

Affordability, Alignment, and Assistance Subcommittee

Elaina Braunschweig (MPSC—Rates and Tariff) Braunschweig@michigan.gov

Jamie Curtis (MPSC—MEAP administrator) CurtisJ14@michigan.gov

Agenda

1.

**Goals
Progress
And
Timeline
Review**

2.

**Review
Data on
Program
Effectiveness**

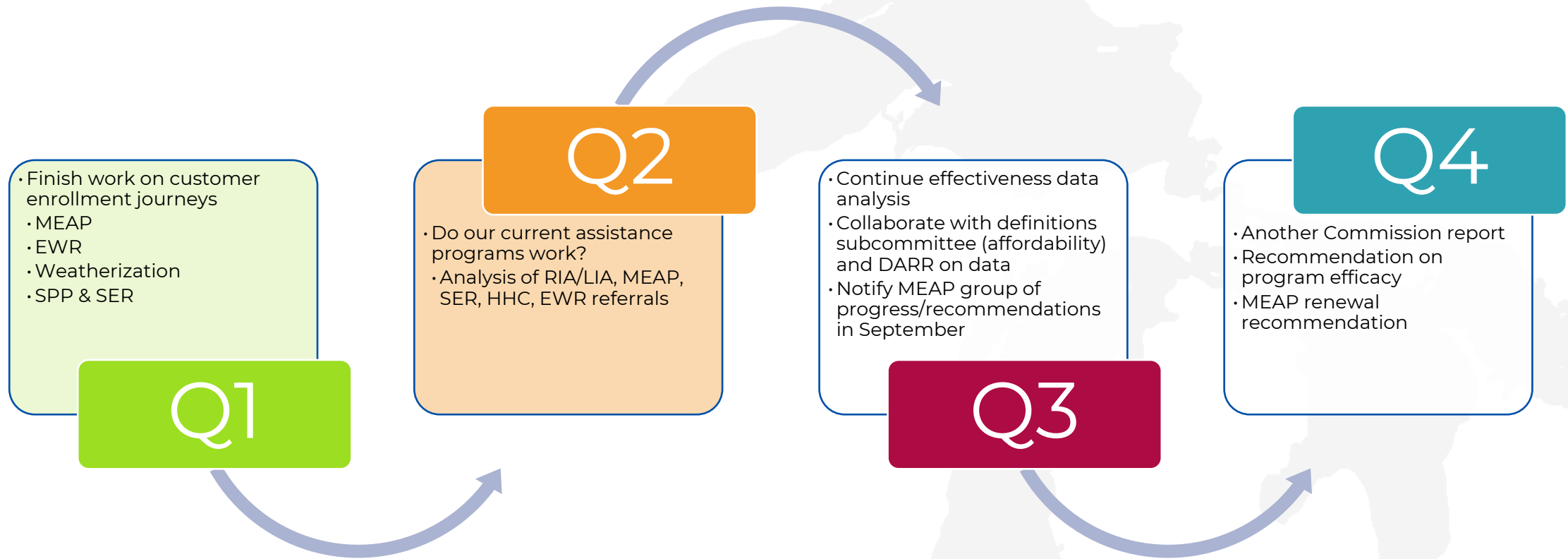
3.

**Definitions
Subcommittee
Presentation/
Update**

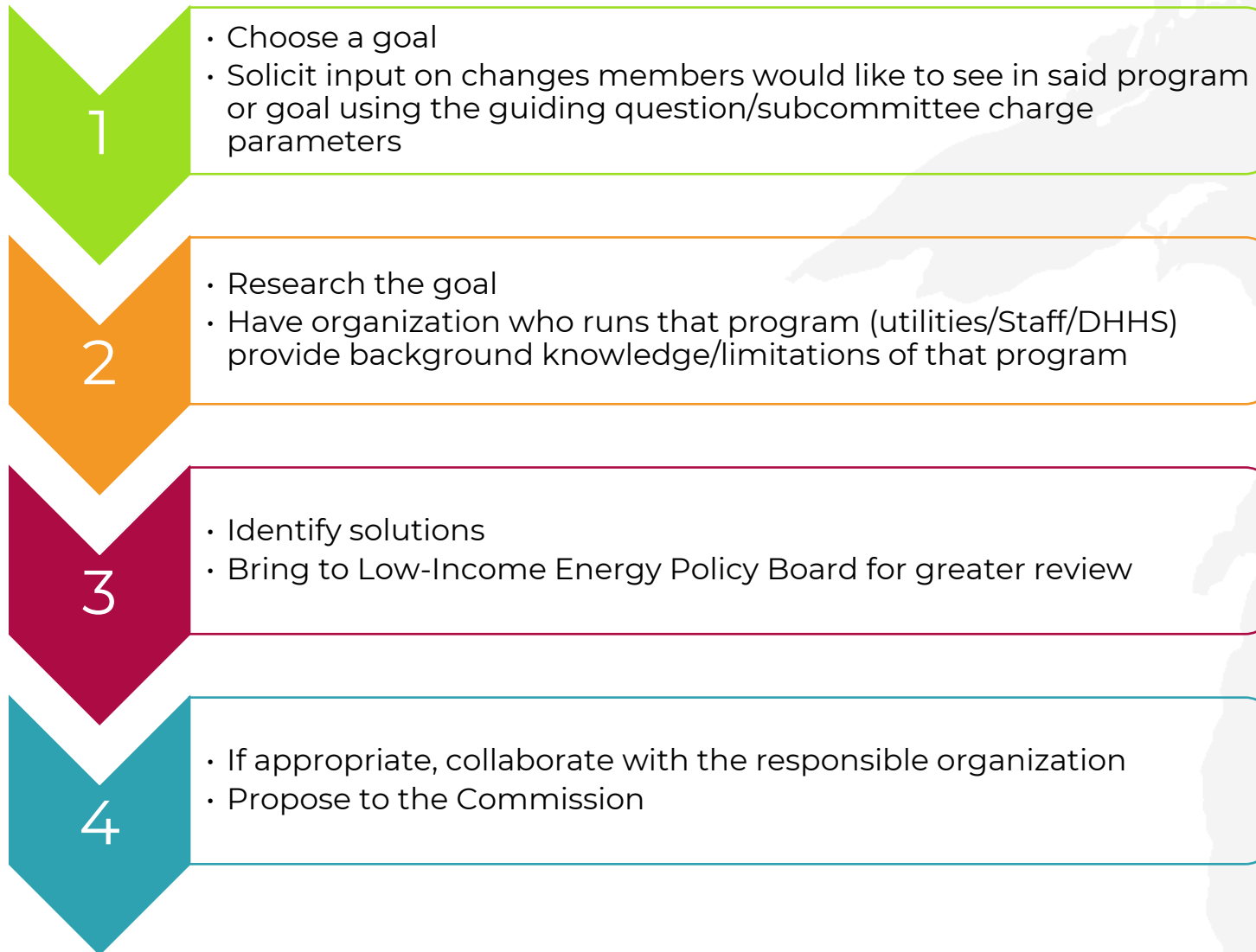
4.

**Next Steps
And Updates**

Potential Timeline for 2022



Goals Structure



Progress

Goal: customer journey

- Collected recommendations for the policy board to review in September.
- Will add data-driven recommendations soon

Goal: Do our assistance programs work?

- Currently collecting and analyzing data
- Recommendations will be provided to the policy board in September


Analyzing Requested Data

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

This is preliminary data, which not all utilities have reported.

This group is looking for trends in this preliminary data, however, trends and correlation do not indicate causation.

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

%

Raw
numbers +
why not
everyone?

%

Raw
numbers +
why not
everyone?

%

Raw
numbers +
why not
everyone?

%

Raw
numbers +
why not
everyone?

**Assumed
Income-
eligible**

**Apply for
Assistance**

**Receive
Assistance**

**Receive
EWR
Referral**

**Receive EWR
Service**

Barriers to Assistance

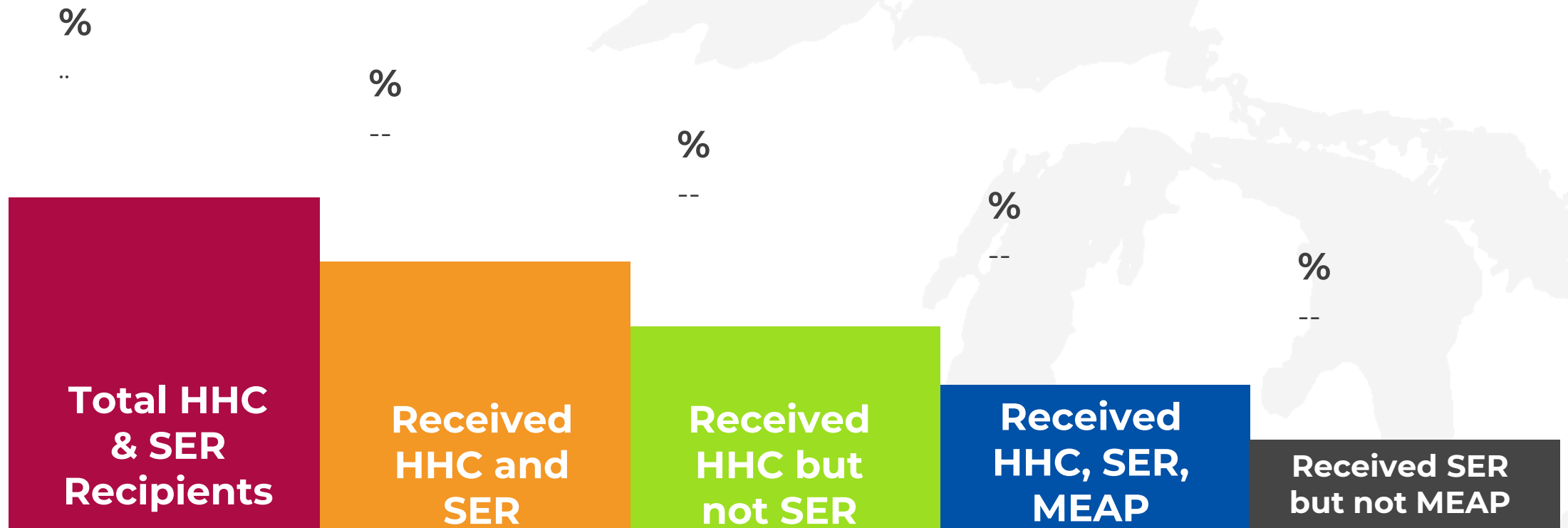
Full client contribution was not received or unable to verify client contribution timely

Requested client information was not provided timely

Client contribution amount exceeds the need amount



How are we Assisting?





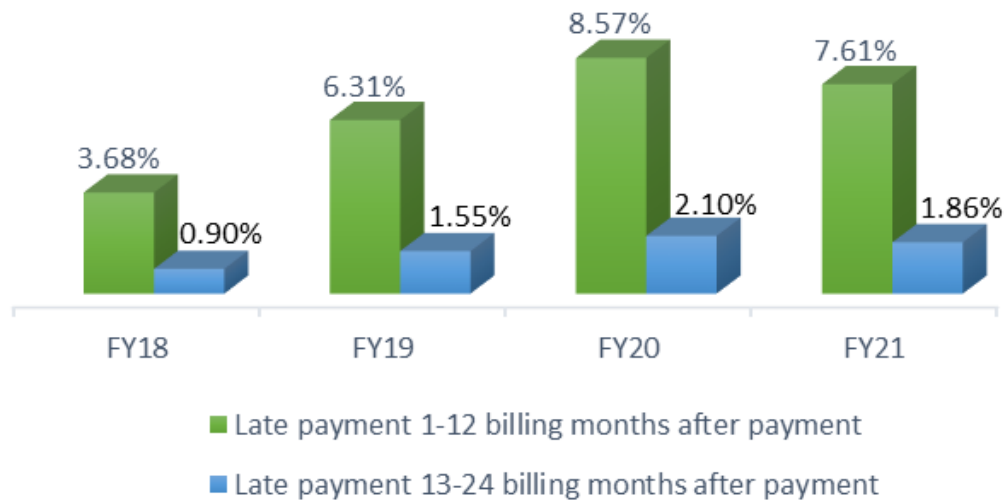
Stage 2: Crisis Cycling

1. What is the goal of the program?
2. Does the data support that goal?
3. What follow-up questions do we have to understand the meaning of this data?

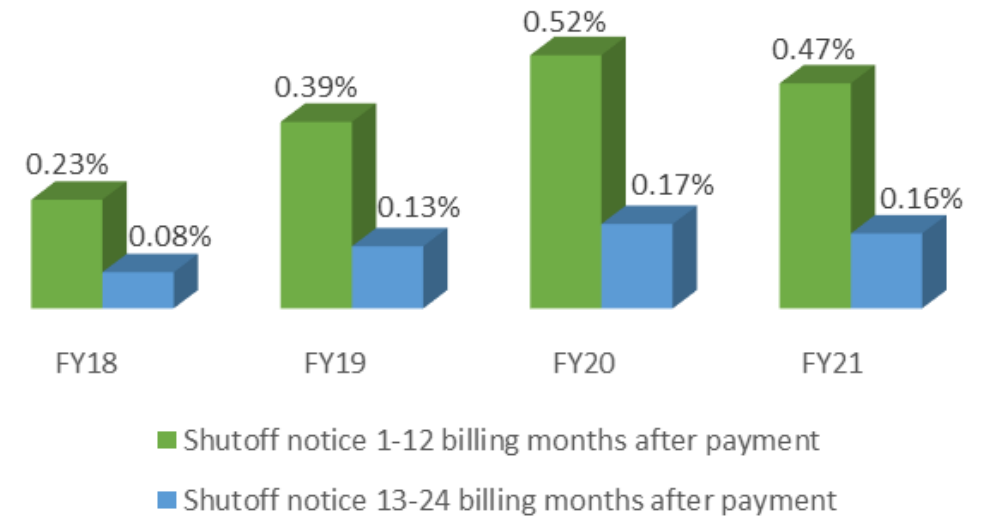
MEAP Agency Payment Crisis Cycle

**Only reported by MGU & UMERC so far

Non-Governmental Agency (non-APP) Late payments after assistance



Non-Governmental Agency (non-APP) Shut-off notice after assistance

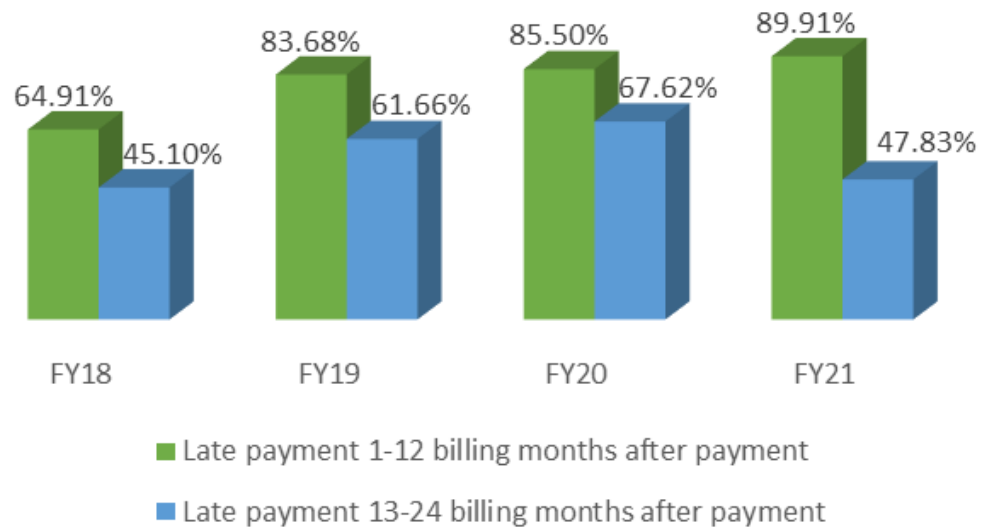


Affordable Payment Plans Crisis Cycle

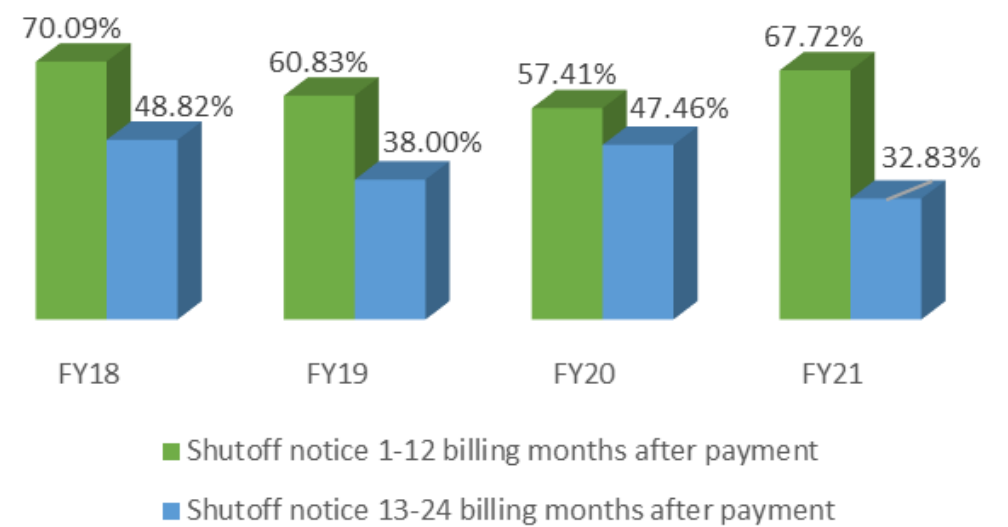
- Default
- Default & come back for SER next year
- Graduated
- Did not get disconnected w/o support 1-12 months post receipt
- Did not get disconnected w/o support 13-24 months post receipt
- Did not get disconnected with support 1-12 months post receipt
- Did not get disconnected with support 13-24 months post receipt

State Emergency Relief Crisis Cycle

State Emergency Relief Late payments after assistance

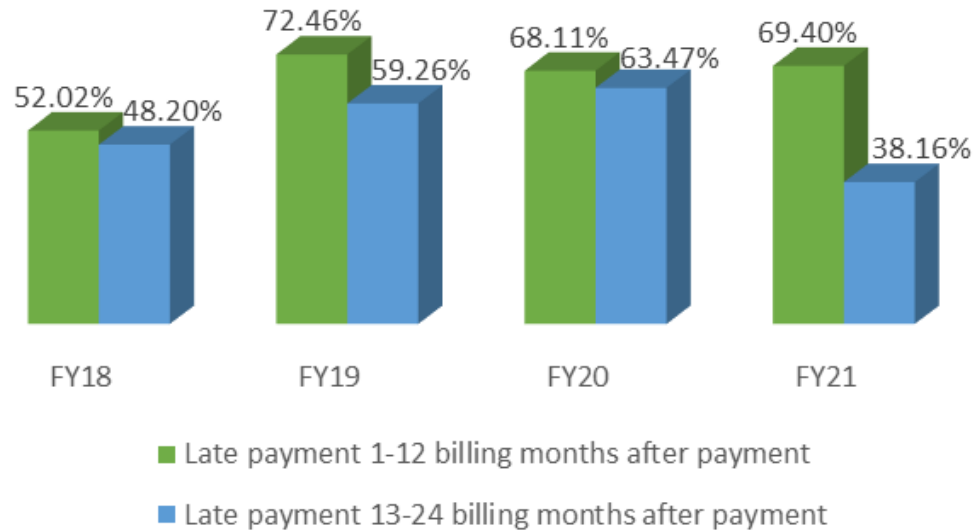


State Emergency Relief Shut-off notice after assistance

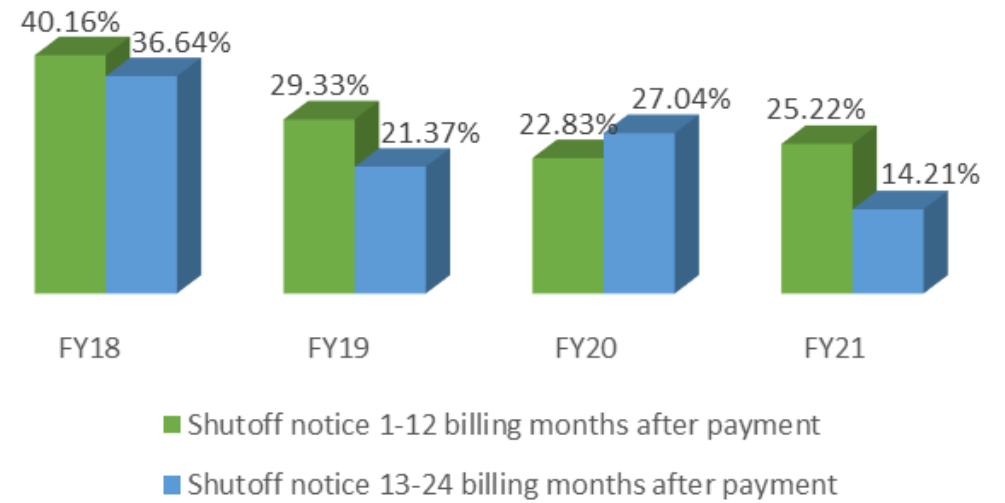


Home Heating Credit Crisis Cycle

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.

Stage 3: Prevention

Cost of shutoff per customer by utility

Utility	Alpena	CE	DTE	I&M	NSP	UMERC/ MGU	UPPCO	SEMCO
Cost for Electric Utility	\$56				---			
Cost for Gas Utility	--				Combined	Combined		
Cost for Customer	\$30				\$16.50--\$25			
Percentage of customer cost paid								

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

Reminder on Program Analysis Rubric

□ Let's begin by discussing the topics in blue:

- 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
- Equitability
- If it centers impacted communities
- Environmental Justice

Non-Data Recommendations:

- ❑ Assisting more customers:
 - Provide more eligibility lookback period options
 - Referring more
 - ❑ CAAs refer those denied SER for non-income reasons
 - ❑ Notify 2-1-1 and MEAP of utility credits
 - ❑ MEAP and utility outreach to past SER/HHC/Credit recipients
 - ❑ Better information on utility websites

- ❑ Decreasing barriers between EWR and energy assistance
 - MEAP grantees should offer utility virtual energy assessments if the utility offers it (CE has better virtual options)
 - Need utility/MEAP central platform or customer waiver so utilities can log EWR referrals and services in MI Bridges accounts—sharing/reducing necessary resources
 - MEAP and utilities schedule EWR services for customers in crisis right on phone
 - Train all caseworkers to believe in EWR (including shadowing etc.)

Update on Affordability Definition & Framework



- ❑ Definition of energy affordability

- A household has the resources to meet their home energy needs for heating, cooling and other uses in a healthy, sustainable and energy efficient manner without compromising a household's ability to meet other basic needs

- ❑ Definitions companion document

- A reference tool to further appreciate and illuminate the applicability of the definition

- ❑ Clarification of included concepts

- Healthy

- Sustainable

- Energy Efficient

- ❑ Methodology for arriving at a definition

❑ Definitions Framework

- The ability to afford energy is due partly to larger economic factors outside the control of
 - ❑ Energy regulators
 - ❑ Customers
 - ❑ Utilities
 - ❑ Other energy stakeholders
- There will always be people who need assistance paying their energy bills
- Awareness that the current need for assistance surpasses available funds

Next Steps



Next Meeting:

Full analysis of data and rating program efficacy.
Assemble recommendations for the December Report.
Coordinate with MEAP workgroup on sunset.



Data:

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



Goals:

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.