$25.00. If restoration is requested during other than normal working hours, the charge will be \$40.00.

## **GAS DTE**

C5.8 Restoration of Service

A. Charges to offset the costs of restoring service and costs of meter relocation, if applicable, to Customer whose previous service has been discontinued for nonpayment of bills or for any other breach by Customer of Company's Rates, Rules and Regulations, except for Energy Theft, Stolen Meter and Switched Meter under Section C5.7, will be collected by Company as follows:

(1) If excavation: \$500.00

(2) restoration does not require excavation: \$50.00 after regular working hours: \$75.00

B. No service restoration charge shall be collected where Customer is receiving state or federal assistance or a state or federal agency determines that Customer is eligible to receive assistance, and the agency agrees to pay all or a satisfactory part of Customer's arrearage

C. If Customer elects to pay the energy arrears in full at the time of the shut off, Company's employee shall be authorized to accept the payment. In addition to full payment of arrears, an \$8.00 charge shall be paid by Customer for sending Company's employee to Customer's premises.

D. For Customers taking service under any of the Sales Rate Schedules, turn on of gas service requested within 12 months of a request to turn off gas service by the same Customer at the same address shall be performed at a charge of \$50.00 if done during regular working hours or \$75.00 if done after regular working hours.