

# Affordability, Alignment, and Assistance Subcommittee

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# Agenda

**1.**

**Goals  
Progress  
And  
Timeline  
Review**

**2.**

**Update on data  
requests**

**3.**

**Discuss 2022  
LIEPB  
recommendations**

**4.**

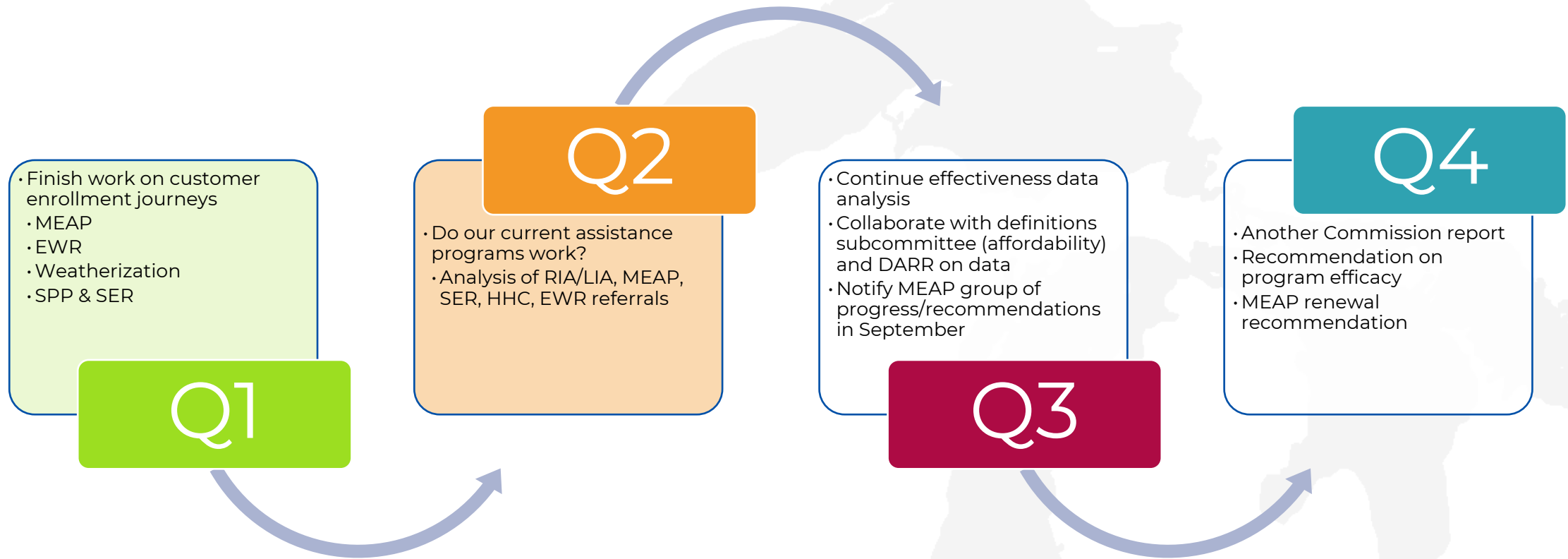
**Next Steps  
And Updates**

# Rescheduling October Meeting

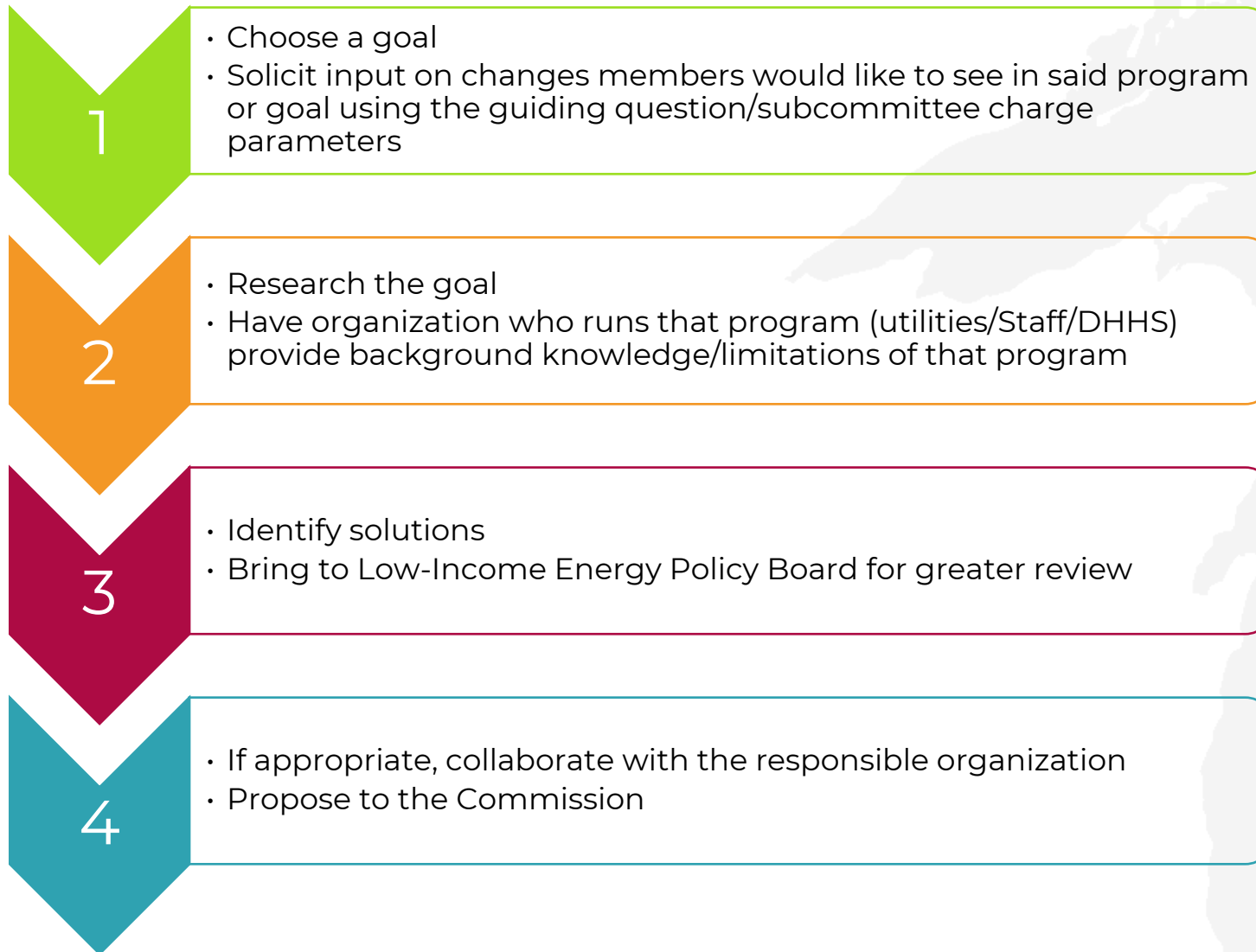
Due to conflicts with mandatory MPSC training, the AAA October meeting must be rescheduled.

Take this short survey to help us reschedule the meeting.

# 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



# Updates on Requested Data

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

# Utility Data Request Update

- ❑ Still waiting on data from some utilities
- ❑ Presenting data to LIEPB at September meeting
- ❑ Additional data points:
  - Percentage of total residential customers receiving assistance
  - Percentage of residential customers experiencing shutoff and late payments
    - ❑ Of those, what percent is identified income-qualified
  - Percentage of residential bills leading to late payment or shutoff notice
    - ❑ Of those, what percent is identified income-qualified
  - Program overlap percentages

# Data Requests from August Meeting

- ❑ Is more aid needed in summer vs. winter? And payment schedules made/missed in a calendar view
  - This question can be inferred in the U-20757 data found [here](#) and quarterly reports in the [U-18120](#) docket.
  - AAA may consider requesting data on this as determined by our goals and recommendations
    - ❑ Outreach efforts are currently centered around changing seasonal needs.
- ❑ Gathering demographic and qualitative survey data relating to shutoffs
  - For future consideration, currently resources are not identified.



# Recommendations

# Reminder on Program Analysis Rubric

- 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 the process is dignifying
- Communication
- Equitability
- If it centers impacted communities
- Environmental Justice

- ❑ We sent out the 2022 Policy Board/December Report recommendations document last week. We incorporated your feedback, where applicable and will review it again now for structured discussion.
- ❑ While making recommendations on each assistance program, keep in mind our program rubric.
- ❑ These recommendations will be refined and discussed by the Low-Income Energy Policy Board.

# Data-Driven Recommendations

- ❑ Question: What data elements should utilities report that are currently not being reported?
  - What costs are attached to this?
- ❑ Could any program change reduce cycling/prevent crisis (given limited resources and funding)
- ❑ Ultimately, this data will help us inform decisions in future

# Next Steps



## **Next Meeting:**

Further discussion on data.  
Progress/feedback survey for year 2



## **Data:**

Waiting on a few remaining utilities for data.  
Coordinating with DHHS



## **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.