

EWR Health & Safety

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Health, Safety & EWR

Pilot funding:

- HVAC repair funds
- Furnace filters
- Holistic Homes
 - True North
 - Habitat for Humanity

Furnace Filters

Providing one year of furnace filters to customers after a furnace tune up.

- Techs provide an opportunity for a live scheduling
- Customer education on reasons for a clean filter and when to change based on lifestyle

HVAC Repair

Provides funding for needed code repairs to allow HVAC system to be installed.

- Electrical repairs
- Duct connections
- Code requirements

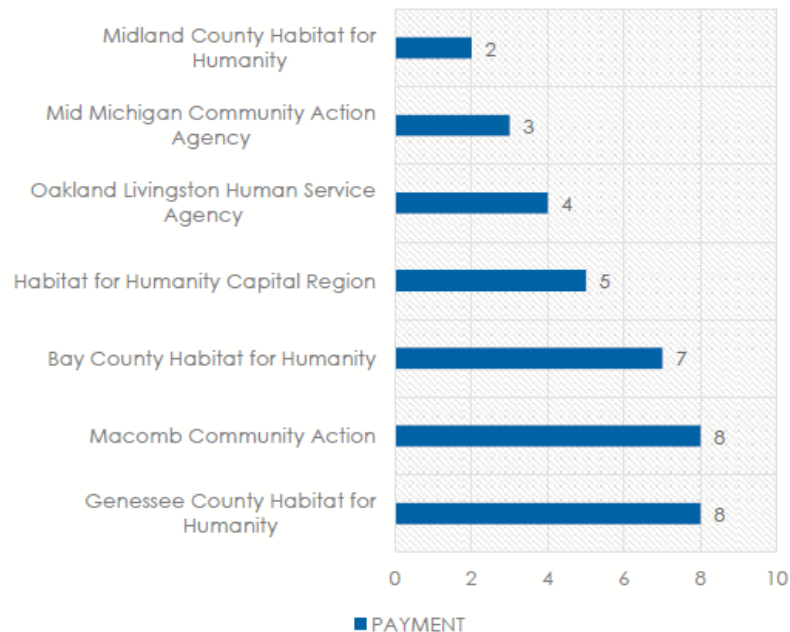
Roof Repairs

Description: The Agency Roof Replacement Rebates are provided to Nonprofit or Public organizations so that they may assist Homeowners or Agency owned housing with roof replacement or roof repair assistance.

2020 Performance:

- Pilot Award October 1st
- 37 projects completed.
- \$385,072.12 paid in Incentives.
- The Helping Neighbors program leveraged five furnace and water heater replacements that otherwise would not have received services. Per verbal feedback from agencies, additional efficiency work is planned for 19 of the 37 homes served.

Completed Homes by Agency



HVAC Repair Fund Initiative

Description: a critical repair fund delivered by CLEAResult that allows HVAC Trade Ally to address modest repairs (electrical, plumbing, & Health and safety) so they may complete an equipment replacement or tune-up.

2020 Performance:

- Pilot Award October 1st
- 12 customers served.
- \$21,000 paid in Incentives

Furnace Before



Furnace After

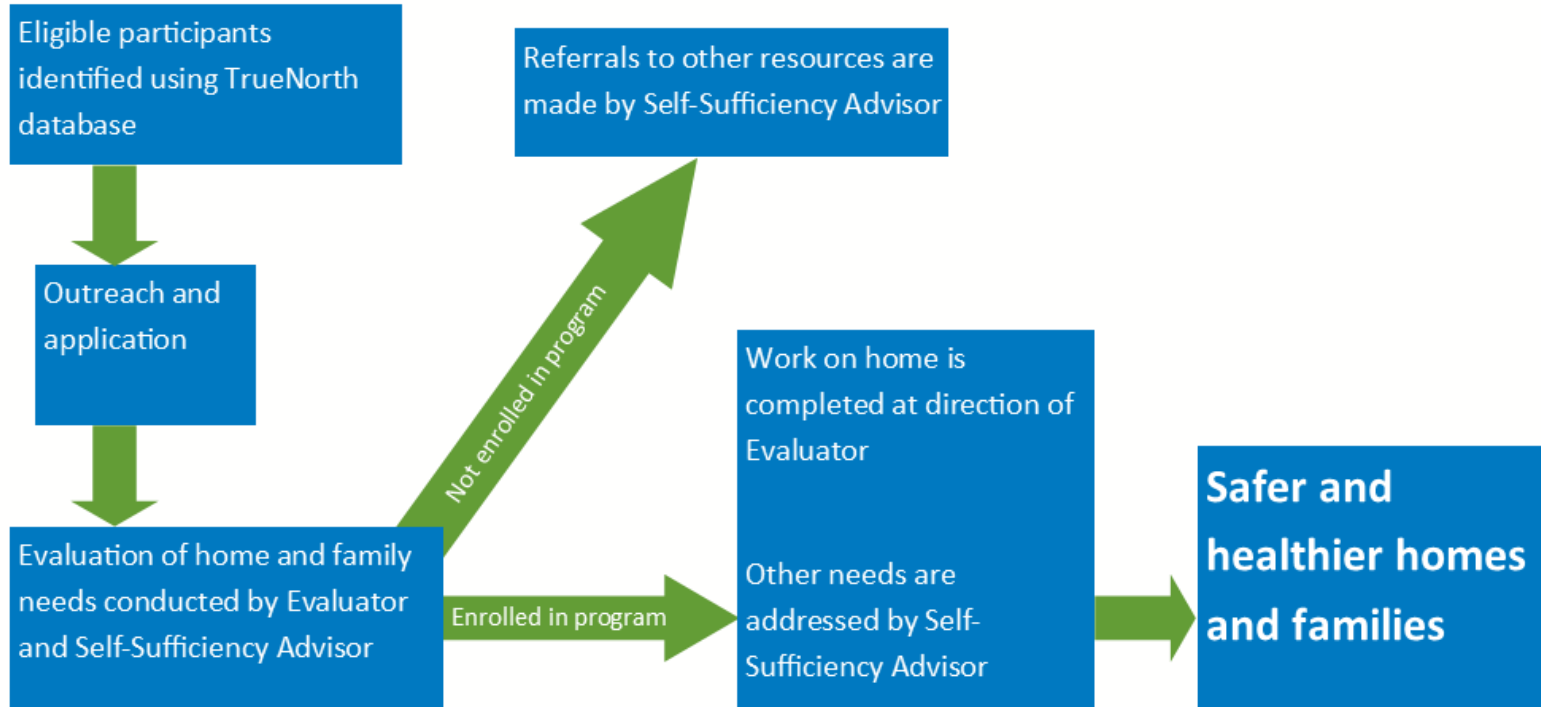


Example Customer Intervention - *NO HEAT* Agency referral, original Furnace installed with damaged wiring. Blower motor wires not hooked up. Water heater vent broken dumping CO2 into basement taped vent for temporary fix needs to be properly fixed. The furnace and water heater were replaced, pilot supported site electrical upgrades.

TrueNorth – Holistic Homes

- TrueNorth Community Services has teamed with Consumers Energy to implement a new **Healthy Housing pilot project**.
 - The Healthy Housing Initiative is a partnership to create safer, healthier and more energy efficient homes for income eligible homeowners.
 - This partnership seeks to address the fact that income qualified populations have higher energy burden, greater health disparities, and poorer housing stock available to them.

TrueNorth – Initiative Process



TrueNorth – Timeline

- **Aug. 2020:** Consumers Energy and TrueNorth Community Services become partners in the Health Housing Initiative
- **Sept. 8, 2020:** Evaluator and Self-Sufficiency Advisor positions begin outreach, applications, and evaluations
- **Dec. 31, 2020:** 11 homes are complete, \$300,000 is spent, and 12 more homes begin the process

TrueNorth – Self Sufficiency

- Self sufficiency is a key component
 - Act as liaison to contractors
 - Budgeting
 - Energy reduction education
 - Connection to additional needed resources
 - Rapport and trust

“She helped with bills and taught me how to reduce energy use”
- Mr. S, 53

“Kristi taught me that there are programs out there for people's needs”
- Mrs. S, 48

“She taught me that people are caring”
-Ms. T, 51

“Dan and Kristi were the perfect combo. Dan got right to the housing stuff, Kristi got to the social work needs, it was an overall experience!”
-Mrs. M, 53

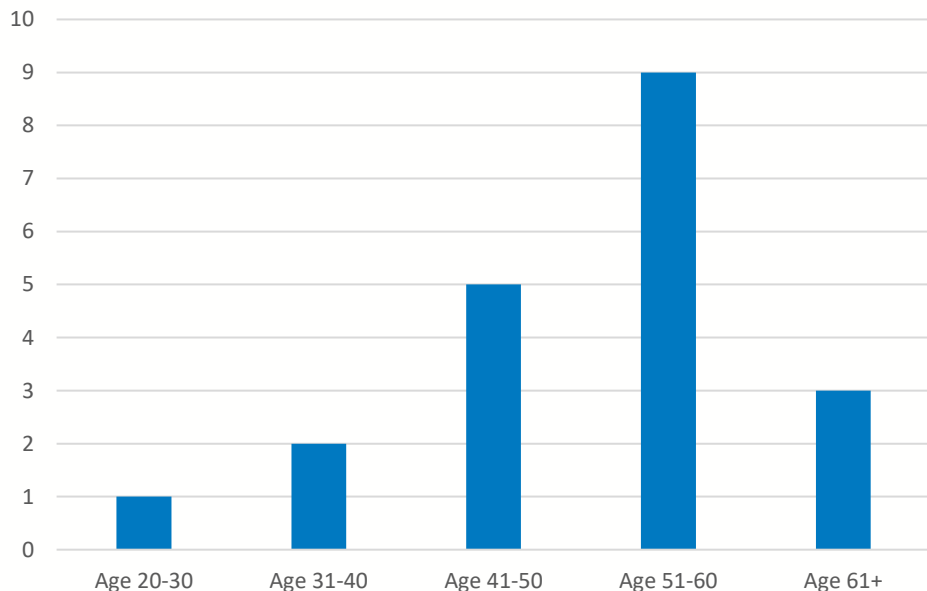
TrueNorth – Area of Service



- Natural gas and electric Consumers Energy Clients
- Mostly in Kalamazoo Region

TrueNorth – Demographics

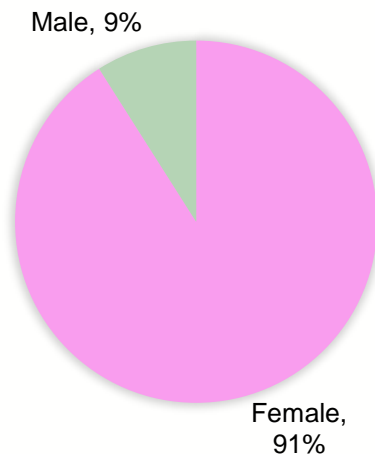
Age of Head of Household



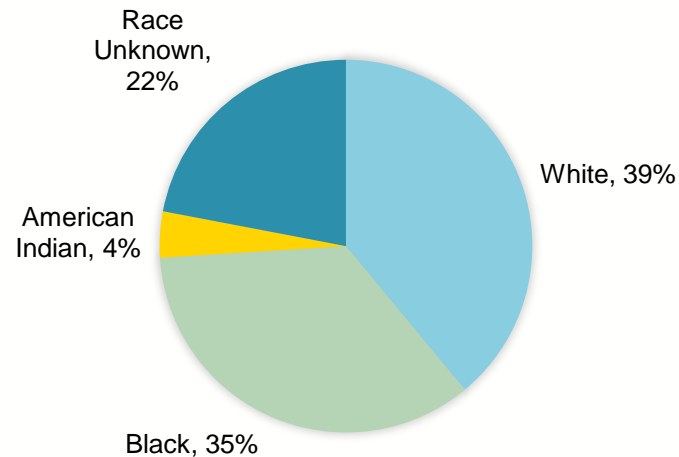
- Total households with substantial work completed: 23
- Total number of people living in HHI homes: 58
- Total number of children living in HHI homes: 21
- Average household FPL: 86.25 (~\$22,850/yr. for a family of four)

TrueNorth – Demographics

Head of Household Gender



Head of Household Race



TrueNorth – Evaluation

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Healthy Housing Survey

1. How has your experience been working with TrueNorth?
2. How was your experience working with Dan?
3. Was Dan knowledgeable? Friendly?
4. What have you learned working with Kristi?
5. Most valuable thing she taught you?
6. Describe your overall experience working with TrueNorth in one word?
7. What kind of a difference has the program made for your family?
7. Can you notice any changes/improvements in your family/home since the work has been completed? (i.e. home is warmer or child isn't coughing as much/ Improvements in indoor air quality, feelings in home?)
9. On a scale of one to ten, ten being the highest, how would you rate your experience with Consumers Energy and TrueNorth Health Housing Initiative?
10. Is there anything else you would like to tell us about your experience?

TrueNorth – Evaluation

Participants were often going through life on a path when suddenly an event happened that took them completely off that path.

These events were typically tragic and included health issues, accidents, and the loss of a family member. These events led to being in a situation where they owned a home, but couldn't afford to make needed repairs to keep their homes healthy.



TrueNorth – Health & Safety

“Mrs. F had exposed electrical supply lines that were bare and touching the gutter system while live. Our electrical contractor was able to resolve the situation which prevented anyone from being electrocuted or from possibly starting a fire with a houseful of kids and adults.”

“Upon completing my final inspection and talking with Mr. V, I was told that after installing new insulation, furnace, water heater, sliding glass door etc. that the home stays much warmer and at a constant temperature without having to jack up the thermostat. He used to have to run the oven to warm the kitchen and bathroom. They no longer need to do that. He stated that his electric bill was cut in half from approximately \$200 down to \$100.”

-Dan Robinson, Healthy Housing Evaluator

TrueNorth – Participant Feedback

On a scale of one to ten, ten being the highest, how would you rate your experience with Consumers Energy and TrueNorth Health Housing Initiative? (question 9 from HHI Survey)

10

—according to all 21 participants who answered

“I would rate it higher than 10 if I could, even the guys that were hired for the repairs were nice and respectful”

—Ms. A, 68

“I Would rate it higher if could, I liked working with everyone. Outstanding!”

-Ms. V, 25

TrueNorth – Impacts on Homes

"The work needed to be done for years and now it is much warmer and the quality is better"

– Ms. F, 59

"Now I have a working heater that warms all the rooms, even the kid's rooms!"

–Mrs. S, 48

"Improvements were made that couldn't be done before due to my budget. I was surprised that programs like this exist. My heat is good, home is warmer, bills are lower, and thermostat doesn't need to be cranked high."

–Ms. A, 45

The energy bills are down, the home is warmer, and there is hot water where there needs to be now"

–Mrs. S, 37

TrueNorth – Impacts on People

“This helped me with everything I am going through and cut costs”
-Mr. S, 53

“I needed the repairs but couldn’t afford them. I am so thankful. I have less stress and can focus on my medical needs”
-Mr. J, 77

“The overall feeling is better!
My son is less congested, he was in the coldest room”
-Ms. W, 44

“This along with some recent health programs has improved life and myself greatly in the past 6 months. I have a new lease on life, I feel so much better about everything”
-Ms. M, 59

TrueNorth Community Services: Ms. M

- On a fixed income and alone after losing her husband tragically 3 years ago.
- Owns a manufactured home with roof leaks, a furnace more than 30 years old and plumbing issues.
- Active participant in Complex Care Self-Sufficiency program. One of her identified goals is making her home more energy efficient.
- A combination customer with Consumers Energy. Now enrolled in the CARE program. She struggles to make the monthly payments.
- TrueNorth's Healthy Housing team was able to facilitate the repairs needed for this home.
- Ms. M received a new roof and furnace. Her goal of an energy efficient home is now a reality.



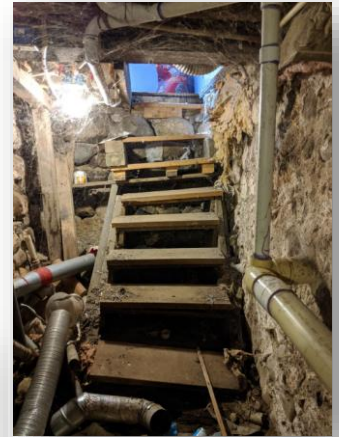
TrueNorth Community Services: Ms. H



- Was a GIS analyst, single mom and owns her home.
 - Her life drastically changed when her only son was killed in a teenage prank accident.
 - Consequently, she lost her job and battled depression. She is on Disability and unable to work.
- She is a current CARE participant.
- The project provided her with a new furnace, water heater, refrigerator, gutters, bath fan and replacement of a windowpane.
 - The window was broken by her son. It was hard for her to agree to have the glass fixed. When she looked at it, she was always reminded of her son.
- She is thankful that Consumers Energy provided her the needed home repairs.

TrueNorth Community Services: Mr. S

- In the later stages of his career as a Youth Detention Officer until a car accident left him with a broken neck and back. He is on SSI Disability.
- He is a single dad of 2 children and his home was in need of repairs.
- The project was able to install a new furnace and water heater, fix his toilets, replace an exterior door, window pane and new stair railing.
- Mr. S is extremely grateful for the repairs. He wants to make sure Consumers Energy understands how thankful he is for the chance to be part of the program.



TrueNorth – Summary

TrueNorth is thankful for the continued growing partnership with Consumers Energy and the opportunity to make meaningful changes in participants homes.

The impacts that our Healthy Homes Initiative has made are sure to be life changing for our families.

Having our Healthy Housing Evaluator and our dedicated Self-Sufficiency Advisor working side by side with families has allowed TrueNorth to wrap around the family and address many diverse needs simultaneously.



TrueNorth – Next Steps

- Word of mouth- the good reviews have spread across communities. Several referrals have been made by friends and families in the HHI program.
- Consumers Energy and TrueNorth are excited to be working together again in 2021. The program is already connecting with households to improve their homes and health.

“Keep doing what you're doing, it's making a huge difference!”
-Mr. T, 49

Habitat for Humanity – Holistic Homes

- Habitat for Humanity has teamed with Consumers Energy to implement a new **Healthy Housing pilot project**.
- Habitat Affiliates have reached out to customers in need
- Aims to identify combination gas/electric Consumer Energy customers with energy inefficiencies and needed repairs on their homes.
- Leverages funding from Habitat Priority Repair program
- HVAC / Energy efficiency items from EWR program to achieve savings

Saginaw-Shiawassee Habitat for Humanity: Peggy

- Applied in 2018.
- Started sweat equity in Nov. 2018, coming into Restore Owosso every open day, working 3-4 hours. She hasn't stopped, still to this day!
- The manager at our Restore Owosso store raves about her. At one point in time, she was asked why do you volunteer for Habitat for Humanity when they haven't done any repairs to your house and she replied by saying this is where she needs to be.
- Updates included: roof, soffit/facia, gutters, doors, furnace, insulation



Saginaw-Shiawassee Habitat for Humanity: Peggy's follow-up

- Peggy's insurance company said that if she did not replace/repair her soffits and fascia they would not insure her. What a relief this isn't a problem anymore.
- She has noticed that her bills are lower even though it has only been a couple of months. Because her thermostat was directly across from the front door and there was often a draft the furnace was always running. Many times, in the past couple of months she asked herself if someone had turned up the thermostat because it was so warm in the house! No one was there – she had to turn her heat down!
- She feels like she has won the lottery!





Saginaw-Shiawassee Habitat for Humanity: Nancy

- This three person family is receiving a new roof and a cold climate heat pump system.
- The husband Roger is dying of kidney failure, dementia and he has also had a handful of strokes.
- Nancy used to work but quit her job to take care of her husband.
- They have a teenage daughter who is remote learning.
- The family has been on the waiting list with Habitat for Humanity for 2.5 years. The roof was \$2,000 over the grant maximum and the family could not come up with the difference to pay for the roof to be replaced.

Saginaw-Shiawassee Habitat for Humanity: Project 3

- The roof was ready to cave, and it was leaking uncontrollably in the house.
- The gentleman had buckets for the worst spots and had relocated his bedroom to the lower level to get away from the leaks.
- The boiler and water heater are a huge improvement. His boiler worked before, but it was out of date and not efficient.



E High St Critical Repairs Habitat for Humanity: Vince & Denise

Scope of Work

- 63-year-old couple who live in the home alone.
- Denise has leukemia and rheumatoid arthritis and is currently confined to bed and in home care.
- Vince works 30-35 hours a week at a minimum wage maintenance job and is Denise's main caregiver. He also has some mobility issues.
- The home has been in Vince's family for 2 generations. Vince grew up in the house, moved away for a while, and came back to Jackson many years ago and bought the house from his mom.
- Vince heard about Habitat's repair program from an article he read in the local newspaper. He applied, saying that the repairs his home needed were compounding, and he didn't know how he was going to be able to keep up with it.
- Initial observation found the exterior of the home to be well kept. The roof was old and in partially repaired condition. The furnace and water heater were outdated and inefficient. The furnace was 49 years old, and gas could be smelled upon inspection.
- For the home to be brought up to adequate energy efficiency, the furnace and water heater needed to be replaced, as well as the windows.

E High St Critical Repairs Habitat for Humanity: Vince & Denise

Repairs Completed

- Replaced the roof
- Installed insulation in the roof
- Replaced lower-level windows
- Replaced furnace
- Replaced water heater
- Installed CO2 and smoke detectors



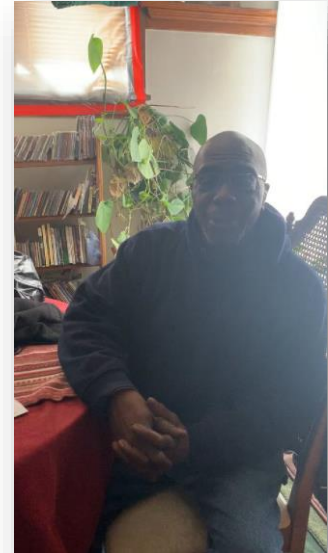
E High St Critical Repairs Habitat for Humanity: Vince & Denise



Thank You!

After the repairs were complete, we visited the homeowner. He was emotional with gratitude; couldn't stop smiling and saying, "I can't say enough how much I appreciate it. I didn't know how we were going to be able to do all this."

Click on video to play, or click here:
<https://youtu.be/VmeLfpvl7Sg>



Questions?

Thank you!