

Affordability, Alignment, and Assistance Subcommittee

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Agenda

1.

**Goals
Progress
And
Timeline
Review**

2.

**Review
Data on
Program
Effectiveness**

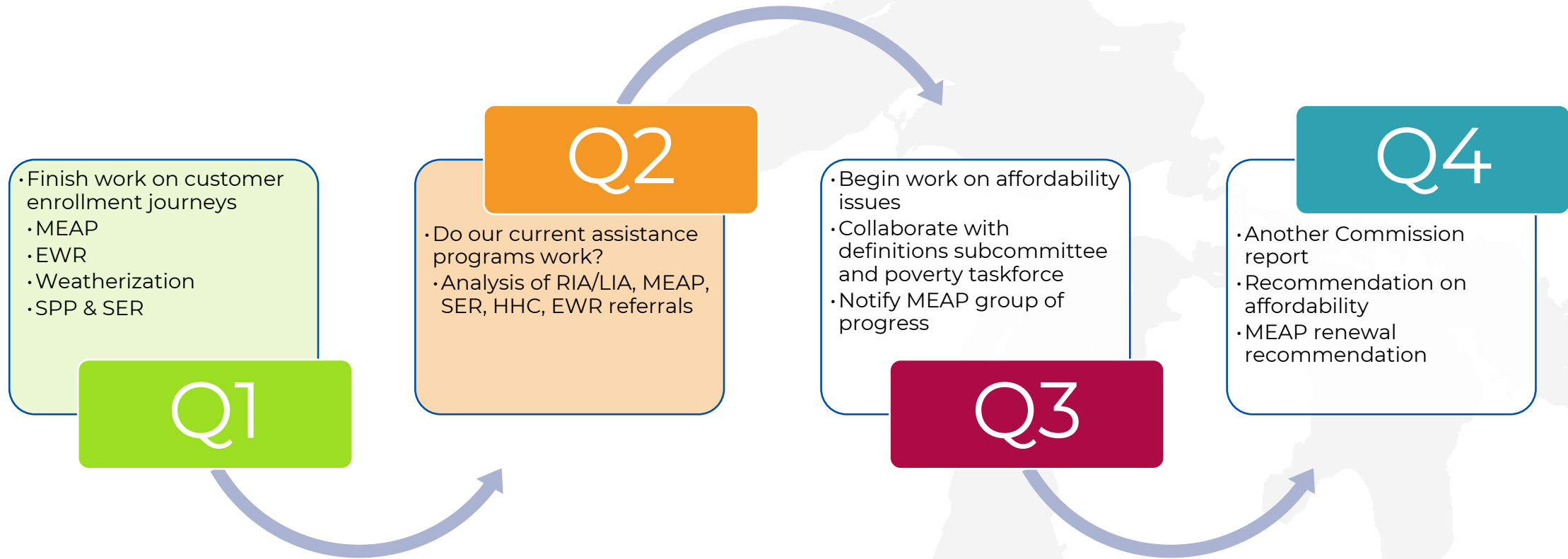
3.

**Discussion
On Program
Analysis
Rubric**

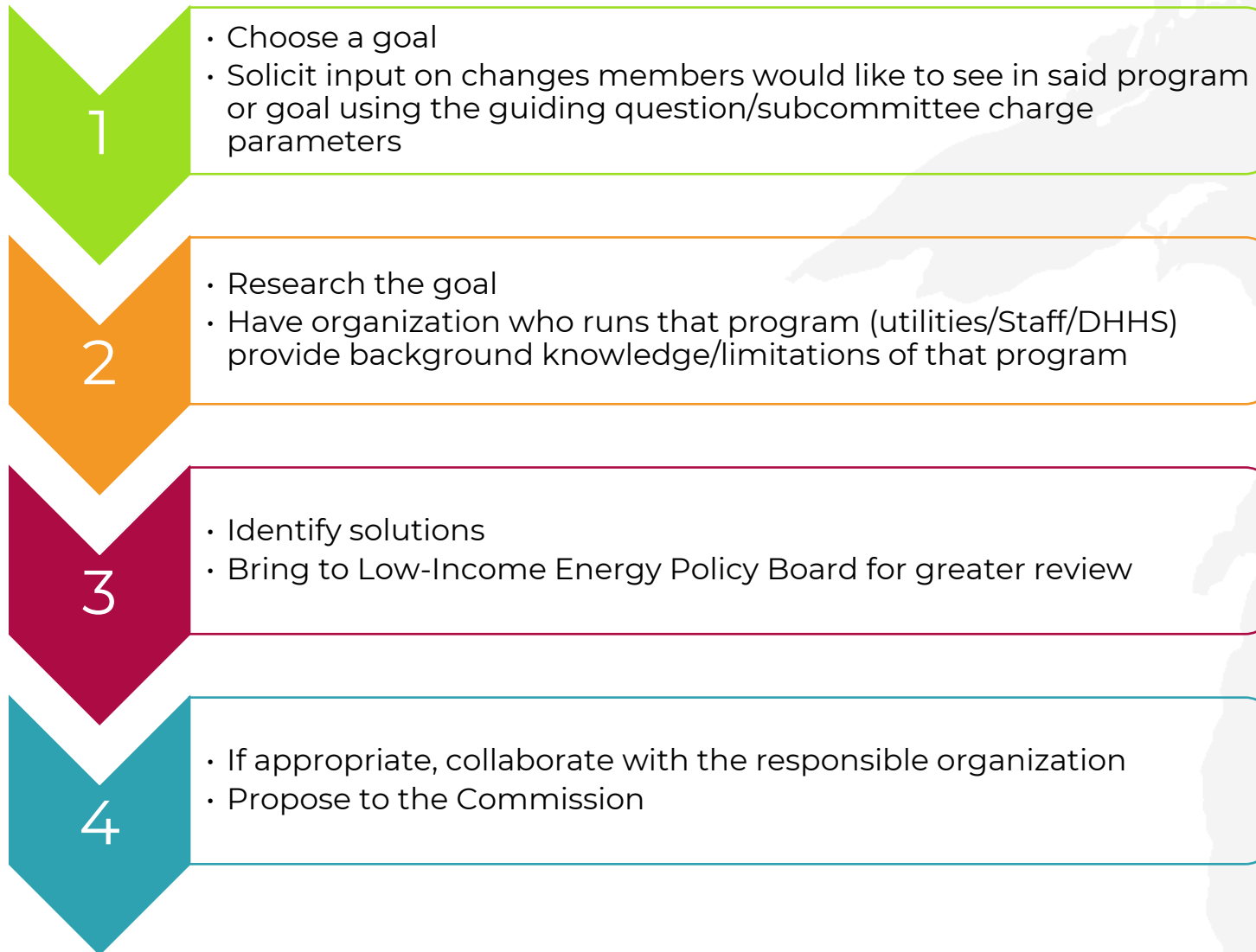
4.

**Next Steps
And Updates**

Potential Timeline for 2022



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

Analyzing Requested Data

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

Stage 1: Who are we not assisting? Why?

823,159

2018 Census data
on LEAD Tool

%

Raw
numbers +
why not
everyone?

%

Raw
numbers +
why not
everyone?

%

Raw
numbers +
why not
everyone?

%

Raw
numbers +
why not
everyone?

**Qualify for
Assistance**

**Apply for
Assistance**

**Receive
Assistance**

**Receive
EWR
Referral**

**Receive EWR
Service**

Stage 1: Who are we not assisting? Why?

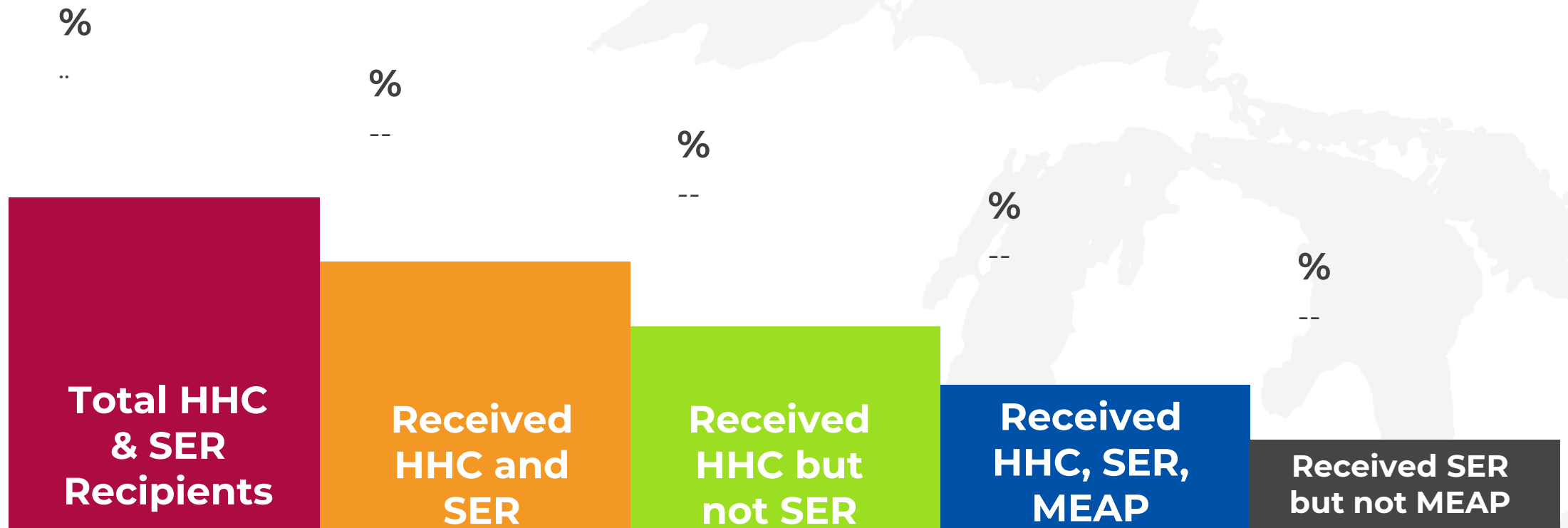
Full client contribution was not received or unable to verify client contribution timely

Requested client information was not provided timely

Client contribution amount exceeds the need amount

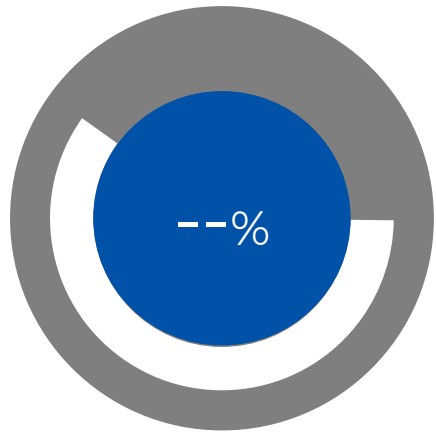


Stage 1: How are we assisting? Why?

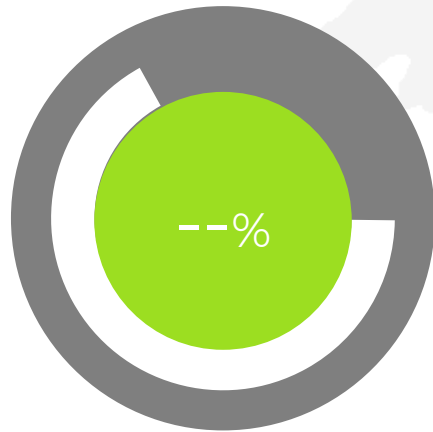


Graphic option—how are we assisting

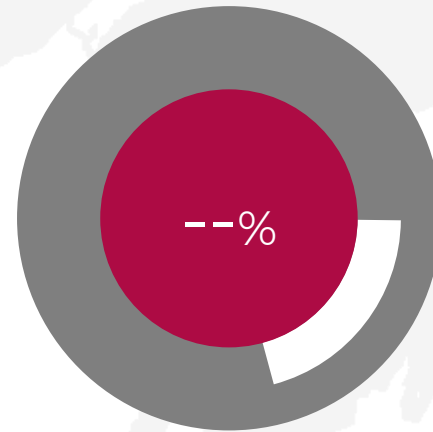
Total SER+HHC Recipients=



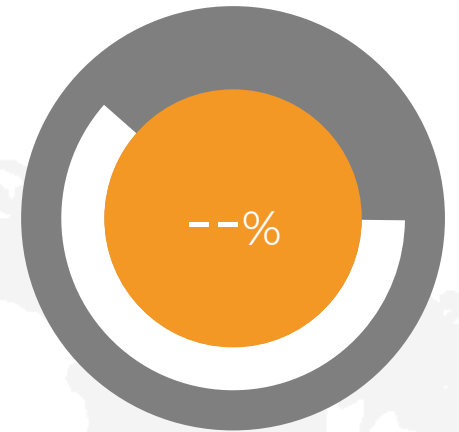
HHC+SER



HHC+SER+MEAP



HHC not SER

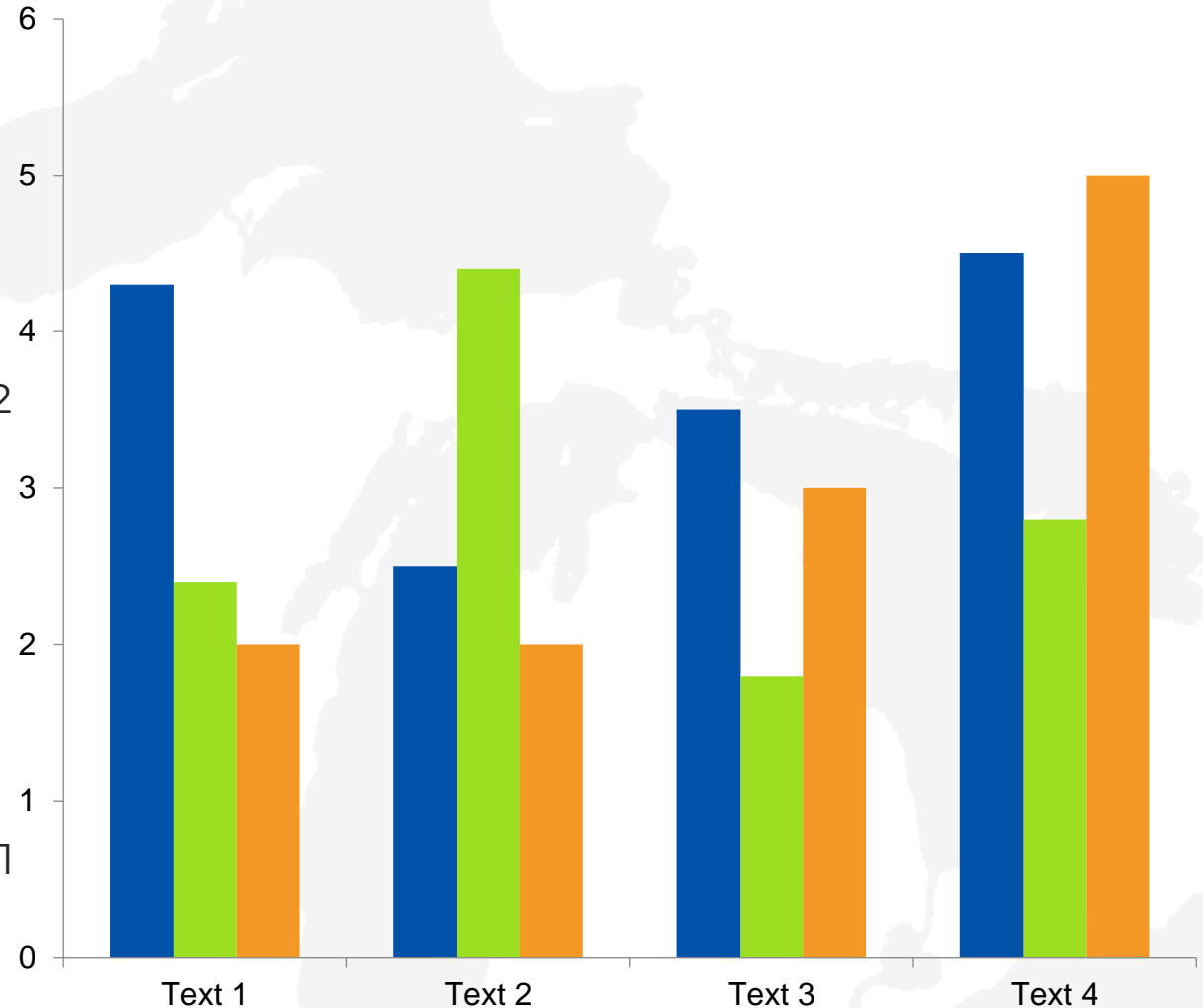


SER not MEAP

Stage 2: Crisis Cycle--Recidivism Year-over-Year

Recidivism/Return to Assistance Rate (Since 2018)

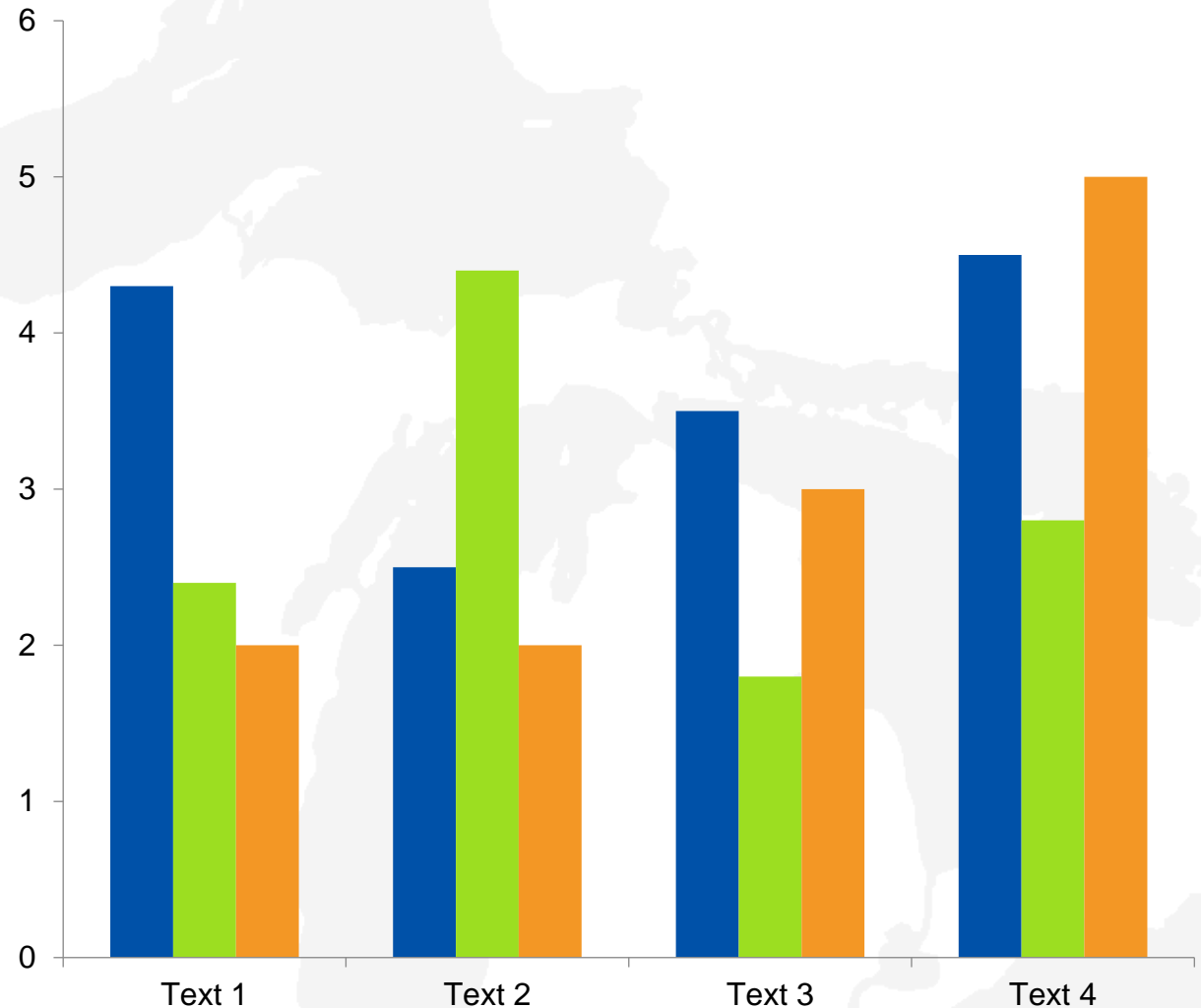
- MEAP
 - One-time assist
 - Agency payments
 - Late payment in receipt year, 1 and 2 years post receipt
 - Shutoff in receipt year, 1 and 2 years post receipt
 - Affordable payment plans
 - Default & come back next year
 - Graduated
 - Sustained service w/o support 1 & 2 years after
 - Sustained service with support 1 & 2 years after



Stage 2: Crisis Cycle--Recidivism Year-over-Year

Recidivism/Return to Assistance Rate (Since 2018)

- SER & HHC
 - Made late payment in receipt year
 - Made late payment 1 & 2 years post receipt
 - Received a shutoff notice 1 & 2 years post receipt



Step 3: Prevention--Cost of shutoff per customer by utility

Utility	Alpena	CE	DTE	I&M	NSP	UMERC	UPPCO	MGU	SEMCO
Cost for Electric Utility									
Cost for Gas Utility									
Cost for Customer									
Percentage of customer cost paid									

Notes: Knowing the cost of shutoff is only the first step to quantify prevention. This will take further program change

Analyzing SER, HHC, MEAP with a Rubric

Is this the best method to analyze programs?

❑ Here is how we are “rating” the programs:

- Cost per customer
- Benefit per customer
- Income threshold
- If crisis is needed
- If the program meets its goal
- Is the program creating cycling
- Who is excluded (access)
- Affordability
- If it’s dignifying
- Communication
- Environmental Justice
- Equitability
- If it centers impacted communities

❑ Does this coincide with our mission?:

- 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

Progress and Updates

- Low-Income Energy Policy Board Update:
 - This subcommittee is going to use the collected data to analyze current energy assistance programs so that we can present a data-driven recommendation to the policy board in September with an expected recommendations in November regarding changes to energy assistance.
 - The recommendations with supporting evidence will then be proposed to the Commission in the December Report.

Next Steps



Next Meeting:

Review utility data and begin to analyze current assistance programs.



Data:

Working with agencies & organizations to collect data. Coordinating with subcommittees and Commission Staff to not duplicate data.



Goals:

Likely addressing implementation in the December Report. Will update the group as information becomes available.



Leadership:

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