

# Affordability, Alignment and Assistance Subcommittee

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# Meeting Overview

- Goals structure and timeline review
- Recap on the ideal system
- Discussions:
  - Survey 1: wrap up customer journey recommendations
  - Survey 2: ranking/prioritizing recommendations
  - Survey 3: brainstorm data to determine program effectiveness
- Implementing recommendations
- Next steps and updates



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

# 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

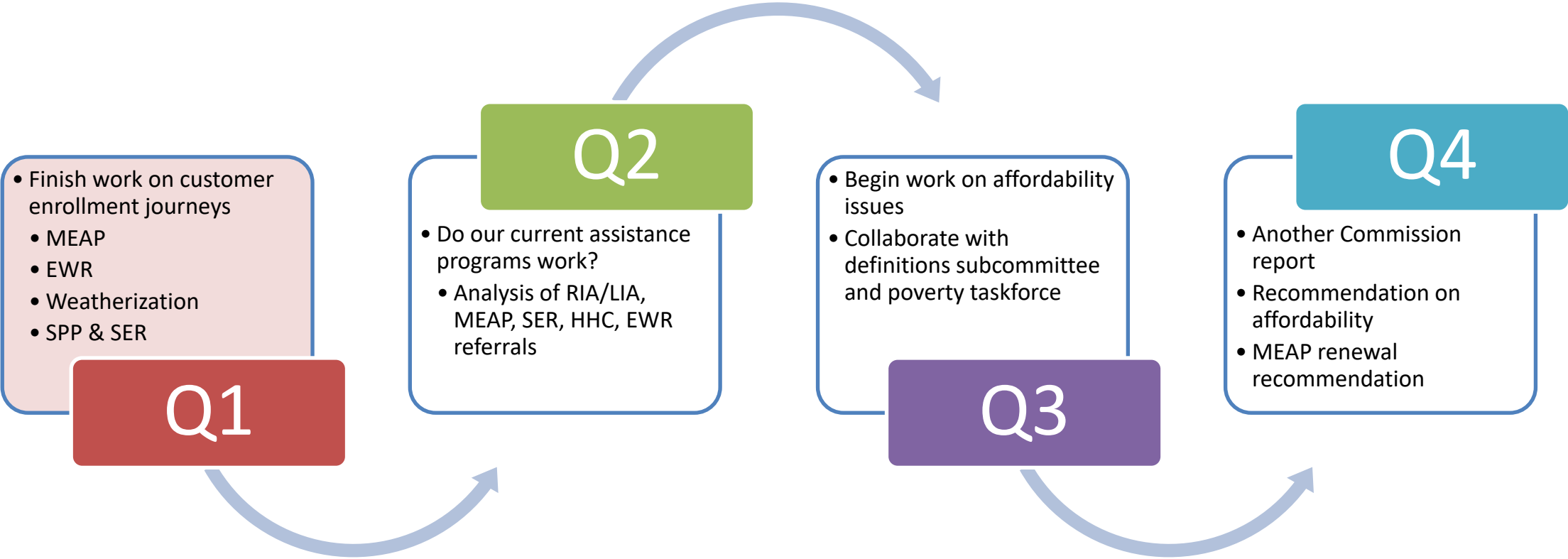
3

- 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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# What is the ideal system?

A look back at what we are trying to achieve



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## *Guiding Statement*

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

- *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





# Survey 1: Improving the Customer Journey & Pain Points

1. Additional improvements to customer journey we didn't address in the last meeting
2. Customer's pain points you see in the customer journey
3. Open-ended: additional thoughts

[Results](#)



# While considering equity, impacted communities, dignity & communication...

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	Align the income eligibility for the different programs
Eligibility lookback periods (90 days, 30 days, others 3 months)		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.	FPL/AMI/ALICE – aligning criteria
Eligibility prior to crisis			

# Survey 2: Ranking/Prioritizing

1. If there is one thing you'd change in the energy assistance system, what would it be?
2. What "quick wins" or system tweaks could be accomplished quickly or easily?

[Results](#)



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# Survey 3: Data for Program Effectiveness

1. What data/information do we need to determine if our current programs are effective?
2. How do we collect this data?
3. Additional thoughts related to data collection

[Results](#)



# Potential Data to Determine Effectiveness

## Desired Data

1. Updated data from other states on how PIPP customers are doing
2. Study to better understand the costs of shut-off, e.g. communications, letters, calls, deposit fees, late fees, reconnect fees, and social costs
  - Use this as a case for building a more effective preventative program
3. Is there a way to quantify the effectiveness of the HHC?

## Data Sources

1. MEAP work group & grantee evaluations
2. 211 data
3. Public Sector Consultants work/data ca. 2017-2018
4. LIHEAP Evaluations (Michigan and Federal)
5. Shut off and arrearage data
6. DHHS SER data

# How we're going to make this actionable



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# Progress and Low-Income Updates

- [U-21097](#) order approved settlement agreement
  - RIA credit created for NSP/Xcel Energy
- [Heating and cooling relief act bill](#) (rewrites LIHEAP)—in federal legislative committees
- [Energy Burden Article](#)

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

# Next Steps

