Income Qualified Program Update

Presented by: Britton Gabel, Sr. Product Specialist
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Program Overview

• OPPD programs to assist customers experiencing financial challenges.
  – Energy Assistance Program (EAP)
  – Low Income Home Energy Assistance Program (LIHEAP)
  – Income Qualified Energy Efficiency Pilot Program
  – Low Use, Low Income Credit (LULI)
  – EAP Safe Neighbor

• Additional services to assist customers with budgeting utility expenses.
  – Level Payment Plan
  – Payment Plan Arrangements
Program Update

• Focus of current programs to find efficiencies, expand relationships and growth
  – Launched Income Qualified Energy Efficiency Pilot Program (September 2019)
    • OPPD awarded $50,000 APPA Deed Grant
    • Completed program administration request for proposal (RFP) which included expanded coverage ensuring customer access across the entire service territory
  – Energy Assistance Program Administrative Agency Change
    • Determined the most effective administration model for OPPD’s EAP funds
    • Completed a full program evaluation and program administration RFP
  – Low Income Home Energy Assistance Program (LIHEAP)
    • Improved processes and collaboration between utilities (M.U.D.) and the State of Nebraska
Energy Assistance Program (EAP) Update

• Mission: Provide a program which is accessible, responsive, and impactful to the lives of vulnerable customers.

• Program Opportunities & Enhancements:
  – Access to assistance through the most efficient model
    • Leveraged community social service agencies to improve customer experience
    • Increased customer access to OPPD EAP Funds
    • Streamlined referral and application process
  – Established consistent eligibility requirements
  – Improved oversight and quality control of donor dollars
  – Improved reporting and performance metrics
  – Reduced overall program costs through lower administration fees
  – Updated EAP Website and Marketing Materials
  – Developed collaborative relationship between OPPD and M.U.D.
Energy Assistance Program (EAP) Update

• Program Overview:
  – Funds will continue to be distributed by a network of Community Based Organizations (CBO) managed by Dollar Energy Fund
    • Focus on keeping services and customer relationships local
  – Current number of CBO’s: 33 (increased from 9 and still growing)
  – Program Criteria
    • $500 maximum benefit per household
    • Household’s gross income must be at or below 200% of the Federal Poverty Level Guidelines*
    • Eligible customers are those who are experiencing an acute financial crisis due to a verifiable emergency (illness, death, lay-off, loss of income, etc.)

* Income criteria waived for households impacted by COVID-19
211 Covers the entire services area with phone applications for Dollar Energy Fund
Energy Assistance Program (EAP) Update

• Dollar Energy Fund Overview
  – 501(c)(3) organization committed to improving quality of life for households experiencing financial hardships through utility assistance and other services leading to self-sufficiency
    • Founded in 1983 in Pennsylvania
    • Formed iPartner software an in-house proprietary software administration system
    • Serves 15 states
    • 45 Utility Partners (PG&E, Peoples Gas, Citizen’s Electric Company, SWEPCP)
    • Processes utility assistance for over 30,000 households annually
    • Utilizes a CBO model with goal of having an agency within 20 miles of all customers
    • Offers additional expertise and consulting to assist partner utilities to grow and increase program impacts with customers
EAP Marketing Materials

KEEP THE POWER ON WITH OPPD EAP

EAP is the OPPD Energy Assistance Program that provides financial assistance to help cover emergency energy needs.

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The Future with EAP

- Continued Community Based Organization Recruitment
- Donation Strategy Enhancements
- Program Dashboard
- Marketing Campaigns
- Process Improvement
Income Qualified Energy Efficiency Pilot Update

• Program designed to help customers improve the energy efficiency (EE) of their homes leading to reduced energy consumption and lower utility bills
  – ELIGIBILITY REQUIREMENTS
    • Household income less than 200% of the Federal Poverty Level
    • Customer must own their home and be an OPPD customer
  – PROGRAM DETAILS
    • In-home energy assessment is conducted to identify opportunities for EE upgrades
    • Customer receives a home EE kit which is installed during the assessment
    • Customer receives the completed home energy assessment report and including all recommended upgrades
    • Based upon the energy assessment findings, customer may receive up to $1,000 of EE home improvements performed by a program contractor
Income Qualified Energy Efficiency Pilot Update

• Program Contractors
  – Habitat for Humanity of Omaha
  – Southeast Nebraska Community Action Partnership (SENCA)
  – 100% of OPPD service territory coverage

• OPPD awarded a $50,000 APPA DEED Grant Update for 2020
  – Purpose of grant:
    • Increase energy efficiency measure investment to $2,000 per home
    • 50 homes will receive additional funding beginning in March 2020
    • OPPD will utilize data to determine if current program EE investment is adequate
**AVG PROJECTED ENERGY SAVINGS**

62,613 kwh, annually

**PARTNER AGENCIES**

13

**NET PRESENT VALUE**

$140,087

**AVG PROJECTED UTILITY BILL SAVINGS**

$163 per home, yr.

vs. $85 per home, yr. pre-pilot

### Comparative Participation Summary

Pilot: September 2019 – March 2020

- **Phase 1 - Energy Audits Completed (2018):** 36
- **Phase 2 - Energy Measures Installed (2018):** 21
- **Phase 1 - Energy Audits Completed (Pilot):** 35
- **Phase 2 - Energy Measures Installed (Pilot):** 32
- **Weatherization Work In Progress (Pilot):** 10

### Geographic Reach

76 Households Referred in Pilot

### Investment Metrics

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<thead>
<tr>
<th>Measurement</th>
<th>Actual</th>
<th>Goal</th>
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<tbody>
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<td>Savings to Investment Ratio (SIR):</td>
<td>2.67</td>
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<tr>
<td>Return on Investment (ROI)</td>
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<tr>
<td>Household Investment</td>
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<td>$75,000</td>
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### Demographic Data

- **60 + Years Old:** 42
- **Disabled:** 19
- **Children Age 5 Years or Younger:** 7
- **Non-White Household:** 29
- **Avg. Member per Household:** 2

### Net Present Value

$140,087
Income Qualified Energy Efficiency Pilot Update

• Continue Pilot Post-Covid-19 with additional APPA Deed Grant investment
  – Vendors paused Pilot Production starting March 15th
  – Goal to start production starting June 1st
  – Marketing campaign to serve families impacted by COVID-19

• Analyze the pilot results to determine next steps/changes/enhancements for the permanent solution

• Prepare an action plan to sunset the Smart Steps branded program by end of 2020

• Prepare a communications plan to formally announce and release a new program based on the Pilot’s success January 2021

• Collect additional data points and continue to analyze, monitor and report results
Questions