

# Affordability, Alignment and Assistance Subcommittee

Kristen Bolds (St. Vincent de Paul) [kbolds@svdpdetroit.org](mailto:kbolds@svdpdetroit.org)

Elaina Braunschweig (MPSC—Rates and Tariff) [Braunschweig@michigan.gov](mailto:Braunschweig@michigan.gov)

Jamie Curtis (MPSC—MEAP administrator) [CurtisJ14@michigan.gov](mailto:CurtisJ14@michigan.gov)



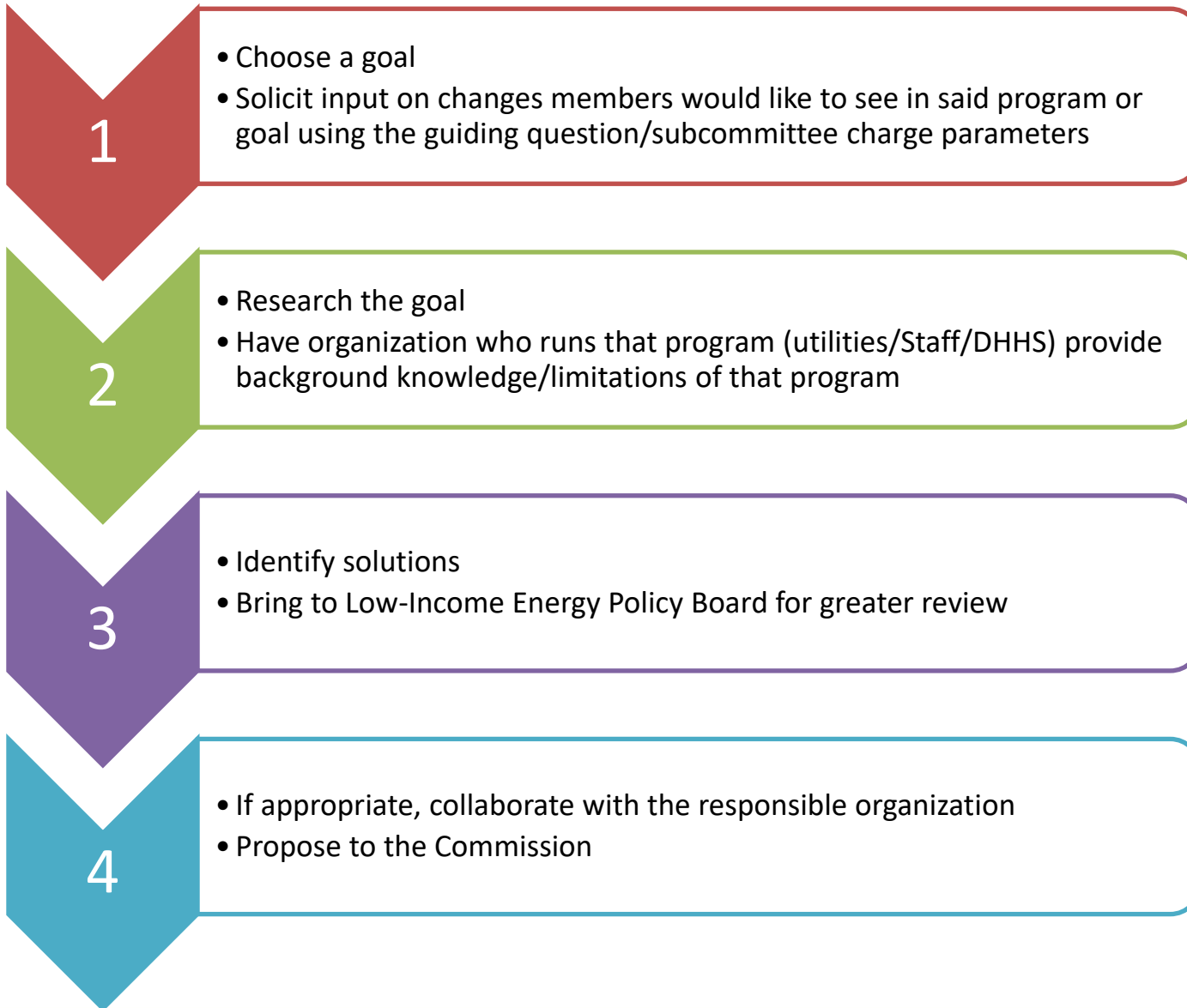
# Meeting Overview

- Goals Progress and Timeline Review
- Update on Goals
- Consumers Energy EWR Pilot Result
- Consumers Energy EWR Referral Customer Journey
  - Questions & Input from Other Parties
- Discussion on Data Analyzing Program Effectiveness
- Next Steps and Updates

\*Slides and materials are shared on the EAAC website in the [AAA section](#)



# Goals Structure



## Progress

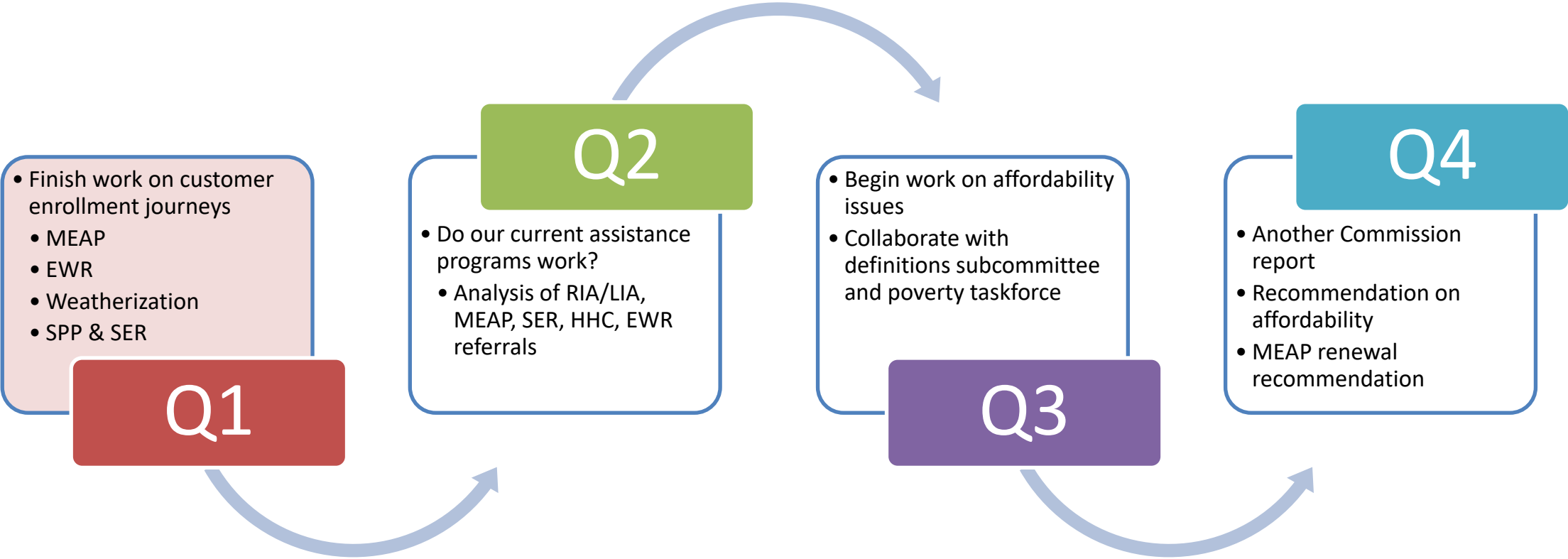
Goal: customer journey

- Currently bringing the recommendations to the policy board for review
- Then leadership will work to implement recommendations

Goal: Do our assistance programs work?

- Currently researching this question and collecting data

# Potential Timeline for 2022



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

# Goals

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)	Utilities handle virtual assessments for EWR since some people are not comfortable with others in their home	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—how can we perform outreach without intruding on data privacy?	Changing the term “home energy assessment” to “energy insight report” can increase uptake—less intimidating	Need to reach out to customers who self-attest to RIA/LIA and offer EWR and other services	Asset limits for SER but not others—need to capture those denied SER and give them other assistance
	Standard application for assistance	Need central platform between MEAP and utilities to see services performed/assistance offered to a customer	
		Train caseworkers/staff to believe in EWR—can increase quality of referrals. Have them do an energy assessment on their home or see one happen	
		Schedule customers in crisis for EWR right on the phone—increase uptake	

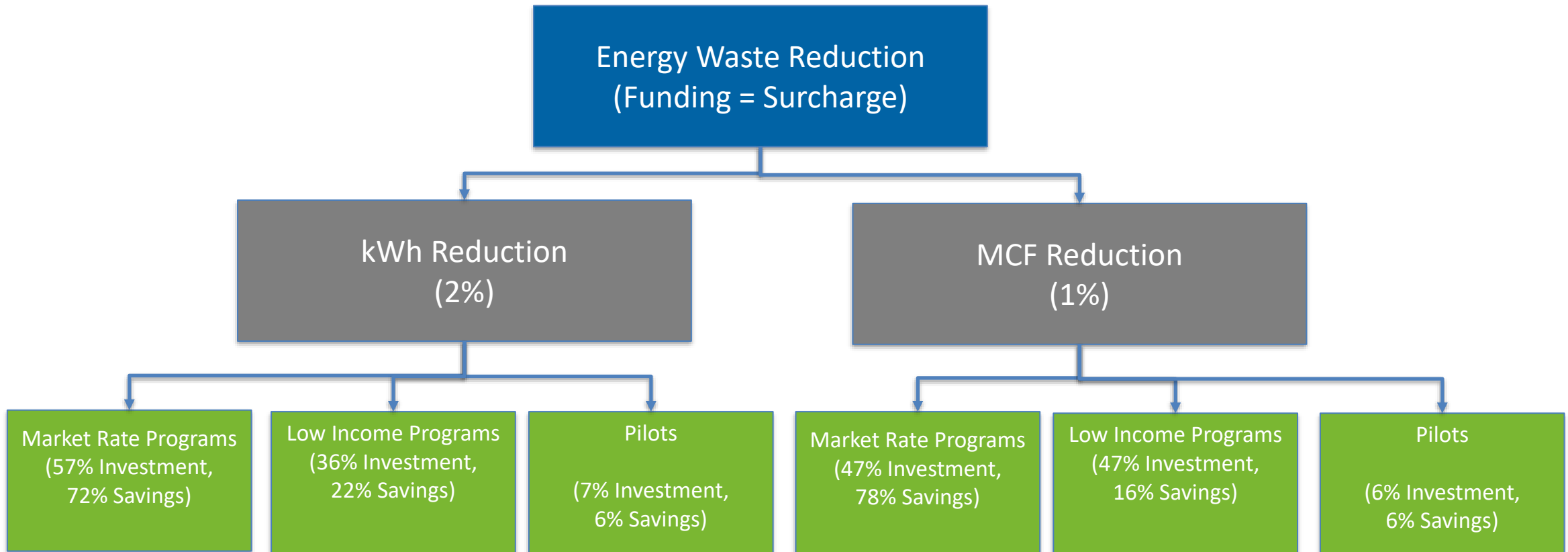
# CE Findings on EWR Goal

Does changing the term “Home Energy Assessment” to “Energy Insight Report” lead to more uptake in EWR services?

# Energy Waste Reduction Journey

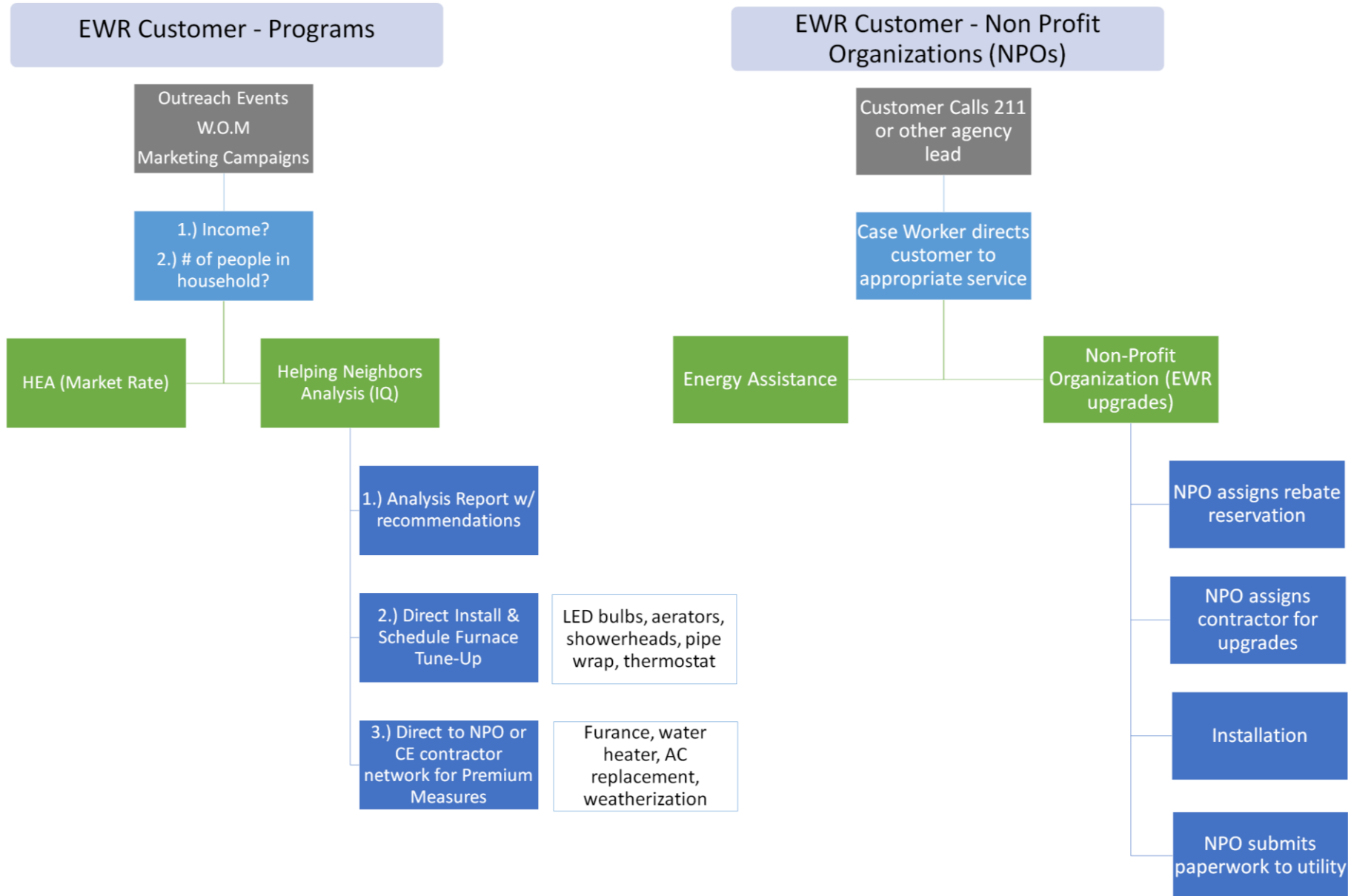
May 2022

# Energy Waste Reduction Funding





# Energy Waste Reduction Journey



# Utility Differences in EWR Referrals

- **SEMCO:** offer customers enrolling in MEAP a no cost DIY energy efficiency kit that also contains marketing for our EWR program. From there they may seek a home energy analysis or further assistance from another organization.
- If other utilities or community agency representatives would like to add remarks about their journey processes, feel free!

# Questions?

- If you have questions related to the referral process, feel free to ask via the chat or verbally now.
- If you have questions about EWR offerings or program design, please put them in the chat after the referral discussion and someone can answer you.



# Data for Program Effectiveness



Michigan Public Service Commission

Category	Data Request	Goal of Data	Granularity	Frequency	Source
Eligibility	Quantity of customers who qualify vs. apply for vs. receive assistance---SER, HHC, EWR, MEAP/APP				DHHS presented to MEAP, census, LEAD tool, Roger Colton's publication, NEUAC
Affordability	How PIPP is performing in other states	Is PIPP the ideal system?			PA, OH, IL, CO
Affordability	Cost of shut-offs	Build preventative program			Utilities
Affordability	Does energy consumption increase as affordability increases?	Effects of affordability			MEAP/utility/DHHS (LIHEAP)
Affordability	How many one-time assistance/MEAP/APP/SER/HHC customers get back on assistance or shut off after graduating/defaulting?	Do customers successfully get off the crisis/debt cycle?			DTE? Salesforce SER data—DHHS/Jamie
Affordability	APP success, HHC data....graduation rate data vs. relapse data long vs. short term	How to measure success			MEAP annual report to feds?
Affordability	How many payments are made on-time YOY				utility
Process	Survey: what do customers think of assistance after receiving it?				EWR or MEAP grantees?
Alignment	Enrollment figures & costs if criteria were aligned across programs	Expand eligibility vs. funding			
Alignment	Quantity of customers denied SER for non-income level reasons	Enroll more people in RIA			
EWR referral process	How many assistance recipients receive EWR referrals vs. services?				Utilities, MEAP, DHHS

# Progress and Low-Income Updates

- Consumers Energy filed their [electric rate case](#).
- California also has a [Low-Income Oversight Board](#) at their Public Utilities Commission.

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

# Next Steps

