



THE UNIVERSITY OF CHICAGO
THE LAW SCHOOL
Abrams Environmental
Law Clinic

September 12, 2024

Via E-Filing

Ms. Lisa Felice
Executive Secretary
Michigan Public Service Commission
7109 West Saginaw Highway
Lansing, MI 48917

RE: MPSC Case No. U-21534

Dear Ms. Felice:

Please find enclosed the Official Exhibits DAO-141 to DAO-163 sponsored by Justin Schott (Part 4 of 10) on Behalf of Soulardarity and We Want Green, Too, along with proof of service for electronic filing in the above-referenced matter. Please do not hesitate to contact me with any questions or comments.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark N. Templeton".

Mark N. Templeton, *pro hac vice*
6020 S. University Avenue
Chicago, IL 60637
Phone: (773) 702-9611
Email: templeton@uchicago.edu

xc: Parties to Case No. U-21534

NOVEMBER 18, 2021

FACT SHEET: Biden Administration Deploys American Rescue Plan Funds to Protect Americans from Rising Home Heating Costs; Calls on Utility Companies to Prevent Shut Offs This Winter

*Unprecedented Funding and Partnerships with State, Local and Tribal
Governments to Protect Vulnerable Homeowners and Renters*

Today, the Biden-Harris Administration called on states, localities and tribes to plan early and coordinate across programs to effectively use historic American Rescue Plan resources to address home energy costs this winter. The White House also called on utility companies that receive public dollars to prevent devastating utility shut-offs this winter and help expedite the delivery of unprecedented federal aid.

The American Rescue Plan provides critical resources that states, localities and tribes can use to address home energy costs:

- **More than doubling available Low Income Home Energy Assistance Program (LIHEAP) funding:** The recent average annual funding for LIHEAP is \$3-4 billion, which typically serves 5 million households. The American Rescue Plan provided an additional \$4.5 billion available until September 2022.
- **Delivering Emergency Rental Assistance—unavailable in previous winters—to help cover utility bills:** First established last December—and provided an additional \$21.5 billion in funding by the American Rescue Plan—Emergency Rental Assistance (ERA) programs provide help with past-due utility bills or ongoing assistance with energy costs to help distressed renters avoid shut-offs and keep current on expenses. Even as most programs were just beginning to ramp up between January and June 2021, grantees made over 200,000 payments to support households with utility arrears and over 140,000 prospective utility payments.
- **Providing state, local and tribal governments additional resources to help energy-burdened middle-class families, including through the \$350 billion State & Local Fiscal Recovery Fund:** States and localities have the flexibility to use Fiscal Recovery Funds to help deliver energy relief to families, including for middle-class households that may not be eligible for programs directed to the lowest income consumers.

Today the White House called on Utilities and Energy Providers to Commit to Proactively Use Their Resources to Help

The Administration welcomed initial commitments from seven major utility companies including **DTE Energy, Eversource, Green Mountain Power, National Grid, NorthWestern Energy, Portland General Electric** and

Vermont Gas, as well as the delivered fuel trade association **NEFI**, that all agreed to the following:

- ***Identify Eligible Recipients:*** Many utility companies already offer programs to help families in need. Utilities should proactively identify those who may be eligible for public benefits, such as LIHEAP and ERA, using financial hardship and other customer data. In order to help identify and prequalify customers for benefits, utilities can also use third-party data – such as whether a home is rented or owned and which census tract it is in – and data through partnership with government agencies including income or proxies, like eligibility for other programs. For example, in Connecticut, utilities are using third-party data to pre-qualify and contact customers, and share the results with state agencies to expedite energy assistance payments.
- ***Directly Screen and Notify Potentially Eligible Recipients:*** Utilities and energy providers should inform customers of energy assistance programs, screen customers for benefits eligibility, and facilitate referrals to available benefits programs prior to any shut-offs.
- ***Expedite Assistance to Vulnerable Households:*** Energy providers should be critical partners by proactively working to establish the processes and data-sharing relationships needed to speed benefits to their eligible customers as quickly as possible. For example, in Michigan, utilities work in partnership with the state to receive bundled payments on behalf of many customers at once, speeding processing and helping benefits quickly reach their customer's accounts. In South Carolina, utility companies receive a bulk payment from the state prior to the full satisfaction of application and documentation requirements that they can use to apply benefits to customers quickly.
- ***No Shutoffs for Customers Applying for Financial Hardship Assistance:*** Beyond state or local shut-off moratoria requirements, when utility companies are notified that a customer is applying for financial hardship assistance, including energy assistance benefits, they should commit to restore service or delay shut-off. For example, in Michigan, once a household applies for ERA utility benefits, the utility company places a hold on utility shut off. Utilities should also commit to provide at least 30 days' notice to all customers before a shut-off.
- ***Facilitate Assistance to Delivered Fuel Customers:*** In order to expedite benefits, providers of delivered fuels should commit to proactively notify families in distress of how to contact a state and local agency for assistance. Fuel providers with capacity should set up processes to facilitate referrals with customer permission. Fuel providers should prioritize deliveries to households approved for benefits, particularly where providers receive direct deposits credited to customer accounts prior to or immediately following delivery. Fuel providers with capacity should go even further by agreeing to deliver fuels to approved households through deferred payment or budgeting agreements.

Today the Administration also called on States, Localities and Tribes to:

Prepare Early to Distribute Expanded LIHEAP to More Families

- **Strong and Effective Winter Plans:** The Administration is providing technical assistance to LIHEAP grantees to speed up state and local planning and program implementation for winter.
- **Quick and Automatic Distribution of Benefits:** HHS is urging grantees to consider expediting payments to households that have benefitted from LIHEAP in previous years and simplifying eligibility verification. This option will not be appropriate for all grantees, but some states have already shown it can work. For example, Maine and New York are providing automatic payments to households who have received benefits in the past.
- **Expanded Outreach to Newly Eligible Households:** HHS is urging grantees to consider additional outreach to households who need energy assistance for the first time this year. A significant number of households receive LIHEAP year after year, but as a result of the economic disruption of the pandemic and rising energy prices additional households are expected to need help. These households may be unfamiliar with how to access benefits, and grantees can help these families access the unprecedented LIHEAP resources available as well as refer to other benefits.
- **Coordination between LIHEAP, ERA and Other Programs:** Given differences in eligibility, HHS and Treasury are clarifying how grantees of LIHEAP and ERA can coordinate to quickly provide benefits to eligible households. Coordination ensures support can reach a greater number of households, including those who do not qualify for LIHEAP due to their household incomes, people on fixed incomes, the elderly, and others in need. These best practices include coordinating outreach to households, establishing regular communication with program leaders and energy providers, streamlining intake, and referring across programs as appropriate. For example, rental households not fully served by LIHEAP could be referred to ERA, and homeowners could be referred to LIHEAP. Where available, the Homeowners Assistance Fund may be able to serve middle-class homeowner households.

Use Emergency Rental Assistance to Aid Renters with Utility Costs

- **Provide Forward-Looking Assistance to Low-income Renters Facing High Energy Costs:** The Treasury Department is encouraging grantees to take advantage of the flexibility to provide forward-looking utility assistance payments over the next several months to low-income families facing high heating costs, including for those renters who rely on delivered fuels to heat their homes. ERA grantees may also cover arrears and related fees for utility bills dating back to the start of the pandemic.
- **Lower Burdens and Speed Assistance to Distressed Renters Through Collaboration between ERA Program Administrators and Utility Providers:** The Administration is facilitating cooperation between state and local governments and utility providers to identify customers at risk of energy insecurity and confirm household eligibility. To support this effort, the Treasury Department has issued guidance encouraging grantees to establish data sharing agreements and bulk payment methods with utility providers.

- **Expedite Payments Through Partnerships with Non-Profits to Prevent the Loss of Utility Services:** When the rapid delivery of a payment could reasonably be necessary to prevent the loss of utility services, Treasury has provided grantees flexibility to partner with nonprofit organizations for the purpose of making immediate payments while a household's application is still being processed.
- **Increased Home Heating Costs Can Qualify Income-Eligible Households for Needed Assistance this Winter.** The Treasury Department is clarifying that elevated energy costs may be a form of COVID-19-related hardship that puts distressed renters at-risk of housing instability qualifying them for assistance with their utilities. Households can self-attest to experiencing both a COVID-related hardship and risk of housing instability based on significant increases in their home heating costs.

Use All Available Tools to Help Working and Middle-Class Families

- **State and Local Fiscal Recovery Fund Can Help Families Ineligible for Other Support:** States, localities and tribes can tap the \$350 billion allocated by the American Rescue Plan to provide additional relief on home heating costs, particularly to middle-class households. For example, Louisville has supported a utility relief fund that provides residents who have fallen behind on gas or electric bills a one-time credit of up to \$1,000.
- **\$10 Billion Homeowners Assistance Fund to help Distressed Homeowners Keep Up with Utility Bills:** Treasury is encouraging states, tribes and territories to utilize funds from this American Rescue Plan program to help cover home energy costs or prevent the loss of utilities this winter, including for hard-pressed middle-class families.
- **\$1 Billion Pandemic Emergency Assistance Fund:** The American Rescue Plan also created a new fund for states, territories and tribes of which a substantial portion remains and is available to provide cash or utility-specific assistance to needy families.

The Administration also Highlighted Additional Financial Support Helping Hard-Pressed Families with Energy Costs:

- **1/3 of Families Using Child Tax Credit for Utility Bills:** Thanks to the American Rescue Plan, the families of more than 61 million children are receiving expanded monthly Child Tax Credit payments up to \$300 per child and nearly a third used it to pay for utilities –including home energy costs – between July and October 2021.
- **Weatherization Assistance to Reduce Energy Costs:** The bipartisan Infrastructure Investment and Jobs Act invests a historic \$3.5 billion in the Department of Energy's Weatherization Assistance Program, reducing energy costs for more than 700,000 low-income households by increasing the energy efficiency of their homes.
- **\$100 million to Cover Rent and Utilities in Hard-Hit Rural Areas:** The American Rescue Plan is providing financial support through September 2022 to over 26,000 overburdened rural households living in multi-family housing financed by the U.S. Department of Agriculture.

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FACT SHEET: Biden Administration Deploys American Rescue Plan Funds to Protect Americans from Rising Home Heating Costs; Calls on Uti...

- *Preventing Families from Choosing “Heat or Eat”*: More low-income children and families face hunger when energy prices rise during winter as higher home heating costs eat up family budgets. The Biden-Harris Administration increased Supplemental Nutrition Assistance Program (SNAP) benefits on October 1 by an average of \$36.24 per month, which will help to prevent this cruel tradeoff between heat and food this winter.

###

utility	date	disconnections
Electric	1/1/2020	19907
Electric	2/1/2020	19339
Electric	3/1/2020	11898
Natural Gas	1/1/2020	618
Natural Gas	2/1/2020	1121
Natural Gas	3/1/2020	1003
Electric	4/1/2020	NA
Electric	5/1/2020	NA
Electric	6/1/2020	NA
Natural Gas	4/1/2020	NA
Natural Gas	5/1/2020	NA
Natural Gas	6/1/2020	NA
Electric	7/1/2020	507
Electric	8/1/2020	3642
Electric	9/1/2020	9997
Natural Gas	7/1/2020	0
Natural Gas	8/1/2020	0
Natural Gas	9/1/2020	639
Electric	10/1/2020	14392
Electric	11/1/2020	672
Electric	12/1/2020	252
Natural Gas	10/1/2020	928
Natural Gas	11/1/2020	142
Natural Gas	12/1/2020	1
Electric	1/1/2021	10049
Electric	2/1/2021	9818
Electric	3/1/2021	22977
Natural Gas	1/1/2021	366
Natural Gas	2/1/2021	1197
Natural Gas	3/1/2021	2129
Electric	4/1/2021	19017
Electric	5/1/2021	21860
Electric	6/1/2021	18485
Natural Gas	4/1/2021	1899
Natural Gas	5/1/2021	1877
Natural Gas	6/1/2021	2274
Electric	7/1/2021	13180
Electric	8/1/2021	9148
Electric	9/1/2021	15606
Natural Gas	7/1/2021	1881
Natural Gas	8/1/2021	1785
Natural Gas	9/1/2021	2218
Electric	10/1/2021	7020
Electric	11/1/2021	17270
Electric	12/1/2021	13757
Natural Gas	10/1/2021	1660

Natural Gas	11/1/2021	931
Natural Gas	12/1/2021	487
Electric	1/1/2022	17365
Electric	2/1/2022	19243
Electric	3/1/2022	22132
Natural Gas	1/1/2022	812
Natural Gas	2/1/2022	1157
Natural Gas	3/1/2022	2659
Electric	4/1/2022	19431
Electric	5/1/2022	20641
Electric	6/1/2022	19887
Natural Gas	4/1/2022	1450
Natural Gas	5/1/2022	1911
Natural Gas	6/1/2022	2118
Electric	7/1/2022	18108
Electric	8/1/2022	20476
Electric	9/1/2022	19640
Natural Gas	7/1/2022	2071
Natural Gas	8/1/2022	2075
Natural Gas	9/1/2022	1600
Electric	10/1/2022	14515
Electric	11/1/2022	13359
Electric	12/1/2022	9183
Natural Gas	10/1/2022	1417
Natural Gas	11/1/2022	421
Natural Gas	12/1/2022	525
Electric	1/1/2023	18129
Electric	2/1/2023	8083
Electric	3/1/2023	15618
Natural Gas	1/1/2023	852
Natural Gas	2/1/2023	965
Natural Gas	3/1/2023	745
Electric	4/1/2023	17725
Electric	5/1/2023	13247
Electric	6/1/2023	21450
Natural Gas	4/1/2023	1555
Natural Gas	5/1/2023	1674
Natural Gas	6/1/2023	1358
Electric	7/1/2023	18841
Electric	8/1/2023	19887
Electric	9/1/2023	19451
Natural Gas	7/1/2023	828
Natural Gas	8/1/2023	503
Natural Gas	9/1/2023	1217
Electric	10/1/2023	18027
Electric	11/1/2023	14285
Electric	12/1/2023	6362

Natural Gas	10/1/2023	855
Natural Gas	11/1/2023	930
Natural Gas	12/1/2023	389
	TOTAL	717121

customer_grp	date	enrollments
total	1/1/2020	419
total	2/1/2020	400
total	3/1/2020	332
low_income	1/1/2020	315
low_income	2/1/2020	311
low_income	3/1/2020	257
seniors	1/1/2020	119
seniors	2/1/2020	95
seniors	3/1/2020	84
total	4/1/2020	230
total	5/1/2020	144
total	6/1/2020	105
low_income	4/1/2020	167
low_income	5/1/2020	91
low_income	6/1/2020	63
seniors	4/1/2020	57
seniors	5/1/2020	43
seniors	6/1/2020	35
total	7/1/2020	88
total	8/1/2020	74
total	9/1/2020	71
low_income	7/1/2020	48
low_income	8/1/2020	28
low_income	9/1/2020	24
seniors	7/1/2020	31
seniors	8/1/2020	29
seniors	9/1/2020	29
total	10/1/2020	58
total	11/1/2020	80
total	12/1/2020	138
low_income	10/1/2020	16
low_income	11/1/2020	26
low_income	12/1/2020	71
seniors	10/1/2020	26
seniors	11/1/2020	45
seniors	12/1/2020	57
total	1/1/2021	205
total	2/1/2021	226
total	3/1/2021	206
low_income	1/1/2021	124
low_income	2/1/2021	162
low_income	3/1/2021	145
seniors	1/1/2021	80
seniors	2/1/2021	62
seniors	3/1/2021	52
total	4/1/2021	107

total	5/1/2021	105
total	6/1/2021	82
low_income	4/1/2021	79
low_income	5/1/2021	75
low_income	6/1/2021	53
seniors	4/1/2021	24
seniors	5/1/2021	24
seniors	6/1/2021	21
total	7/1/2021	64
total	8/1/2021	54
total	9/1/2021	46
low_income	7/1/2021	40
low_income	8/1/2021	31
low_income	9/1/2021	23
seniors	7/1/2021	17
seniors	8/1/2021	16
seniors	9/1/2021	16
total	10/1/2021	43
total	11/1/2021	97
total	12/1/2021	117
low_income	10/1/2021	20
low_income	11/1/2021	47
low_income	12/1/2021	69
seniors	10/1/2021	16
seniors	11/1/2021	50
seniors	12/1/2021	47
total	1/1/2022	242
total	2/1/2022	293
total	3/1/2022	301
low_income	1/1/2022	159
low_income	2/1/2022	198
low_income	3/1/2022	170
seniors	1/1/2022	70
seniors	2/1/2022	80
seniors	3/1/2022	114
total	4/1/2022	282
total	5/1/2022	234
total	6/1/2022	195
low_income	4/1/2022	141
low_income	5/1/2022	108
low_income	6/1/2022	83
seniors	4/1/2022	128
seniors	5/1/2022	114
seniors	6/1/2022	105
total	7/1/2022	153
total	8/1/2022	121
total	9/1/2022	101

low_income	7/1/2022	59
low_income	8/1/2022	42
low_income	9/1/2022	34
seniors	7/1/2022	88
seniors	8/1/2022	74
seniors	9/1/2022	60
total	10/1/2022	82
total	11/1/2022	337
total	12/1/2022	952
low_income	10/1/2022	26
low_income	11/1/2022	232
low_income	12/1/2022	766
seniors	10/1/2022	48
seniors	11/1/2022	104
seniors	12/1/2022	181
total	1/1/2023	1256
total	2/1/2023	1305
total	3/1/2023	961
low_income	1/1/2023	997
low_income	2/1/2023	1033
low_income	3/1/2023	731
seniors	1/1/2023	232
seniors	2/1/2023	233
seniors	3/1/2023	196
total	4/1/2023	690
total	5/1/2023	525
total	6/1/2023	425
low_income	4/1/2023	497
low_income	5/1/2023	355
low_income	6/1/2023	269
seniors	4/1/2023	143
seniors	5/1/2023	121
seniors	6/1/2023	107
total	7/1/2023	332
total	8/1/2023	275
total	9/1/2023	237
low_income	7/1/2023	188
low_income	8/1/2023	144
low_income	9/1/2023	103
seniors	7/1/2023	83
seniors	8/1/2023	75
seniors	9/1/2023	55
total	10/1/2023	214
total	11/1/2023	149
total	12/1/2023	270
low_income	10/1/2023	77
low_income	11/1/2023	102

low_income	12/1/2023	184
seniors	10/1/2023	47
seniors	11/1/2023	47
seniors	12/1/2023	46

MPSC Case No: U-21291

Requester: FLO

Question No.: FLODG-1.9

Respondent: J. E. Sparks

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Question: 9. What is the finest geographic resolution of data that has been aggregated about customer arrearages that DTE possesses for each of the years 2022 and 2023? Examples of units of geographic resolution include zip code, census tract, census block group, and circuit. Please provide this data, organized by number of residential customers and amount (in dollars) of customer arrearages.

Answer: The Company does not track arrears by zip code, census tract, census block group, and circuit.

Attachment: None

MPSC Case No: U-21534

Requester: DAAO

Question No.: DAAODE-1.36

Respondent: A. Willis

Page: 1 of 1

Question: 36. When DTE develops its rate requests, what analyses, if any, does it conduct in order to identify the affordability gap (i.e., the amount of money consumers pay for electricity over 3% of their income)?

Answer: To my knowledge, DTE conducts no such analysis.

Attachment: *None*

MPSC Case No: U-21534

Requester: DAAO

Question No.: DAAODE-1.28

Respondent: J. Sparks

Page: 1 of 1

Question: 28. For all DTE Electric customers receiving the RIA credit, please provide the percentage of those customers that make late payments, receive shutoff notices, and have their electricity shutoff by DTE in the format of the table below. If percentages are not available, please provide the number of customers.

RIA CREDIT	Late Payment Percentage	Shutoff Notice Percentage	Shutoff Percentage
2020			
2021			
2022			
2023			

Answer: DTE Electric objects for the reasons that the request is unduly burdensome, overly broad, seeks excessive detail, and seeks information that has not been compiled and is not kept in the ordinary course of business in the format requested. Subject to and without waiving its objection, the Company would respond as follows:

RIA CREDIT	Late Payment Percentage	Shutoff Notice Percentage	Shutoff Percentage
2020	N/A	N/A	N/A
2021	68.95	76.77	38.27
2022	78.83	86.29	46.26
2023	77.51	84.71	41.75

Note: Customer may have made a late payment, shut off notice or disconnect at any time from the time of receiving the credit thru 2023. Customers may also appear in multiple years.

Attachment: None

Title: Distribution of the Total Population by Federal Poverty Level (above and below 200% FPL) | KFF
 Timeframe: 2022

Location	Under 200%	200%+	Total	Footnotes
United States	0.283	0.717	1	1
Alabama	0.352	0.648	1	
Alaska	0.251	0.749	1	
Arizona	0.296	0.704	1	
Arkansas	0.376	0.624	1	
California	0.274	0.726	1	
Colorado	0.221	0.779	1	
Connecticut	0.218	0.782	1	
Delaware	0.217	0.783	1	
District of Columbia	0.232	0.768	1	
Florida	0.302	0.698	1	
Georgia	0.299	0.701	1	
Hawaii	0.235	0.765	1	
Idaho	0.288	0.712	1	
Illinois	0.263	0.737	1	
Indiana	0.292	0.708	1	
Iowa	0.26	0.74	1	
Kansas	0.282	0.718	1	
Kentucky	0.35	0.65	1	
Louisiana	0.384	0.616	1	
Maine	0.258	0.742	1	
Maryland	0.218	0.782	1	
Massachusetts	0.219	0.781	1	
Michigan	0.29	0.71	1	
Minnesota	0.222	0.778	1	
Mississippi	0.399	0.601	1	
Missouri	0.296	0.704	1	
Montana	0.304	0.696	1	
Nebraska	0.263	0.737	1	
Nevada	0.304	0.696	1	
New Hampshire	0.172	0.828	1	
New Jersey	0.217	0.783	1	
New Mexico	0.367	0.633	1	
New York	0.287	0.713	1	
North Carolina	0.303	0.697	1	
North Dakota	0.238	0.762	1	
Ohio	0.292	0.708	1	
Oklahoma	0.357	0.643	1	
Oregon	0.274	0.726	1	
Pennsylvania	0.264	0.736	1	
Rhode Island	0.236	0.764	1	
South Carolina	0.317	0.683	1	
South Dakota	0.277	0.723	1	
Tennessee	0.316	0.684	1	
Texas	0.318	0.682	1	
Utah	0.225	0.775	1	
Vermont	0.241	0.759	1	
Virginia	0.239	0.761	1	
Washington	0.223	0.777	1	
West Virginia	0.369	0.631	1	
Wisconsin	0.252	0.748	1	
Wyoming	0.277	0.723	1	
Puerto Rico	0.698	0.302	1	

Notes

The American Community Survey did not release the 1-year estimates for 2020 due to significant disruptions to data collection brought on by the coronavirus pandemic.

Data may not sum to totals due to rounding.

The U.S. Census Bureau's poverty threshold for a family with two adults and one child was \$23,556 in 2022. This is the official measurement of poverty used by the Federal Government, and the measure used for most poverty-based data presented on State Health Facts. The Department of Health and Human Services (HHS) produces sir

Data include the civilian noninstitutionalized population in the United States.

Sources

KFF estimates based on the 2008-2022 American Community Survey, 1-Year Estimates.

Footnotes

1. US total excludes Puerto Rico.

STATE OF ILLINOIS
ILLINOIS COMMERCE COMMISSION

Ameren Illinois Company	:	
d/b/a Ameren Illinois	:	
	:	23-0067
Proposed general increase in rates and	:	
revisions to other terms and conditions	:	
of service. (tariff filed January 6, 2023)	:	

ORDER

November 16, 2023

23-0067

spread to more of Ameren's low-income customers under Staff's proposal. PIOs' two-tier proposal is based on the SMI, which does not allow the Company to utilize existing programs (i.e. LIHEAP and PIPP) to streamline administrative processes and minimize costs as directed in the Low-Income Discount Rate Study Report. Staff's proposal strikes an appropriate middle ground between using existing processes and innovating to provide more benefits to customers who need it most.

Staff further argues that the Commission should approve Staff's proposed reporting requirements (5) and (6). Staff Ex. 14.0 (COR) at 22; *see also* Staff Ex. 14.0, Sch. 14.06 at 4-5. Staff proposes reporting requirements (5) and (6) to obtain data on Staff's proposed Tier 3 customers. If the Commission approves Staff's three-tiered proposal for Rider LICA eligibility, Staff also recommends the Commission approve these additional reporting requirements.

Staff recommends the Commission adopt Staff's proposed Rider LICA for the purpose of recovering LICs associated with the Company's low-income discount program. Staff Ex. 14.0, 22; *see also* Staff Ex. 14.0, Sch. 14.06 at 1. The AG proposes that the recovery mechanism for the program costs be a volumetric charge. AG Ex. 8.00 at 33. Staff supports Rider LICA, as presented in Staff Schedule 14.06, because it is consistent with the cost recovery mechanisms Staff supports for other large gas utilities in Illinois.

Staff notes that the Company offers to submit a compliance filing to reflect the Commission's Final Order. Staff does not object to the Company's proposal to provide a draft for feedback following the Commission's Final Order. However, Staff objects to the Company filing a compliance Rider LICA tariff more than 30 days before its effective date because doing so could confuse customers by leading them to believe that the low-income discount program is available before it becomes effective. In other words, the Company's proposal does not take into consideration the time required to implement the low-income discount program. Therefore, Staff recommends that the Commission direct the Company to file a final version of Rider LICA no more than 30 days before Rider LICA's effective date.

c. AG's Position

The AG asks the Commission to approve the low-income discount rate proposed by PIO witness Schott, as modified by AG witness Larkin-Connolly, because it provides the most equitable and effective discount for low-income ratepayers.

Mr. Larkin-Connolly testified that both Staff's proposal and PIOs' proposal were improvements to Ameren's proposal, but ultimately supported PIOs' proposal, with some modifications. AG Ex. 8.00 at 16-17. Specifically, Mr. Larkin-Connolly recommended that the low-income discount be based on FPL, rather than SMI, that costs be recovered on a per-therm basis (rather than through a fixed charge), and that the discount be split into five tiers, consistent with the low-income discount program proposed by Legal Action Chicago ("LAC")/Community Organizing Family Issues ("COFI") witness Colton in the ongoing rate cases for Nicor, Peoples Gas, and North Shore. *Id.*; AG Ex. 8.00 at 18: Table 3; *see also* AG Init. Br. at 61.

While Ameren and Staff's proposals offer fixed discounts, regardless of usage, the AG's modified PIO proposal applies a percentage of the total bill that correlates the

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discount with the customers' income, providing a discount that reflects need. In addition, because the discount applies to the entire bill (not just the customer charge), the AG contends that their proposal benefits all low-income customers, regardless of usage. The AG argues that their modified PIO proposal would provide a meaningful discount to *all* low-income customers, rather than the subset of low-income, low-usage customers. AG Ex. 8.00 at 25-26. According to the AG, this discount, coupled with its proposed residential rate design could lead to a meaningful bill reduction for all low-income customers, and all residential customers generally, except for the highest usage customers. In combining these two proposals, the AG avers that the Commission could ensure that Ameren's rate design is consistent with the state's clean energy policies (e.g., ensuring that those who use more natural gas pay more), while protecting high-usage, low-income customers who may have higher bills due to larger families or inefficient housing.

Mr. Larkin-Connolly found that this proposal would result in approximately a \$0.0258 per therm charge. *Id.* at 30. For a median usage residential customer, who uses 745 therms per year, this would result in approximately \$19.25 per year in charges. *Id.* at 30.

In addition, the AG argues that the recovery of these costs from both residential and non-residential customers is justified because commercial and industrial customers may have employees or customers who would be eligible for these discounts, and local businesses would also benefit from the increased affordability of gas services because low-income households will have more financial security and might have more disposable income available to spend on other goods and services. *Id.* at 31-32. The AG asks the Commission to approve their modified PIO low-income discount program, coupled with their proposed rate design, to ensure transformational change for low-income customers at a reasonable cost to other ratepayers. See AG Ex. 8.00 at 11.

The AG also requests the Commission adopt certain reporting requirements proposed by the Staff, to track the progress of the program. Staff Ex. 5.0 at 33-34.

The Company suggests the Commission adopt its proposal, which would (1) only allow customers with incomes up to 200% of the FPL to participate in the low-income program, (2) only apply the discount to the delivery portion of customers' bills, and (3) collect the costs of the program through a monthly fixed charge. The AG refutes each of the Company's suggestions.

First, the AG argues that the Commission should adopt the 300% FPL eligibility threshold proposed by the AG and Staff. Ameren proposes that the Commission cap eligibility at the income limit for LIHEAP and PIPP participation (currently 200% FPL). The AG asserts that its proposal incorporates more customers than Ameren's proposal by design. The record evidence shows that Ameren's ratepayers are struggling to pay their bills. For example, in March 2023, 1,995 residential Ameren customers had payment agreements that failed (38% of those who had DPAs as of the beginning of the month), while only 639 customers completed their DPAs during that month. AG Ex. 4.00 at 8. A total of 86,165 (12%) residential customers were assessed late payment fees or charges in March. *Id.* According to the AG, "when evaluating proposals for a low-income discount program, the focus should first be on the potential effectiveness of the program to improve

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affordability for low-income customers, and then the corresponding bill impacts of program costs on other customers.” AG Ex. 8.00 at 20 (emphasis in original). The AG maintains that expanding income eligibility beyond 200% FPL is preferable because a higher eligibility threshold would provide a meaningful benefit to a greater number of struggling ratepayers. AG witness Larkin-Connolly found that the cost of the program for the medium-usage residential household that consumes 745 therms per year would be around \$19.25 per year, which the AG asserts is justified given the transformational support the discount would provide to low-income households in Ameren’s service territory. *Id.* at 30-31.

Ameren claims that it would not be able to leverage existing programs and processes if the Commission were to adopt the AG’s proposal. The AG argues that this is a misleading argument because the Company would still be able to use LIHEAP and PIPP to verify the incomes of customers up to 200% FPL. According to the AG, AIC would just need to allow customers from 201% FPL to 300% FPL to self-certify their eligibility. Ameren argues that this process would “provide no accountability” for those customers, but the AG argues that AIC provides no evidence to demonstrate the likelihood that customers would abuse the program—or that the auditing process proposed by Staff would not minimize or outright eliminate this concern. The AG asks the Commission to approve their proposed discount rate with an income eligibility limit of 300% FPL.

Second, the AG asks the Commission to reject the Company’s suggestion to only apply the discount to the delivery portion of customers’ bills and adopt the recommendation by the AG and PIO to apply the low-income discount to participating customers’ entire bills. The AG and PIO recommend that the low-income discount apply as a percentage of participating customers’ entire bills because this would provide a more significant benefit to low-income customers without overburdening other ratepayers. Ameren and Staff proposed fixed dollar discounts applied only to the delivery portion of customers’ bills. Ameren complains that the AG and PIOs’ proposals do not align with Conclusion Number 2 in the Low-Income Discount Rate Study Report, which placed certain parameters on the low-income discount programs that utilities should propose. However, the AG highlights that the Low-Income Discount Rate Study Report noted that its conclusions were “tentative” and stated it would open a separate docket to consider broader issues related to low-income discounts. See AIC Ex. 1.0R at 16, *citing* the Low-Income Discount Rate Study Report at 63. The AG avers that the Low-Income Discount Rate Study Report was not the Commission’s final word on discount rates, but a first step toward enacting low-income discounts. The AG adds that the Commission did not address the issues that other parties could raise, nor did it limit what type of programs the Commission could consider in a docketed proceeding or adopt in an evidentiary proceeding like this one. The AG iterates that nothing in the Low-Income Discount Rate Study Report or the Act limits the Commission’s authority to adopt a discount program that applies to customers’ entire bills.

Third, the AG asks the Commission to adopt their proposed volumetric per-therm recovery mechanism, and to reject the Company’s suggestion to collect the costs of the program through a monthly fixed charge. Ameren complains that the AG’s proposal does not align with Conclusion Number 3 in the Low-Income Discount Rate Study Report,

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which states that “[a]ll such utility low-income discount rate proposals should include a cost recovery mechanism that is consistent with Illinois law and Commission practice.” AIC Init. Br. at 182–183. The Company claims that its proposal of a monthly fixed charge is consistent with the fixed Energy Assistance Charge used to collect supplemental LIHEAP and PIPP funds. *Id.* The AG disagrees. The AG argues that nothing in the Act or the Low-Income Discount Rate Study Report mandates that the low-income discount rate must, or even should, be collected in the same manner as the Energy Assistance Charge or through a fixed charge. The AG argues that its proposal to collect the costs of the program through a volumetric charge is a better approach because it spreads the cost over more units, which limits the impact on low-use customers and is most consistent with the State’s clean energy and affordability goals, including Governor Pritzker’s proposal in his *Chicago Sun Times* op-ed, in which he recommended policies where customers who use more gas pay more. See AG Ex. 4.00.

Ameren further complains that the AG’s proposal “would have significant bill impacts for GDS-4 customers” who would potentially “see a monthly Rider LICA charge between \$704 and \$54,724” under the AG’s proposal. AIC Init. Br. at 183. But the AG points out that—as shown in the surrebuttal testimony of Ameren witness Kilhoffer — this group of customers uses an average of 1,488,862 therms per month in Ameren’s Rate Zones I and II, and an average of 2,121,104 therms per month in Ameren’s Rate Zone III. AIC Ex. 43.0 at 17. As a result, these customers’ average monthly bills under Ameren’s proposed rates (without including Rider LICA) would be \$1,789,714 in Rate Zones I and II and \$2,557,587 in Rate Zone III. *Id.* The AG notes that using their estimated \$0.0258 per therm charge, Rate Zones I and II customers would pay \$38,129 per month toward the low-income discount, while Zone III customers would pay \$54,724 per month toward the low-income discount, both amounting to about 2% of the customers’ average monthly bill. *Id.* The AG adds that Ameren indicated that only 20 customers fall into this category (3 in its Rate Zone I, 9 in Rate Zone II, and 8 in Rate Zone III). AG Cross Ex. 2. By Ameren’s own estimate, the AG’s proposed discount could benefit as much as 37% of Ameren’s residential customer class. According to the AG, that the Company’s 20 highest-use customers might be required to pay an additional 2% toward the program is not a tenable ground for the Commission to reject the AG’s proposed per therm charge.

For the reasons set forth by the AG, the AG asks the Commission to adopt its modified PIO low-income discount. The AG avers that its modified proposal, along with its proposed rate design, and other recommendations are most consistent with the state’s emphasis on rate affordability, are supported by the findings in the Commission’s low-income discount report, and will result in cost-based, equitable, and affordable rates for both low-income and non-low-income residential customers.

d. PIOs’ Position

PIO propose a 60% discount to the lowest-income customers (below 30% SMI), and a 20% discount to customers between 30% and 60% of SMI. AG Ex. 8.00 at 16.

PIO note that the fundamental difference between the proposals offered in this proceeding is that PIO and the AG’s proposals are designed to ensure all gas bills are affordable for Ameren’s customers, whereas the limited nature of Staff and the Company’s proposals are not. Importantly, whereas the PIO and AG’s proposals would

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apply a discount to a customer's total bill, Staff's and the Company's proposals would apply a discount only to delivery charges. PIO state that Ameren's low-income customers struggle to pay their bills under existing rates, and the Company's proposed rate increase — coupled with the impacts of electrification—will make it even tougher for low-income customers to do so in the future (even if the Commission were to adopt PIOs' recommended disallowances and reduced customer charge). PIO thus assert that Ameren's low-income customers require a robust discount to make their gas bills affordable, not a band-aid. For that reason, the Commission should adopt the PIOs' proposed low-income discount rate, or the AG's proposal in the alternative.

PIO note AG witness Larkin-Connolly's testimony: "the objective in designing the new low-income discount program should be to provide benefits that do not only just provide some support to low-usage low-income ratepayers, but also make gas services more affordable for all low-income customers." AG Ex. 8.00 at 25-26. Despite this directive that the low-income discount rate ensures affordability, the Company proposes a low-income discount rate that falls well-short of this objective.

PIO witness Schott testified a household is "energy insecure" if it pays more than 3% of its gross household income on its gas bills. PIO Ex. 4.0REV at 4. PIO note that Ameren has a high prevalence of energy insecure customers in its service territory with 854 of its 901 zip codes having a median income at or below 60 % SMI for a household of two. PIO Ex. 2.0 at 6. Energy insecurity disproportionately impacts low-income households, Black and Hispanic households, and households with children. PIO Ex. 2.0 at 5. When energy insecure individuals are unable to pay their bills, they risk disconnection, which can lead to a series of negative effects. PIO Ex. 2.0 at 6.

PIO assert that, given the risks of disconnection, an effective low-income discount rate should seek to make gas bills affordable by limiting customers' total gas bill payments to 3% of household income. PIO maintain that Ameren's proposal, however, does not meet these criteria. The bill savings that Ameren proposes to offer would still leave households below 30% SMI with a gas burden of 7.5%, 2.5 times higher than the threshold for affordability. PIO Ex. 4.0REV at 7. The proposals from the Company and Staff fail to produce the discounts needed to make the lowest income customers energy secure because their discount is a flat dollar amount and only discounts delivery charges. PIO Ex. 4.0REV at 7. The steepest discounts under the Ameren and Staff proposals would leave the lowest income customers with gas burdens of 7.1% and 8.3%, respectively, more than double the 3% energy security threshold. PIO Ex. 4.0 at 7. PIO argue that Ameren and Staff's proposals only produce energy security for wealthier customers who, by definition, will have more disposable income to pay for their gas bills than the lowest income customers.

PIO assert that Ameren and Staff's proposals are also not likely to substantially reduce disconnections because they will not make gas bills affordable for Ameren's low-income customers. Monthly data from May to November 2022 shows that 94% of Ameren's customers on DPAs failed to successfully complete their DPAs. PIO Ex. 2.0 at 6-7. During this same period, Ameren issued 202,175 disconnections notices and executed 36,511 disconnections. PIO Ex. 2.0 at 7. PIO explain that, in fact, Ameren (including its Missouri and Illinois affiliates) ranks among the most aggressive utilities in the country when it comes to disconnections — Ameren ranked fifth in the country for

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most disconnections last year (data through October) and increased disconnections by 3,750% in 2022. PIO Ex. 2.0 at 7. Between 2020 and 2021, Ameren accelerated disconnections six times faster than any other gas utility in the country. PIO Ex. 2.0 at 7. PIO note that Ameren now proposes a weak discount that will continue to leave many of lowest income customers at risk for disconnection.

In its rebuttal testimony, the Company states it is planning its SARP pilot to provide further assistance to its low-income customers and proposes a \$1 million customer assistance program to assist customers until SARP is active. Ameren Ex. 16.0 at 29. PIO assert that while those programs may be helpful to those customers who are able to participate, the availability of those programs should not substitute for a comprehensive low-income discount rate that helps make bills affordable for Ameren's customers. They maintain that Ameren has not demonstrated the SARP and a \$1 million customer assistance program, in tandem with its proposed low-income discount rate, will comprehensively address its customers' energy burdens. PIO Ex. 4.0REV at 3. For example, the Company has not explained how the programs would affect disconnections and proposes no enrollment cap or goal. PIO Ex. 4.0REV at 3. One-time bill assistance would also not address the root causes of energy insecurity in Ameren's service territory—growing rates over time. In contrast, PIO recommend a low-income discount specifically designed to ensure customers do not spend more than 3 % of their household income on gas bills.

PIO thus request that the Commission adopt PIOs' proposal, or the AG's proposal in the alternative. PIOs' proposal would provide significant savings for the 34% of Ameren customers who are below 60% of SMI. PIO Ex. 4.0REV 5. PIOs' proposal also significantly reduces the risk of disconnection by providing steep bill discounts for customers toward the lower-end of the income scale.

PIO further explain that the Commission has the authority to adopt PIOs' low-income discount rate pursuant to Section 9-241. While the Commission's Low-Income Discount Rate Study Report concludes discounts "are applicable only to the delivery service charges", nothing in Section 9-241 limits the Commission's discretion to flat rate discounts or discounts that apply only to delivery charges. Importantly, the PIO and the AG have shown in this proceeding that a discount that applies only to delivery service charges—like Ameren's and Staff's proposals—would not ensure affordable gas bills for Ameren's low-income customers.

In his testimony, Ameren witness Bodi argued that a discount structured as a percentage of a customer's total bill would reduce that customer's incentive to conserve energy. Ameren Ex. 30.0 at 17; Ameren Ex. 46.0 at 6. However, PIO propose to apply the discount to the total gas bill, meaning that fixed and volumetric charges would decrease by the same percentage. PIOs' proposal would simply scale the same ratio of fixed to volumetric charges (i.e., the total bill) downward to correspond with a customer's income level, which is wholly appropriate in the interest of advancing equity. PIO maintain that given the affordability crisis Ameren's low-income customers already face, and the acute affordability pressures that Ameren's proposed rate increase, coupled with accelerating electrification and gas price volatility, will impose those low-income customers, the Commission should adopt a discount rate that helps Ameren's most vulnerable customers achieve affordability.

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e. Commission Analysis and Conclusion

The Commission's Low-Income Discount Rate Study Report directed certain electric and gas utilities to offer a tariffed low-income discount rate. Accordingly, AIC proposed its Rider LICA with this rate case filing. With the fully developed record, there are currently four low-income discount rate proposals for the Commission's consideration.

AIC proposes a two-tiered, fixed amount discount system based on LIHEAP/PIPP eligibility, wherein any customer whose income does not exceed 200% of federal poverty level would receive a monthly \$10 credit. For any customer whose household income is 50% or less of the LIHEAP qualifying metric (e.g., 100% of the FPL), the fixed monthly credit would increase to \$20. Staff's proposal modifies AIC's proposed Rider LICA, creating a third tier, proposing different fixed amounts that should apply to each tier, and allowing third tier customers to self-report their eligibility for the program. Under Staff's proposal, Rider LICA would provide a \$30 fixed credit to the lowest income customers, a \$20 fixed credit to customers between 100%-200% of the FPL, and a \$10 fixed credit to customers between 200%-300% of the FPL.

PIO propose a two-tiered discount system based on SMI rather than FPL, wherein the lowest-income customers (below 30% SMI) would receive a 60% discount, and customers between 30% and 60% of SMI would receive a 20% discount. Importantly, PIO propose this discount would apply to the customer's entire bill, rather than only to delivery charges, as AIC and Staff propose.

The AG's proposal is a modified version of PIOs' proposal that is based on FPL rather than SMI. Moreover, the AG's proposal includes five tiers, as opposed to PIOs' two tiers. The Tiers consist of 0-50% of FPL for Tier 1, 50%-100% of FPL for Tier 2, 100%-150% of FPL for Tier 3, 150%-200% of FPL for Tier 4, and 200%-300% of FPL for Tier 5. The discounted amounts for eligible Ameren customers are Tier 1: 75%; Tier 2: 55%; Tier 3: 25%; Tier 4: 10% and Tier 5: 5%. Both the AG and PIO advocate for a discount that is a percentage to be applied to the entire bill, rather than to just the delivery charges.

After thoroughly considering the four proposals, the Commission adopts the AG's proposal and directs the Company to implement it by October 1, 2024. In reviewing the record, the Commission concludes that the AG's proposal is consistent with the Commission's report to the General Assembly on low-income rates and would provide significant discounts to low-income customers, while mitigating the adverse impacts to non-participants. The Commission's study report "tentatively" recommended that low-income programs should apply to delivery services only, pending specific proposals in a formalized proceeding. See ICC, Low-Income Discount Rate Study Report to the Illinois General Assembly, at 8-9, 62-63 (Dec. 15, 2022). The record evidence on the total bill discount presented by the AG and PIO swayed the Commission to alter that determination and approve the AG's proposed full bill discount. The Commission recognizes applying the discount to the entire bill will increase the amount to be paid by non-eligible customers, but also notes this program introduces potential utility system benefits and encourages the Company to prioritize energy efficiency programming to reduce bills overall.

The Commission finds that the AG's five-tiered system is more expansive than both AIC's two-tiered system and Staff's three-tiered system and will provide more

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targeted relief to the lowest-income customers. Significantly, the AG's proposal will benefit low-income customers who are not LIHEAP or PIPP eligible, while AIC's proposal will not. The AG's proposal also appropriately leverages the existing LIHEAP processes to determine eligibility for Rider LICA while allowing a fifth tier of customers to self-certify for eligibility. The Commission finds that this both reduces the administrative costs of the program and increases the program's effectiveness in delivering credits to eligible customers. Accordingly, the Commission concludes the AG's proposal will provide the transformative support necessary for Ameren's lowest-income customers to achieve an affordable energy burden.

The Commission adopts the AG's recommendation for customers to self-report Tier 5 eligibility and for the Company to annually audit LIQCs enrolled for Tier 5 discounts to verify eligibility. The audit will provide future information regarding the success or potential misuse of the program going forward. The Commission understands the Company's concerns regarding misuse of this program. However, considering the newness of this program, and the lack of any direction or process for customers to challenge being removed from the program, the Commission does not approve the Company's request that ineligible customers should be removed from the program as a result of the audit. Depending on the results of the audit as presented in a future rate case proceeding, or another applicable proceeding, the Commission may revisit or revise this decision. The issue of misuse and self-reporting should be discussed in the LIDR workshops described below.

As the Commission approves the AG's five-tiered proposal for Rider LICA eligibility, the Commission further approves Staff's recommended reporting requirements (5) and (6). They will require AIC to collect and report data on processing time for Tier 5 eligibility from initial request to approval under each of the options available to customers requesting the Tier 5 credit (online, by phone, or by mail), and a detailed description of the sampling technique used to verify eligibility of Tier 5 discounts/credits using the 5% threshold specified in the tariff and results of the review/audit including, but not limited to, the number of customers within the 5% of customers sampled that were unable to meet the income requirement or the income verification requirement. The Commission adopts the AG's proposed discount and Staff's proposed Rider LICA (as presented in Staff Schedule 14.06 but adjusted to reflect the Commission's approval of the AG's discount) for the purpose of recovering LICs associated with the Company's low-income discount program because it is consistent with the cost recovery mechanisms Staff supports for other large gas utilities in Illinois.

While the Commission adopts the AG's Rider LICA proposal in this proceeding, the Commission directs Staff to work with the Company and stakeholders to commence workshops no later than January 15, 2026, to further consider the questions raised in this docket and the Low-Income study report, including but not limited to:

- (1) should Rider LICA, or another cost recovery mechanism, be limited to residential customers only;
- (2) should the LIDR program incorporate seasonal differences in costs to customers and enable the Company to discount either the distribution

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- charge or the whole bill depending on the maximum potential discount to eligible customers;
- (3) should additional low-income levels be added to the program;
 - (4) should the Commission consider approving a uniform LIDR program across all regulated gas utilities in Illinois;
 - (5) is customer self-reporting income sufficient;
 - (6) what other income reporting methods could be used in determining customer eligibility; and
 - (7) what effect the approved LIDR has on the AGS market and issues of competitive neutrality.

Staff shall present a report to the Commission 60 days after the workshops conclude synthesizing the workshops and any recommended steps the Commission or the Company should take going forward.

While the Commission expects the AG's proposal to increase affordability across eligible customers, the Commission anticipates the Company could realize system benefits associated with reduced collections and customer service-related costs. The LIDR could also reduce uncollectibles and related disconnections tied to arrearages. In order to capture these various savings that could benefit all customers, AIC will need to track the LIDR's utility system impacts. AIC, Staff, and stakeholders shall use system savings information when evaluating and estimating the value LIDR provides for the Company. The Commission intends these system savings to be quantified and incorporated into Rider LICA reconciliations to adjust the under-recovery amounts consistent with AIC's realized LIDR-related system benefits. For the system savings to be included in future Rider LICA reconciliations, the Commission directs AIC to track the following information (to the extent possible):

- (1) the dollar amount of uncollectibles costs that have been reduced on an annual basis subsequent to the implementation of the AG LIDR;
- (2) the dollar amount of credit and collections costs, and any other Company costs that have been reduced on an annual basis subsequent to the implementation of the AG LIDR;
- (3) the aggregated Tier 1 (0%-50% FPL) and Tier 2 (51%-100% FPL) customer billing and arrearage data from the two years prior to LIDR implementation to assess how LIDR impacts the customer and utility system benefit analysis (prioritizing past data from only Tier 1 and Tier 2 now, but eventually tracking this information for all tiers as the discount program matures);
- (4) how AIC has marketed the availability of the LIDR to populations who might qualify for the discount;
- (5) what improvements can be made in those marketing efforts to reach more eligible customers; and
- (6) other information Staff identifies as needed for incorporating system savings into a Rider LICA reconciliation.

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AIC shall present a report with the above information to the Commission within twelve months from the date the LIDR goes into effect and every year thereafter. The report shall clearly document the level of reduced uncollectibles, credit, and collections costs, and any other reduced Company costs attributed to the LIDR. After the initial report, Staff will review and make a recommendation to the Commission as to when such system savings should be included in the Rider LICA reconciliation accounting.

The Company shall have 60 days after the Final Order is entered to develop a final estimated timeline to make the necessary changes to its system. The Company must implement these changes and its LIDR program by October 1, 2024. The report must include, but shall not be limited to the following: 1) identification of specific system changes necessary to implement the LIDR program; 2) any logistical, IT, or system barriers to implementing the program; 3) how the system changes to accommodate the LIDR program are prioritized among other existing IT and/or system upgrades and changes; and 4) implementation timelines for each discount tier, if they vary. The Commission believes that implementing the program by October 1, 2024, is imperative to ensure that Ameren's most financially vulnerable customers receive assistance as the 2024/2025 winter heating season begins. The Commission further requires the Company to submit status reports to the Commission every three months after the date of this Order until the discount program is fully implemented. These status reports shall be filed as compliance filings in this docket.

5. Rider PGA

a. AIC's Position

AIC's Rider PGA is the long-established mechanism for the recovery of all costs for gas supply services without markup. Ameren Ex. 13.0 at 4. AIC proposed no changes to Rider PGA in its direct case, which, as it relates to Rider PGA, only proposed to remove PGA revenues and PGA expenses from the test year revenues and expenses as discussed in Section IV.A.1 and in Schedule C-2.1. However, Ameren Illinois addresses PIOs' recommendation that the Commission direct the Company to propose a risk-sharing mechanism in the Company's "fuel cost adjuster docket" to provide an incentive for the Company to control the costs of gas supply. PIO Ex. 1.0 at 91.

AIC contends PIO conceded that this proposal is inappropriate to consider in the current case by recommending that it be discussed in the "fuel cost adjuster docket." *Id.* AIC further posits that it is not clear in which "docket" the Company would propose such a risk-sharing mechanism. While PIO referred to "the Company's fuel cost adjuster docket," Ameren Illinois explains that the only docket (other than a rate case) in which the Commission addresses Rider PGA is the annual reconciliation proceeding provided for by Section 9-220(a) of the Act and the language of the Commission-approved tariff. See 220 ILCS 5/9-220(a); Ill. C. C. No. 2, 2nd Revised Sheet No. 23.010. According to Ameren Illinois, given the clearly defined scope of the Commission's review in the Rider PGA reconciliation proceeding, that proceeding is not an appropriate setting in which to "thoughtfully develop[] a risk-sharing proposal for the fuel cost adjuster" as suggested by PIO. PIO Ex. 1.0 at 91.

AIC urges the Commission to reject PIOs' proposal on its merits. PIO suggest that a change to Rider PGA is needed because there is no incentive in Rider PGA "to minimize



NATIONAL ENERGY ASSISTANCE DIRECTORS' ASSOCIATION

Summary of State Utility Shut-off Moratoriums

States and utilities moved quickly to suspend utility shut-offs due to nonpayment as low-income households struggle with the loss of income due to illness and job loss as a result of COVID-19 pandemic. State-mandated suspensions on utility shut-offs due to nonpayment as a result of COVID-19 are now in place in 29 states and the District of Columbia. Four states issued moratoriums that have recently expired: Kansas, Michigan, Mississippi, and Montana. Utilities in the other 17 states have issued voluntary moratoriums.

Note: This is a list of all utility actions that NEADA is aware of at the time of release. Questions: Please contact Mark Wolfe: mwolfe@neada.org or Cass Lovejoy: Clovejoy@neada.org. Please send additions or updates with source documentation to Elizabeth Eagles: eeagles@neada.org.

Statewide suspensions (29 states & D.C.):

- *State-ordered Suspensions of Gas, Electric, and Water (29 states & DC):* Alaska, Arkansas, California, Colorado, Connecticut, District of Columbia, Hawaii, Illinois, Indiana, Iowa, Kentucky, Louisiana, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New Mexico, New York, North Carolina, Pennsylvania, Rhode Island, South Carolina, Tennessee, Texas, Vermont, Virginia, Washington, Wisconsin, Wyoming
- *Expired State-ordered Suspensions of Gas, Electric, and Water (4 states):* Kansas, Michigan, Mississippi, Montana
- *State-ordered Suspensions of Telecom (13 states & DC):* Alaska, California, District of Columbia, Hawaii, Indiana, Kentucky, Louisiana, Maine, Maryland, New Hampshire, Pennsylvania, Vermont, Washington, Wyoming
- *Expired State-ordered Suspensions of Telecom (2 states):* Kansas, Montana

States without suspensions/with voluntary suspensions (17 states):

- *States Without Mandatory Suspensions (17 states):* Alabama, Arizona, Delaware, Florida, Georgia, Idaho, Minnesota, Missouri, Nebraska, Nevada, North Dakota, Ohio, Oklahoma, Oregon, South Dakota, Utah, West Virginia
Note: Though these states have no official moratorium, all 17 of them have some form of voluntary moratorium which varies depending on the state and the specific utility provider
- *Voluntary Individual Utility Suspensions (50 states):* The Edison Electric Institute (EEI) has announced that all its member companies will voluntarily suspend disconnections in response to the pandemic. A full list of EEI member utilities is available [here](#). The American Gas Association (AGA) has announced that its member companies are committed to working with state public utility commissions to “appropriately suspend disconnecting customers from their natural gas service.” A full list of AGA members is available [here](#).

The calendar of moratorium expiration dates are as follows:

Table 1: State-ordered Utility Shut-off Moratoriums on Gas, Electric, and Water

Moratorium end date	Count of states	States
Expired	4	Kansas, Michigan*, Mississippi, Montana
27-Jun	1	Illinois
30-Jun	2	Indiana, Hawaii
1-Jul	2	Iowa**, Maryland
12-Jul	1	Colorado***
17-Jul	1	Rhode Island
25-Jul	1	Wisconsin
28-Jul	1	Washington
29-Jul	1	North Carolina
30-Jul	1	New Mexico
31-Jul	1	Vermont
31-Aug	2	Virginia, Texas
15-Nov	1	Alaska
Until end of emergency or further announcements	14	Arkansas, California, Connecticut, Kentucky, Louisiana, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, South Carolina, Tennessee, Wyoming
Until 15 days after end of emergency	1	District of Columbia
States without state-ordered moratorium	17	Alabama, Arizona, Delaware, Florida, Georgia, Idaho, Minnesota, Missouri, Nebraska, Nevada, North Dakota, Ohio, Oklahoma, Oregon, South Dakota, Utah, West Virginia
Total	51	

*Only had a shutoff moratorium on water

**Municipal utilities/electric cooperatives resumed disconnections on May 28; investor-owned utilities rate-regulated by IUB resume disconnections on July 1

***Executive order waves reconnection fees and orders payment assistance plans

Table 2: Proportion of U.S. Population Covered by Gas, Electric, and Water Moratoriums

	# of U.S. population	% of U.S. population
With state-ordered moratorium	220,956,276	67.3%
Without state-ordered moratorium/ with expired moratorium	107,283,247	32.7%



LARA MPSC

Low-Income Energy Policy Board

Low-Income Energy Policy Board

The Low-Income Energy Policy Board (LIEP Board) was formed after the Commission's directive to establish an advisory committee ([Case No. U-20757 order](#)) to guide and coordinate the work of the Energy Affordability and Accessibility Collaborative ([EAAC](#)) and Energy Waste Reduction Low-Income Workgroup ([EWR-LI](#)). It broadens participation of historically marginalized communities and coordinates efforts with the Governor's task forces to develop cohesive policies across state agencies. The LIEP Board functions to cross-pollinate policy and provide coordination, communication, decision making, and planning that is informed by the work of the EAAC and EWR-LI subcommittees.

The purpose of the LIEP Board is to guide the process of assessing energy affordability and accessibility holistically, especially through linking energy waste reduction services and energy assistance programs. It does this by focusing on three policy pillars including: Customer Centered Engagement & Coordination, Affordability & Customer Protections, and Low-Income Energy Waste Reduction With an overarching goal of **reducing the number of households with unsustainable energy burdens**, the LIEP Board has embraced the following values:

- We value affordability and inclusion in policy actions that create measurable impact.
- We achieve positive outcomes that impact home energy security, health, housing, and a healthy climate.
- We build solutions through collaboration and diversity of representation, input, experience, and knowledge.
- We act with respect, transparency, and integrity.

Low-Income Energy Policy Summit

The Commission also approved a low-energy policy summit which was held November 3, 2022. To encourage additional stakeholder input into these strategies, the MPSC held virtual report-out sessions on January 17 and 19, 2023. Thank you to those who provided comments and feedback.

[Plenary Session Recording](#)

[Affordability and Customer Protections slide deck](#)

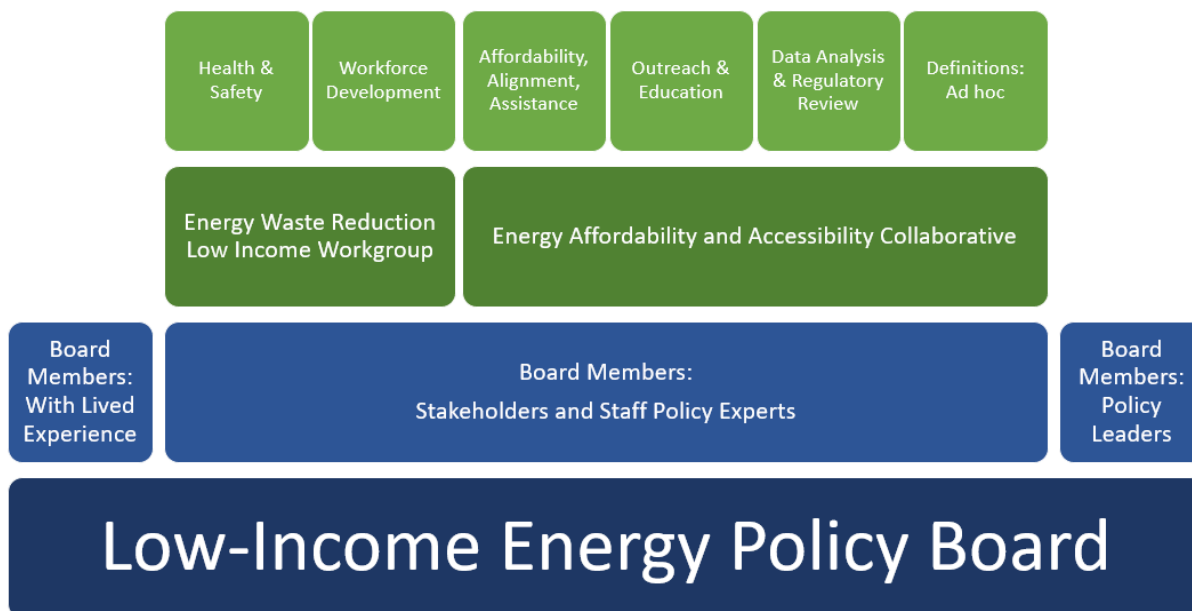
[Affordability and Customer Protections Session Recording](#)

[Customer Centered Engagement and Coordination Strategies slide deck](#)

[Customer Centered Engagement and Coordination Strategies Session Recording](#)

[Energy Waste Reduction and Weatherization Strategies slide deck](#)

[Energy Waste Reduction and Weatherization Strategies Session Recording](#)



Board Members

Led by:

- Armstrong, Anne – MPSC, EAAC leader
- McNeally, Andrew – Energy Efficiency Program Administrator, Upper Peninsula Power Company (UPPCO)

Centered on stakeholder leaders of the EWR Low-income Steering subcommittee and EAAC subcommittees:

- Bunch, Rick – 5 Lakes Energy; Michigan Municipal Association for Utility Issues (MI-MAUI)
- Blizman, Alexis – Ecology Center
- DuBose, Briana – EcoWorks Detroit
- Kushler, Martin – ACEEE (American Council for an Energy Efficient Economy)
- Leahy, Patrick – SEMCO Energy Gas Company
- Grieco, Kasey – Superior Watershed
- Parker, Briana – Elevate
- Randall, Wende – Kent County Essential Needs Task Force (ENTF)

Inclusive of those with lived experience:

- Gant-Jordan, Synia
- Touré, Marie

Enhanced with policy leaders from agencies and task forces:

- Connolly, Cory – Department of Environment, Great Lakes, and Energy
- Denson-Sogbaka, Nicole – Department of Health and Human Services
- Eubanks, Rachael A. – Department of Treasury
- Guilfoyle, Jeff – Department of Treasury
- Hammoud, Hassan – Michigan Association of United Ways and Michigan 2-1-1
- Rose, Kelly – Michigan State Housing Development Authority
- Sasy, Ninah – Department of Health and Human Services -Social Determinants of Health Strategy

- Schoenow, Kris – Bureau of Community Action and Economic Opportunity, Department of Health and Human Services”
- Slaughter, Derrell – National Resource Defense Council; Governor’s Council on Climate Solutions

Supported by Commission staff resource experts:

- Braunschweig, Elaina – Analyst, Regulated Energy Division
- Curtis, Jamie – Grant Administrator, Michigan Energy Assistance Program
- Forist, Christina – Manager, Compliance and Investigation Section
- Gould, Karen – Manager, Energy Waste Reduction
- Holley - Voelker, Reka – Manager, Communications Section
- Jones, Shatina – Diversity, Equity, and Inclusion Officer
- Rittenhouse, Amy – Communications Specialist
- Thelen, Jake – Departmental Specialist, Compliance and Investigation Section
- Wilkins, Mary – Departmental Specialist, Customer Assistance Division

Meeting Dates

The regular cadence of meetings takes place on the fourth Monday of the month from 10:00 -11:30 AM. Meetings will be conducted via teleconference unless otherwise stated. Please find remote access information for upcoming meetings on our [calendar of events](#).

December 4, 2023

[Agenda](#) | [Presentation](#) | [Recording](#)

September 25, 2023

[Agenda](#) | [Presentation](#) | [Recording](#)

August 28, 2023

[Agenda](#) | [Presentation](#) | [Recording](#) | [Intersectionality of Housing and Weatherization/EWR Presentation](#) | [Intersectionality of Housing and Weatherization/EWR Recording](#)

July 24, 2023

[Agenda](#) | [Presentation](#) | [Recording](#) | [Energy Equity Gap Presentation](#)

June 26, 2023

[Agenda](#) | [Presentation](#) | [Recording](#) | [Equity and Reliability Panel Discussion](#)

May 22, 2023

[Agenda](#) | [Presentation](#) | [Recording](#)

April 24, 2023

[Agenda](#) | [Presentation](#) | [Recording](#) | [MI Healthy Climate Plan Recording](#)

March 27, 2023

[Agenda](#) | [Presentation](#) | [Recording](#) | [Energy and the Social Determinants of Health Presentation](#)

February 27, 2023

[Agenda](#) | [Presentation](#) | [Energy Equity Framework Presentation](#) | [Energy Equity Framework Recording](#)

January 30, 2023

[Agenda](#) | [Presentation](#)

December 5, 2022

[Agenda](#) | [Presentation](#)

November 28, 2022

No Meeting

October 24, 2022

[Agenda](#) | [Presentation](#)

September 26, 2022

Working Session

August 22, 2022

[Agenda](#) | [Presentation](#)

July 25, 2022

[Agenda](#) | [Recording](#) | [Presentation](#)

June 27, 2022

[Agenda](#) | [Recording](#) | [Presentation](#)

May 23, 2022

[Agenda](#) | [Recording](#) | [Presentation](#)

April 29, 2022 Kickoff

[Agenda](#) | [Recording](#) | [Presentation](#) | [Minutes](#)

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To sign up for updates or to access your subscriber preferences, please enter your contact information below.

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MPSC kicks off implementation of changes made to Michigan's energy laws in 2023

Copyright State of Michigan

Affordability, Alignment, and Assistance Subcommittee 10/3/2023

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

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

Kasey Grieco (SWP MEAP Grantee—Asst. Program Manager) kgrieco@superiorwatersheds.org



*Meeting presentations, recordings, and materials are shared on the EAAC website in the [AAA section](#)

Agenda

1

**Review
Subcommittee
Charge and Goals**

2

**Objective 2:
Consumers
Energy
Presentation on a
Low-Income Cost-
of-Service-Study
Subclass**

3

**Discussion/Q & A
on the
Presentation**

4

Next Steps

Overarching Charge of the Energy Policy Board

1

The overall goal of the work of the EAAC is to define and ensure energy affordability, accessibility, and security/self-sufficiency in collaboration with the EWR-LI and the LIEPB (its advisory organization) as stated by the Commission through Case No. U20757.

2

To build on these directives, the LIEPB set their primary purpose as “guiding the process of assessing energy affordability and accessibility holistically, especially through linking EWR services and energy assistance programs.”

3

They set as their overarching goal “to reduce the number of households with unsustainable energy burdens.” All work of the Board, EAAC, and EWR-LI Workgroup flowed from this purpose and goal.

Shared Goals of the Subcommittee



To promote energy affordability.



To support program alignment for ease of access and use, effectiveness of administration, and evaluation.



To evaluate and improve systems of energy assistance.

Guiding Principles

The ideal system/program design should achieve this while also:

- **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

Proposed 2023-2024 AAA Charge p. 58— Awaiting Commission Approval

Initiate a stakeholder discussion of DTE's report on the enrollment of customers in the LIA credit program and submit a report and recommendations to the Commission.

Discuss the LIA/RIA enrollment assignment, enrollment cap, and best use/program pairings.

Evaluate the feasibility of a low-income customer subclass in the Cost-of-Service-Study (COSS)

Develop a proposal for an energy affordability standard and how the standard can be integrated into the regulatory environment.

Evaluate and make recommendations regarding PIPPs. (2024)

Objective 2

Evaluate the feasibility of a low-income customer subclass in the Consumers Energy Electric Cost-of-Service Study (“COSS”)

Purpose of this Presentation

- ❑ The AAA has been reviewing ways to fulfill MCL 460.11 (2), which authorizes low-income rates (Appendix 1), by means of analyzing the current RIA and LIA credits.
- ❑ Another directive from the Commission was to evaluate the feasibility of a Consumers Energy cost-based low-income electric cost of service study, which is relevant to the above legislation.
- ❑ After this presentation, we will have outlined different possibilities to fulfill this legislation and can make an informed recommendation to the Commission on RIA/LIA credit reform.

Consumers Energy Low Income COSS

Overview for EAAC, AAA Subcommittee
October 3, 2023

Agenda

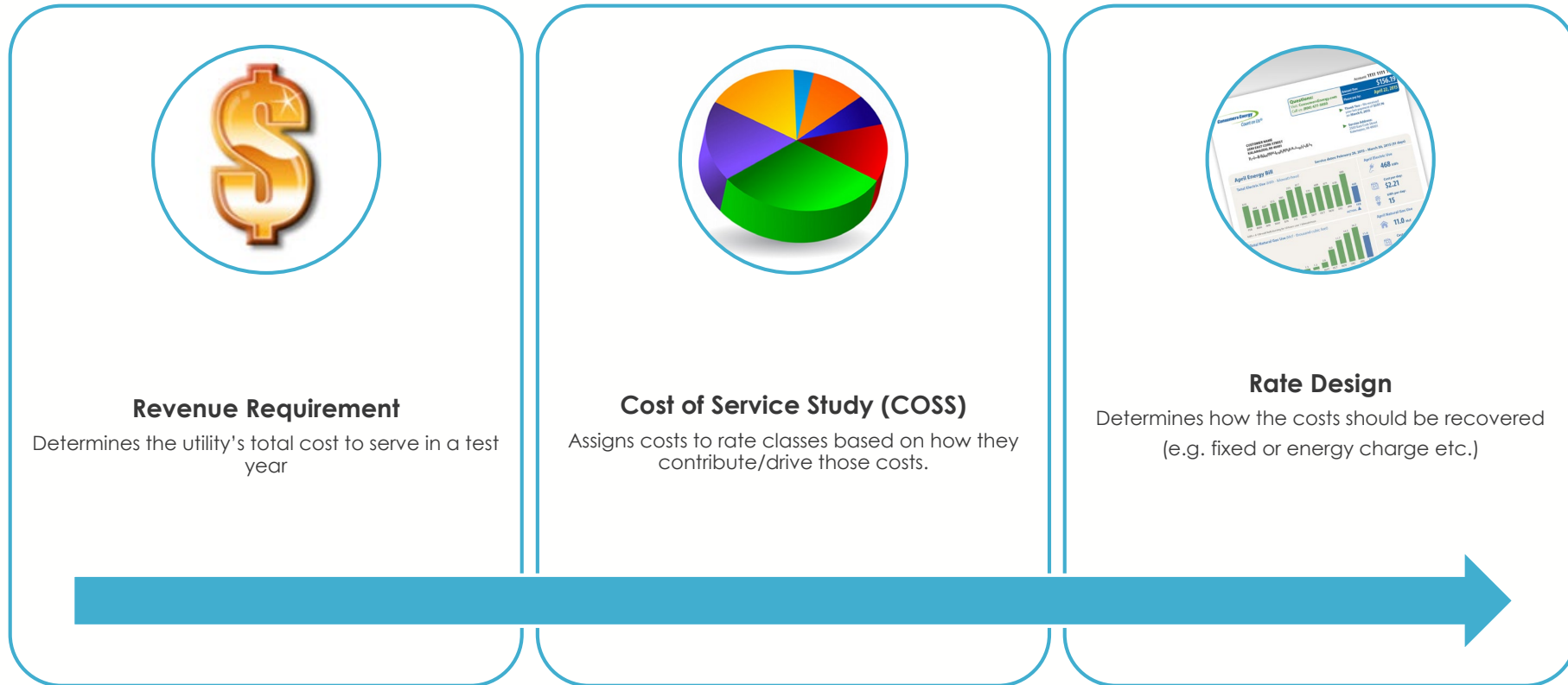
- 1) Background
- 2) Ratemaking Process
- 3) Study Design
- 4) Study Results
- 5) Summary of Key Findings

Background

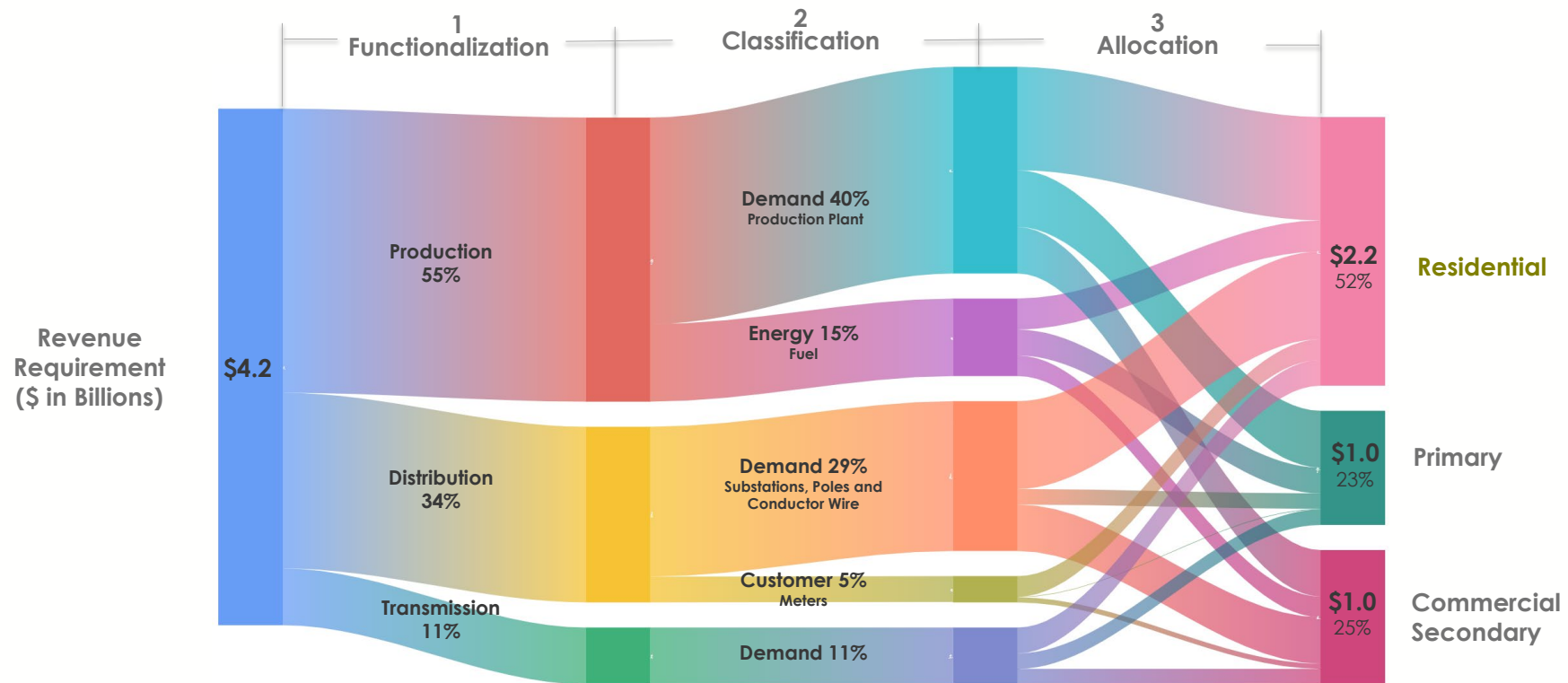
“The Commission agrees with the ALJ that all parties made valid points and ultimately the Commission agrees that a COSS with a low-income customer subclass may be beneficial and recommends the company include a low-income customer subclass in the COSS for the EAAC in Case No. U-20757, but does not require it for the company’s next general electric rate case.”

Case No. U-20963 December 22, 2021 Final Order (Page 402-403)

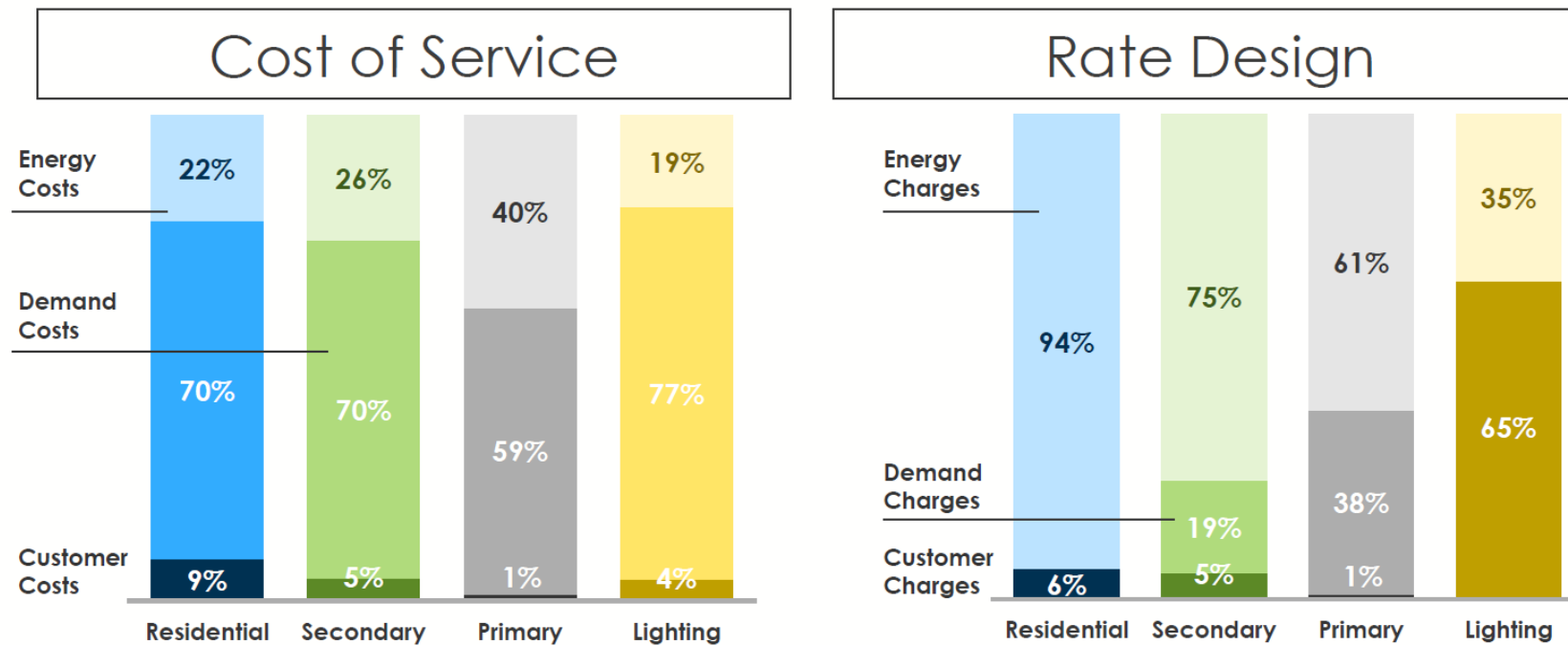
Ratemaking Process



What is a COSS?



Differences exist in how costs are allocated in the COSS and how rates are designed



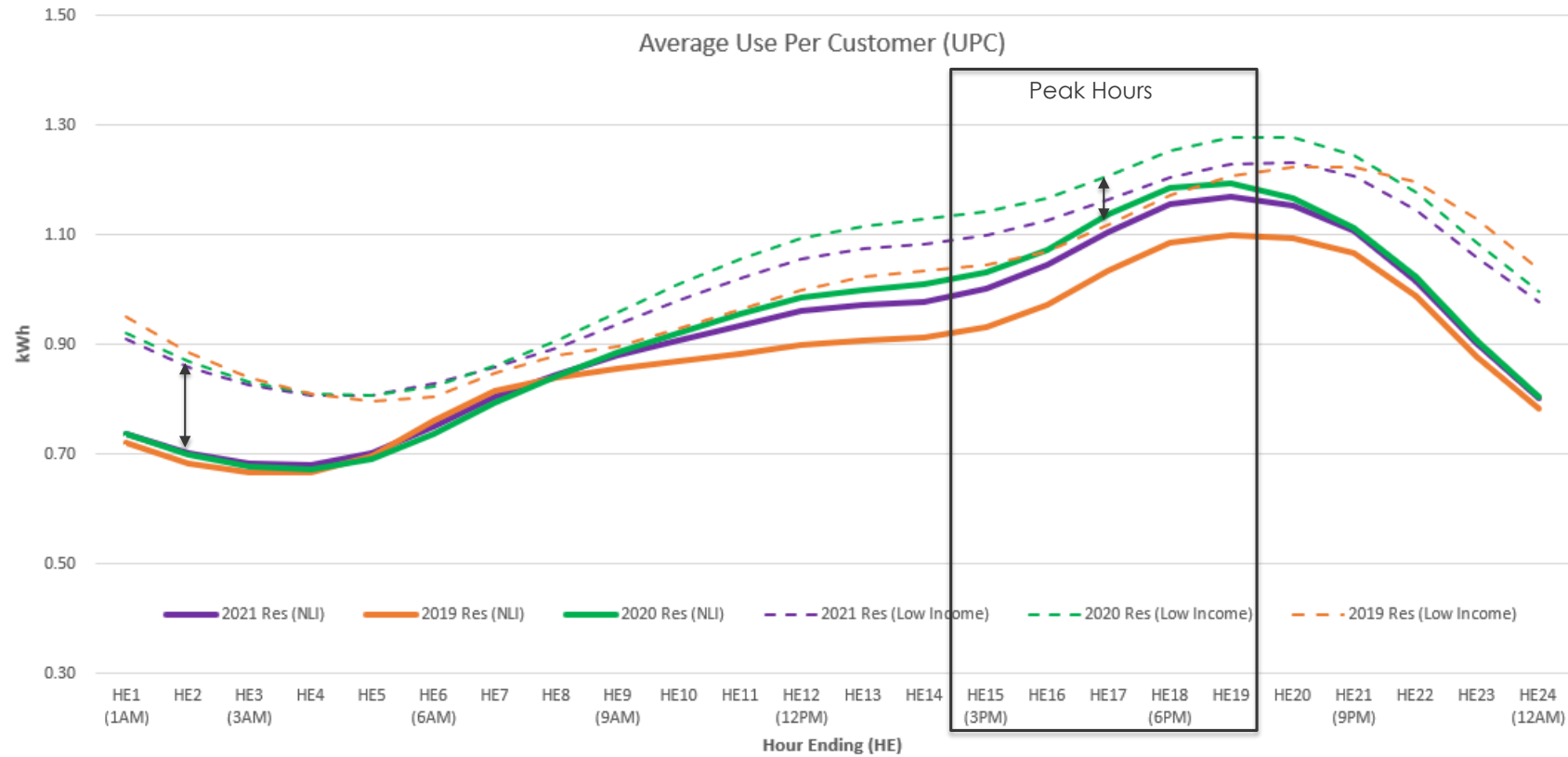
Residential Rate Design

- Four residential rate options – RSP, RSH, RPM, RSM
 - **Summer Peak (RSP)** is the default rate with summer on-peak period, 2pm-7pm
 - **Smart Hours (RSH)** has the same on-peak period as RSP, but year round
 - **Nighttime Savers (RPM)** is the same as RSH, but adds a super off-peak period from 11pm-6am
 - **Non-Transmitting Meters (RSM)** is the former default rate and is now used for smart meter opt-out or non-transmitting locations
- Life Line Credits – senior citizen and low-income monthly credits
 - \$30/month for Low-Income Assistance Credit (LIAC) and \$8/month for Residential Income Assistance (RIA) credit
 - \$11.5M total (as filed) for low-income credits in pending case allocated to all rate schedules using the total COSS results

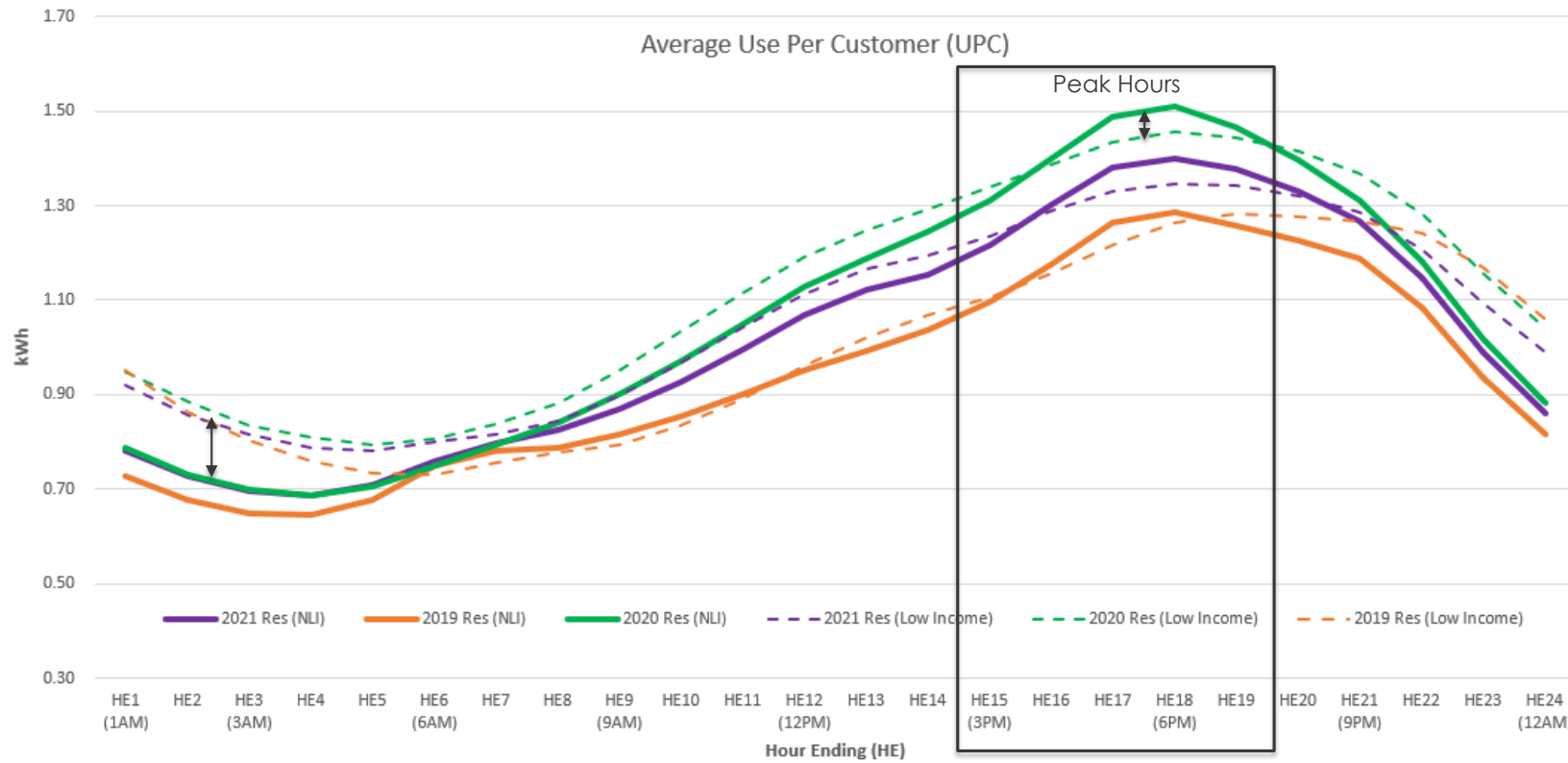
Low Income COSS: Study Design

- Started with COSS filed in Case No. U-21389
 - Load Study Years: 2019-2021
 - Test Year: March 1, 2024 - February 28, 2025
- Worked with Load Study Vendor (DNV) to develop Load Profiles (2019-2021) for Residential Low Income and Non-Low Income (NLI).
- Low Income defined as customers taking RIA or LIAC

Load Study Results: Total



Load Study Results: Summer Weekday



Load Study Results: Key Allocators

Production	Primary Cost Type	Non-Low Income				Low Income				VAR
		2019	2020	2021	AVG	2019	2020	2021	AVG	
4CP Demand	75% Production (Generation) Capacity	6.8	7.5	7.1	7.1	6.3	7.1	6.6	6.7	-7%
Total Energy	25% Production (Generation) Capacity	7,703	8,138	8,024	7,955	8,787	9,157	8,899	8,948	12%
12CP Demand	Transmission Expense	15.6	16.9	16.7	16.4	16.4	17.5	17.2	17.0	4%
Seasonal Energy	Fuel and Purchased Power Expense									
Off-Peak Hours (Summer)		1,393	1,468	1,483	1,448	1,530	1,590	1,566	1,562	8%
On-Peak Hours (Non-Summer)		2,403	2,467	2,452	2,441	2,819	2,856	2,797	2,824.2	16%
Off-Peak Hours (Non-Summer)		2,504	2,535	2,527	2,522	3,018	2,999	2,953	2,990	19%
Critical On-Peak Hours (Summer)		405	496	455	452	399	489	447	444.9	-2%
Mid-Peak Hours (Summer)		997	1,172	1,108	1,092	1,023	1,223	1,135	1,127	3%
Distribution	Primary Cost Type									
Customer	Meter/Service Plant & Customer Service Expense	1,563,438	1,558,119	1,545,479		47,882	71,911	97,163		
Class Peak	Nearly all Other Distribution Plant and Exp	2.1	2.4	2.2	2.2	2.0	2.1	1.9	2.0	-11%
SIMD	NOT USED	5.7	6.0	6.6	6.1	5.9	5.8	6.3	6.0	-2%

Summary of COSS Results

Filed U-21398

	Total Residential	Non-Low Income	Low Income		
Distribution: Demand Related Cost	\$ 929,150	\$ 874,068	\$ 52,321		
Distribution: Customer Related Cost	\$ 179,947	\$ 168,633	\$ 11,274		
Production Cost	\$ 1,190,785	\$ 1,112,273	\$ 76,461		
Total Cost (000)	\$ 2,299,882	\$ 2,154,974	\$ 140,057		
Full Service MWH Sales	12,559,141	11,698,027	861,114		
Customers	1,662,850	1,557,791	105,059		
MWH Use Per Customer	7.553	7.509	8.196		
				Annual	Monthly
Total Cost Per Customer	\$ 1,383	\$ 1,383	\$ 1,333	\$ 50	\$ 4
Total Cost Per MWH	\$ 183	\$ 184	\$ 163	\$ 22	\$ 2
				LIAC Credit (Per Customer)	\$ 360 \$ 30
				RIA Credit (Per Customer)	\$ 96 \$ 8

Low Income COSS: Rate Design

- Used proposed rate design in pending case
- Designed low income RSP rate
- Removed low income credits from Non-Low Income rate design

- No impact for the Non-Low Income Customer
 - \$125/month average bill under proposed rates and low income COSS

- \$5/month lower average bill for the Low Income Customer than the average residential customer (excluding credits)
 - \$120/month average bill with low income COSS

- With proposed rates, the average Low Income Customer bill is \$135/month (excluding credits)
 - Higher average total energy consumption for low income customers offsets slightly lower on-peak usage

Key Findings & Conclusions

- Low Income customers are larger energy users but consume less during summer peak times.
- COSS results (and resulting rates) could materially change based on chosen allocators and load study results.
- The Company does not believe that COSS should be the basis for determining low Income credits.

Appendix: Acronyms

COSS: Cost of Service Study

RD: Rate Design

RIA: Residential Income Assistance

RSP: Residential Summer On-Peak Basic Rate

LIAC: Low Income Assistance Credit

LI: Low-Income

NLI: Non-Low Income

TOU: Time of Use rates

Appendix: MCL 460.11

460.11 Establishment of electric rates; establishment of eligible low-income customer or senior citizen customer rates; public and private schools, universities, and community colleges rate schedules.
Sec. 11.

(1) Except as otherwise provided in this subsection, **the commission shall ensure the establishment of electric rates equal to the cost of providing service to each customer class.** In establishing cost of service rates, the commission shall ensure that each class, or sub-class, is assessed for its fair and equitable use of the electric grid. If the commission determines that the impact of imposing cost of service rates on customers of an electric utility would have a material impact on customer rates, the commission may approve an order that implements those rates over a suitable number of years. The commission shall ensure that the cost of providing service to each customer class is based on the allocation of production-related costs based on using the 75-0-25 method of cost allocation and transmission costs based on using the 100% demand method of cost allocation. The commission may modify this method if it determines that this method of cost allocation does not ensure that rates are equal to the cost of service.

(2) Notwithstanding any other provision of this act, the commission may establish eligible low-income customer or eligible senior citizen customer rates. Upon filing of a rate increase request, a utility shall include proposed eligible low-income customer and eligible senior citizen customer rates and a method to allocate the revenue shortfall attributed to the implementation of those rates upon all customer classes. As used in this subsection, "eligible low-income customer" and "eligible senior citizen customer" mean those terms as defined in section 10t.

Reminders Before our Discussion



Use the raise hand function
in Teams to speak



Be respectful of diverse
input



Voice dissent in a
productive and respectful
manner

Next Steps



Next Meeting:

Discuss how today's presentation impacts our current objectives.



Data:

RIA/LIA data collection will soon take place to support recommendations to the Commission.



Goals:

We are currently working on directives that have been directed to the EAAC through Commission orders.



Leadership:

Come to us with any concerns or ideas!

Appendix 1: Authorizing Legislation: MCL 460.11 (2)

“Notwithstanding any other provision of this act, the commission may establish eligible low-income customer or eligible senior citizen customer rates. Upon filing of a rate increase request, a utility shall include proposed eligible low-income customer and eligible senior citizen customer rates and a method to allocate the revenue shortfall attributed to the implementation of those rates upon all customer classes. As used in this subsection, ‘eligible low-income customer’ and ‘eligible senior citizen customer’ mean those terms as defined in [section 10t](#).”

RIA Enrollment Process

MDHHS: Customer at or below 150% FPL applies for and receives a SER after receiving a past due energy bill notice.

Treasury: Customer at or below 110% FPL fills out the supplemental tax form to receive the HHC

Customer info and bill payment assistance amount is sent to the customer's utility to apply a payment/credit to their bill.

All SER/HHC customers with participating utilities automatically receive additional RIA bill reduction equal to the amount of the monthly service charge (≈\$5-\$16) for the next 12 months.

• After 12 months, the customer will need to either receive a new SER/HHC or self-attest to being income-eligible to continue receiving the credit.

For select utilities, a limited number of company-selected customers are chosen to receive the LIA instead of the RIA to provide greater payment assistance (\$30-\$40/month).

RIA Self-Attestation Process

Customer reaches out to their participating utility and requests the RIA.

Participating utilities are required to offer a self-attestation form and may request eligibility proof.

- 150% or below the FPL, Medicaid, SNAP, SER, HHC, MEAP

Approved customers with participating utilities receive RIA bill reduction equal to the amount of the monthly service charge (~\$5-\$16) for the next 12 months.

- After 12 months, the customer will need to either receive a SER/HHC or self-attest to being income-eligible to continue receiving the credit.

For select utilities, a limited number of company-selected customers are chosen to receive the LIA instead of the RIA to provide greater payment assistance (\$30-\$40/month).

Key Takeaways:

- ❑ Anyone who is identified as eligible for the RIA receives it
- ❑ RIA eligibility determination is simple if a customer already applied for and received SER or HHC.
 - Data release/privacy prevents auto-enrollment for Medicaid and SNAP recipients.
 - Some SER applicants are RIA-eligible but not SER-eligible
- ❑ Utility personnel costs are greater when RIA/LIA customer eligibility is confirmed through self attestation.
 - Self-attestation increases accessibility and decreases customer application burden
 - Many customers do not want utilities to hold personal data
- ❑ How are customers being notified when their RIA is about to expire? And do they know how to handle that?

Category	Pain Point/Inefficiency	Recommendation/Proposed Solution	Current Status: Already exists/In process/Needs implementation	Mechanism for Change i.e. policy, legislative, administrative rules
Accessibility	Asset limits for SER creates a system of households that are denied, yet still may be eligible for other programs.	Capture denied SER households and refer them to RIA and EWR; how can MEAP be leveraged for this purpose without SER eligibility	Partially in December Report	MEAP/DHHS process
Accessibility	A lot of additional information/documentation required for DHHS application			
Accessibility	"Home energy assessment" might be an intimidating term for customers	Changing the term "home energy assessment" to "energy insight report" can increase uptake—less intimidating	Utilities have not noticed difference in uptake. Recommendation is likely unnecessary.	Utilities
Accessibility	Different forms of assistance have different applications	Standard application for assistance	Brought up at Policy Board Summit—have to see where this recommendation would lie	Low-Income Energy Policy Board: DHHS and Treasury need coordination. Need attestation form at end of SER, Medicaid, and SNAP applications
Accessibility	Some people are embarrassed of their homes or do not trust someone to enter to perform a home energy assessment	Utilities handle virtual assessments for EWR since some people are not comfortable with others in their home	December Report 2022	Process change--division of labor
Accessibility	Customers and Energy Assistance providers may not know how to access assistance or what is available. The utilities work from a list of those who receive other public benefits. Not all low-income households actively seek out public benefits, leaving the potential for missing low-income households who need the assistance and are eligible to receive credits.	Utilities should advertise assistance options on their website in a uniform fashion with a link to the MPSC assistance page	December Report 2022	Website reworking
Accessibility	Customers with disabilities are not properly accommodated or given all protections they need especially during power outages. Some of these issues are related to landlords			
Accessibility	Reaching underserved communities	In outreach group's priorities	In outreach group's priorities	
Accessibility	utility credits (mostly LIA) do not have equity framework, but could. Currently given to those receiving APPs or used to subsidize MEAP		U-20836 Commission order decision	
Accessibility	Customers denied SER have found it difficult to find resources they need or instructions on what to do after the denial	MI Bridges should have a more specialized resource site/information about what to do after a SER denial based on the reason for the customer's denial. Ensure MEAP grantee referral is one option.	December Report 2022	
Affordability	Arrearage management			
Affordability	Fixed payment programs		Already exists: APPs and PIPP pilots. Constrained by funding	
Affordability	Streamline design			
Affordability	Customers with medical equipment cannot always qualify for APPs because they cannot reduce usage under a certain point	Need more flexibility in program requirements for customers who have to have higher usage for medical equipment. Need to also get MEAP grantees to put these customers on other assistance	PIPP In progress--Staff	
Affordability	Need more forms of propane assistance	Staff has met with the MI propane association to coordinate better		
Alignment	Difficulty in identifying and auto-referring across programs to benefit low-income energy assistance programs.	Align the income eligibility for the different programs		Legislative
Alignment	FPL is antiquated method of determining need. Newer data suggests using Area Median Income or ALICE criteria.	FPL/AMI/ALICE – aligning criteria	In progress--Staff	Some legislative. Few programs allow AMI
Alignment				
Eligibility	Household income fluctuates and is not always representative of income households readily have available consistently.	Eligibility lookback periods (90 days, 30 days, others 3 months)	Already exists for SER--DHHS projects next month of income instead of just looking back and have no categorical eligibility. HHC is based on tax year and is more restrictive. Needs more discussion	HHC would have to have a non-tax return option

Eligibility	"Prevention may cost less than assisting in crisis". Requiring households to be in crisis means that households may sacrifice other basic needs to pay for energy. These households, while averting a utility crisis, is now slipping through the safety net of services designed to protect basic needs. Additionally, from a self-sufficiency perspective, crisis is the worst time to engage households in longer term prevention.	Eligibility prior to crisis	Discussions among Staff	Either legislative change, reallocating more funds to prevention, or invasive to privacy
Eligibility	Households in Michigan have high energy burdens (greater than 6% of household income). Many Asset Limited Income Constrained Empoloyed (ALICE) households can't afford utilities.	Expanding what defines low-income; opportunity for going further		Legislative
Eligibility	Verficiation Simplification			
Eligibility	Customers who are on protection plans accrue high arrears and are not allowed to receive a SER, since the are not at risk of shutoff	DHHS should redefine crisis for their energy programs (SER & MEAP) to include critical care or medical hold customers with accruing arrears or those with documented health and safety EWR deferrals.	December Report 2022	
Eligibility		Consider HHC approval for MEAP eligibility	December Report 2022	
Eligibility		Define crisis within DHHS to be income-based instead of crisis-based		DHHS
Eligibility	Customers with old bills or no billing history cannot always qualify for assistance and MEAP grantees struggle to assist these customers.	Assist customers with old bills or no billing history to obtain housing and new utilities at a new address by considering a client (not a concurrent customer) eligible for assistance with establishing service per a documented referral from the Housing Assessment and Resource Agency (HARA – per MSHDA criteria).		
Process	Customers and Energy Assistance providers do not know about or how to enroll in utility credits, which limits accessibility.	1. improve website information and link to MPSC Get Help page. 2. Notify MEAP grantees of utility credits and MPSC assistance website. 3. When DHHS provides utilities with a list of SER/HHC recipients, they should provide a second list of confirmed income-qualified customers (≤150% FPL) who were denied SER for non-income reasons (and refer those customers to MEAP grantees). And/or add a standardized utility self-attestation form to the end of Medicaid, SNAP, and SER applications (or after the approval stage) to facilitate a more automatic RIA enrollment for Medicaid and SNAP and for those who may be approved for SER (or are income qualified) but did not receive a payment so they do not appear in utility systems as income-qualified.	December Report 2022	Training caseworkers and customer service reps to triage customers better-- give them a better roadmap of assistance options
Process	Utilities and MEAP grantees cannot see if each other have performed EWR services/outreach to a customer, which can lead to wasted, overlapping efforts	Need central platform between MEAP and utilities to see services performed/assistance offered to a customer	December Report 2022	IT upgrades
Process	Non-MEAP/SER/HHC customers are not receiveing EWR outreach	Customers who self-attest to RIA should receive an EWR referral and be treated the same as SER & HHC recipients (from a utility perspective) in terms of outreach and services offered where applicable.	December Report 2022	Process change
Process	Sometimes those in need wait until they are in crisis to seek out access to low-income programs, since they may not know about non-crisis assistance.	Proactive outreach to past recipients by MEAP grantees and utilities	December Report 2022	Process change
Process	MEAP grantees and other agencies are not aware of all protection and assistance offerings	MPSC website		Need to notify 211 and MEAP grantees of new website
Process	How do we increase uptake of EWR services?	Schedule customers in crisis for EWR right on the phone—or institute an online scheduler	December Report 2022	Process change
Process	Some caseworkers might not be passionate about EWR being effective, and if they don't believe in its effect, then they might not convince customers of its importance	Train caseworkers/staff to believe in EWR—can increase quality of referrals. Have them do an energy assessment on their home or see one happen	December Report 2022	Process change
Process	Debt is being sold to collection agencies. This is unregulated. Look into cost benefit of this--Jackson Koeppel/Gloria Lowe with Soulardarity			
Process	People need to be able to monitor their usage to manage it	Apps to track usage		

Process	People have to wait for their SER to expire after 30 days and reapply just to get energy/EWR services through SER because getting the energy assistance is often dependent on paying co-pays for other services ----angela sterner and Kasey Mcneally	Eliminate co-pays for non-income reasons for SER denial & don't make energy-assistance co-pays dependent on water, roof, window or other co-pays if the bills are separated out. Try to eliminate co-dependency within SER	December Report 2022	DHHS
Process	EWR referrals are sometimes made to the incorrect utility	There is an issue with MEAP/utility communication when referring EWR services to the correct utility/place. There is a training opportunity to collect as much information about an appliance/EWR need as possible potentially with a questionnaire checklist, so the referral is made correctly		
Process	SER interview scheduling is slow and doesn't assist customers fast enough	Communicate/track the approval stage better and allow customers to choose their appointment time	December Report 2022	

Recommendations based on the following categories:

- a.Short-term policies or procedures that can be put into place within the next 3-6 months that will help those in poverty to help access programs that can benefit them;
- b.Medium- and – longer term policies or procedures that can help to positively affect the ALICE rate within the next 6-18 months. These may include longer term goals that need legislative approval; and

Level of Difficulty to Change	Timeframe for Completion - Short-term, Medium-term or Long-term	Specific timeframe (in months)	Next Steps	Budget Costs	Potential Barriers/Challenges to Implementation	Potential Positive Impacts
Low						Improved access to all benefits low-income households may be eligible for.
low						
Medium						
Not difficult						Potential to ensure 100% of low-income households take advantage of this credit.
High						Low-income households have improved access to beneficial programs.
High--SER was chosen to use 150% FPL instead of 60% AMI to align with MEAP for a streamlined design. Would have to change other legislation for other programs					Requires legislative change?	"more inclusive" access to low income programs for ALICE families that fall off the benefits cliff and are put into a cycle of crisis after crisis, without being eligible for assistance.
-----					Resources to implement	More accurate reflection of household financial instability and the need for utility assistance programs.

High					Federal requirements.	"May reduce costs"; May result in fewer disconnections
High					Limited funding and assuring that assistance goes to the households that need it most	Expanded eligibility
Low						Potential to ensure 100% of low-income households take advantage of this credit.
Medium					Funding	
low						
Medium					Staff capacity issues	
Low						
MEdium					Changing opinions or level of caring can be difficult	

Program	Avg Annual Households Served 2019-2021	Avg Annual Funding	Cost per customer	Benefit per customer
LIHEAP	340,000	\$164,000,000.00	10% DHHS administrative and planning costs	
<i>LIHEAP-State Emergency Relief</i>	80,000	39%		\$879.00
<i>LIHEAP-Home Heating Credit</i>	290,000	39%		\$183.00
<i>LIHEAP-Weatherization</i>	500-1,500	7%		15-40% reduction in fuel usage
MEAP (2022)	56,047	\$50,000,000.00	\$892.11	
<i>MEAP One-time</i>	17,075	\$15,746,475.68		\$922.19
<i>MEAP Assurance 16 (LIHEAP)</i>	43,000	\$5,000,000.00	\$116.28	Services provided
<i>MEAP APP</i>	30,153	\$24,904,921.71		\$825.95
RIA	233,000 accounts	Uncapped	unknown	\$8-15 per month equal to the monthly customer charge
LIA	78,000 accounts	apped based on utility	unknown	\$30-40 per month
PIPP Pilots		1.5 million CE		
Winter Protection Program		N/A		
Shut-off Protection Program		N/A		
Medical Emergency Shut-off Protection		N/A		
Critical Care Shut-off Protection		N/A		
Winter Senior Protection Program		N/A		
Military Protection Plan		N/A		

*Incomplete utility data was removed from this sheet in order to not affect calculated percentages. Calculated percentages reflect reality, but totals don't necessarily include all utilities.

Data Request	Combined				Electric				Natural Gas			
	FY18 - C	FY19 - C	FY20 - C	FY21 - C	FY18 - E	FY19 - E	FY20 - E	FY21 - E	FY18 - NG	FY19 - NG	FY20 - NG	FY21 - NG
Non-Governmental Agency Assistance:												
Total number of customers who received at least one agency payment (non-APP)	3,618	15,353	27,942	42,211	679	8,979	20,615	26,538	2,939	6,374	7,327	15,683
Late payment 1-12 billing months after payment	2,792	13,015	21,357	31,305	537	7,797	15,501	21,689	2,255	5,218	5,856	9,616
Late payment 13-24 billing months after payment	1,966	9,690	17,337	15,751	389	5,814	12,526	11,428	1,577	3,876	4,811	4,323
Shutoff notice 1-12 billing months after payment	2,490	8,659	15,390	25,118	360	5,050	11,640	17,997	2,130	3,609	3,750	7,121
Shutoff notice 13-24 billing months after payment	1,760	6,070	13,330	11,798	274	3,660	9,866	8,455	1,486	2,410	3,464	3,343
Affordable Payment Plans (MEAP or non-MEAP, e.g. CARE, LSP, NAP, and/or EASE):												
Total number of customers who received at least one APP payment	45,014	56,136	21,671	20,850	33,917	38,185	13,254	10,269	11,097	17,951	8,417	10,581
Total number of APP customers who completed the plan without defaulting for non-payment	33,111	44,438	18,676	16,667	23,696	30,517	11,416	9,354	9,415	13,921	7,260	7,313
Total number of APP customers who successfully completed the plan who then sustained service (not been disconnected) for 12 billing months post-APP graduation without receiving any energy assistance	4,545	15,342	#VALUE!	#VALUE!	3,770	10,691	2,738	#VALUE!	775	4,651	#VALUE!	#VALUE!
Total number of APP customers who successfully completed the plan who then sustained service (not been disconnected) within 13-24 billing months post-APP graduation without receiving any energy assistance	10,634	21,542	#VALUE!	#VALUE!	9,612	16,715	#VALUE!	#VALUE!	1,022	4,827	#VALUE!	#VALUE!
Total number of APP customers who successfully completed the plan who then sustained service (not been disconnected) for 12 billing months post-APP graduation with support (e.g. SER, HHC, MEAP, or utility credits)	9,481	12,298	4,785	#VALUE!	8,400	9,648	2,827	#VALUE!	1,001	2,650	1,958	#VALUE!
Total number of APP customers who successfully completed the plan who then sustained service (not been disconnected) within 13-24 billing months post-APP graduation with support (e.g. SER, HHC, MEAP, or utility credits)	3,632	5,908	#VALUE!	#VALUE!	2,811	3,546	#VALUE!	#VALUE!	821	2,362	#VALUE!	#VALUE!
Total number of APP customers who successfully completed the plan but have since been disconnected due to nonpayment	635	1,199	882	71	416	650	549	31	219	549	333	40
State Emergency Relief:												
Total number of customers who received an SER payment	2,039	54,167	164,086	145,792	152	30,917	91,462	83,620	1,887	23,250	72,624	62,172
Late payment 1-12 billing months after payment	1,659	46,415	120,507	117,500	149	27,293	68,184	68,303	1,510	19,122	52,323	49,197
Late payment 13-24 billing months after payment	1,198	34,254	94,193	62,796	144	20,160	52,966	36,412	1,054	14,094	41,227	26,384
Shutoff notice 1-12 billing months after payment	1,579	33,031	93,284	98,905	131	19,313	53,700	57,612	1,448	13,718	39,584	41,293
Shutoff notice 13-24 billing months after payment	1,154	20,726	75,686	46,564	138	12,293	42,531	26,412	1,016	8,433	33,155	20,152
Home Heating Credit (HHC):												
Total number of customers who received an HHC payment	22,537	126,328	166,322	119,035	530	39,212	34,099	25,405	22,007	87,116	132,223	93,630
Late payment 1-12 billing months after payment	12,068	91,933	97,390	69,473	294	31,427	26,697	19,550	11,774	60,506	70,669	49,932
Late payment 13-24 billing months after payment	11,212	75,226	91,914	38,919	218	25,425	23,210	10,944	10,994	49,801	68,704	27,975
Shutoff notice 1-12 billing months after payment	9,319	37,186	38,176	29,988	231	12,789	10,747	8,379	9,088	23,397	27,429	21,609
Shutoff notice 13-24 billing months after payment	8,433	27,154	44,546	16,287	140	10,511	11,323	4,248	8,293	16,643	33,223	12,039
RIA/LIA Recipients												
Total number of RIA/LIA recipients who received the benefits who were not also enrolled for receiving HHC or SER. This includes customers who self-	NOT TRACKED	NOT TRACKED	NOT TRACKED	NOT TRACKED	NOT TRACKED	NOT TRACKED	NOT TRACKED	NOT TRACKED	NOT TRACKED	NOT TRACKED	NOT TRACKED	NOT TRACKED
Energy Waste Reduction:												
Total number of assistance recipients (SER, HHC, or utility credits) who received EWR referrals	NOT TRACKED	NOT TRACKED	NOT TRACKED	NOT TRACKED	NOT TRACKED	NOT TRACKED	NOT TRACKED	NOT TRACKED	NOT TRACKED	NOT TRACKED	NOT TRACKED	NOT TRACKED
Total number of those EWR referrals that resulted in EWR services being performed for that household	NOT TRACKED	NOT TRACKED	NOT TRACKED	NOT TRACKED	NOT TRACKED	NOT TRACKED	NOT TRACKED	NOT TRACKED	NOT TRACKED	NOT TRACKED	NOT TRACKED	NOT TRACKED
In terms of shutoff for residential customers only (including low-income and non-low-income):												
Total quantity of residential customers	559,003	3,824,229	6,969,563	7,033,108	155,586	1,767,043	3,806,724	3,836,161	403,417	2,057,186	3,162,839	3,196,947
Total quantity of customers who were shut off (include double-counted customers if they were shut off more than once)	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!
The average cost of shutoff (for the utility per shut off customer (including costs related to late payment, call costs, notices, reconnection costs etc.) (the average cost of shutoff for the customer) per shut off customer) including fees related to shut off (deposits, late fees, other reconnection fees)	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!
Average customer cost relating to shutoff paid by the customer (including any assistance)	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!
What quantity of residential customers are identified as low-income (150% FPL or less)?	27,111	308,651	555,365	559,719	2,845	136,176	347,258	361,923	24,266	172,475	208,107	197,796
Total quantity of unique residential customers who made at least one late payment in the year	232,893	2,037,961	3,240,751	3,102,603	52,390	970,829	1,862,785	1,795,660	180,503	1,067,132	1,377,966	1,306,943
Of those in the above line, how many are identified as low-income (150% FPL or less)?	15,778	199,082	366,548	362,063	2,302	91,475	230,289	236,667	13,476	107,607	136,259	125,396
Total quantity of residential bills in the year:	6,377,189	45,733,466	69,796,266	78,261,169	957,769	20,999,673	39,161,762	45,677,584	5,419,420	25,133,793	30,634,504	32,583,585
Total quantity of residential bills in the year that were paid late.	1,048,352	8,060,724	13,471,477	13,530,313	268,968	3,893,703	7,499,951	7,777,598	779,384	4,187,021	5,971,526	5,752,715
Of those in the above line, how many are identified as low-income (150% FPL or less)?	81,525	904,673	1,697,477	1,818,415	15,108	430,668	995,872	1,150,793	66,417	474,005	701,605	667,622
Total quantity of unique residential customers who received a shutoff notice in the year.	132,711	816,685	1,030,627	1,208,653	20,694	396,558	647,517	788,133	112,017	420,127	383,110	420,520
Of those in the above line, how many are identified as low-income (150% FPL or less)?	15,321	119,182	197,594	239,075	1,673	60,911	136,187	176,514	13,648	59,171	61,407	66,461
Total quantity of residential bills in the year that led to a shutoff notice.	371,060	2,056,668	2,272,109	3,153,128	83,285	1,040,947	1,436,600	2,114,394	287,775	1,015,721	835,509	1,038,714
Of those in the above line, how many are identified as low-income (150% FPL or less)?	45,011	301,044	407,386	636,578	8,190	156,158	280,651	466,386	36,821	144,886	126,735	170,192
Program Overlap within the same fiscal year:												
SER + MEAP	618	23,342	30,064	36,648	243	13,417	16,694	20,956	375	9,925	13,370	15,692
SER + HHC	589	11,264	25,182	15,079	44	5,239	11,195	6,892	545	6,025	13,987	8,187
SER + MEAP + HHC	152	5,600	5,855	4,597	40	2,660	2,638	2,167	112	2,840	3,217	2,430

Crisis Cycling Rate

Combined				Electric				Natural Gas			
FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21
77.17%	84.77%	76.43%	74.16%	79.09%	86.84%	75.19%	81.76%	78.73%	81.86%	79.92%	61.31%
54.34%	63.11%	62.05%	37.11%	57.29%	64.75%	60.76%	43.08%	53.66%	60.81%	65.66%	27.56%
68.22%	56.40%	55.08%	59.51%	53.02%	56.24%	56.46%	67.84%	72.47%	56.62%	51.18%	45.41%
48.65%	39.54%	47.71%	27.95%	40.35%	40.76%	47.86%	31.87%	50.56%	37.81%	47.28%	21.32%

COMBINED				Electric				Natural Gas			
FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21
73.56%	79.16%	86.18%	79.94%	69.86%	79.92%	86.13%	91.09%	84.84%	77.55%	86.25%	69.11%
13.73%	34.52%	#VALUE!	#VALUE!	15.91%	35.03%	23.98%	#VALUE!	8.23%	33.41%	#VALUE!	#VALUE!
32.12%	48.48%	#VALUE!	#VALUE!	40.56%	54.77%	#VALUE!	#VALUE!	10.86%	34.67%	#VALUE!	#VALUE!
28.63%	27.67%	22.08%	#VALUE!	35.79%	31.62%	24.76%	#VALUE!	10.63%	19.04%	26.97%	#VALUE!
10.97%	13.29%	#VALUE!	#VALUE!	11.86%	11.62%	#VALUE!	#VALUE!	8.72%	16.97%	#VALUE!	#VALUE!
1.92%	2.70%	4.72%	0.43%	1.76%	2.13%	4.81%	0.33%	2.33%	3.94%	4.59%	0.55%

COMBINED				Electric				Natural Gas			
FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21
81.36%	85.69%	73.44%	80.59%	98.03%	88.28%	74.55%	81.68%	80.02%	82.25%	72.05%	79.13%
58.75%	63.24%	57.40%	43.07%	94.74%	65.21%	57.91%	43.54%	55.86%	60.62%	56.77%	42.44%
77.44%	60.98%	56.85%	67.84%	66.18%	62.47%	58.71%	68.90%	76.74%	59.00%	54.51%	66.42%
56.60%	38.26%	46.13%	31.94%	90.79%	39.76%	46.50%	31.59%	53.84%	36.27%	45.65%	32.41%

COMBINED				Electric				Natural Gas			
FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21
53.55%	72.77%	58.56%	58.36%	55.47%	80.15%	78.29%	76.95%	53.50%	69.45%	53.46%	63.32%
49.75%	59.55%	55.26%	32.70%	41.13%	64.84%	68.07%	43.08%	49.96%	57.17%	51.96%	29.88%
41.35%	29.44%	22.95%	25.19%	43.58%	35.17%	31.52%	33.98%	41.30%	26.86%	20.74%	23.08%
37.42%	21.49%	26.78%	13.68%	26.42%	26.81%	33.21%	16.72%	37.68%	19.10%	25.13%	12.86%

*narrative responses can be found in the 10/10/22 AAA meeting presentation

% Res customers who are LI:

% Res customers who made late payments:

% of the above customers who are LI:

% of res bills paid late:

% of the above customers who are LI:

% of res customers who received a shutoff notice

% of the above customers who are LI:

% of total res bills that led to a shutoff notice:

% of the above customers who are LI:

COMBINED				Electric				Natural Gas			
FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21
5%	8%	8%	8%	2%	8%	9%	9%	6%	8%	7%	6%
42%	53%	46%	44%	34%	55%	49%	47%	45%	52%	44%	41%
7%	10%	11%	12%	4%	9%	12%	13%	7%	10%	10%	10%
16%	18%	19%	17%	28%	19%	19%	17%	14%	17%	19%	18%
8%	11%	13%	13%	6%	11%	13%	15%	9%	11%	12%	12%

Data Request	Oct. 1, 2017- Sept 30, 2018	Oct. 1, 2018- Sept 30, 2019
State Emergency Relief (Energy-related, non-furnace)		
Total number of energy-based SER applications including denials		
Total number of unique energy-based SER cases		
Total number of energy-based State Emergency Relief cases	can get on trend report for fy20-22	
Total number of SER recipients who sought SER assistance in two consecutive fiscal years		
List of top 10 denial codes with the number of associated denied applications for each denial code		
Home Heating Credit		
Total number of households receiving the Home Heating Credit		
Total number of households who received HHC but not SER		
Total number of households who received an SER payment and an HHC payment		
Total number of households receiving any type of LIHEAP Assistance		
MI Bridges (for SER customers)		
Total number of households selecting referral for energy waste reduction/weatherization services		
Total number of households selecting referral for self-sufficiency services		
MEAP		
APPs--default and come back for SER following year	Don't know how we would collect this	
What do customers think of assistance after receiving it?/Are there glaring areas for improvement?		
MEAP EWR Referrals vs. EWR service performed--whatever data you have on this		
customers who received HHC, SER, and MEAP (if this data exists)		
customers who received SER but not MEAP		



SER Data for June 2022

	June 2020	June 2021	June 2022	Average
# of SER Applications Received	10,670	13,897	31,065	18,544
# of Approved Applications	6,613	6,506	19,2096	10,805
Approval Rate	62.80%	47.76%	62.97%	57.84%



SER Data for July 2022 MEAP Workgroup

	October-June FY 20	October-June FY 21	October-June FY 22	Average
# of SER Applications Received	185,973	179,377	261,638	190,452
# of Approved Applications	105,251	102,836	165,317	113,663
Approval Rate	57.16%	56.02%	63.47%	58.88%

Affordability, Alignment and Assistance Subcommittee Kick-Off

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

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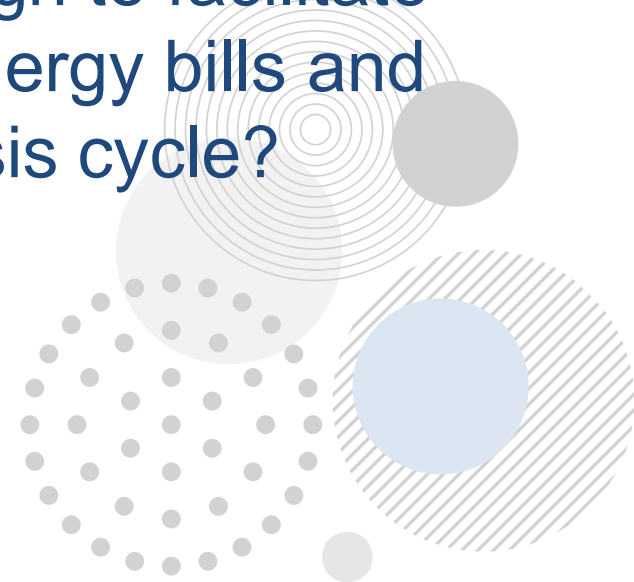
Meeting Overview

- Introductions
- Guiding question and subcommittee charge
- 2021 Timeline and logistics
- Suggested research topics and outputs
- Next steps and group goals
- Assign tasks and review next steps
- Questions and suggestions for other resources (*parking lot*)



Guiding question

What is the best system/program design to facilitate customers' sustainably paying their energy bills and avoiding the crisis-assistance-crisis cycle?

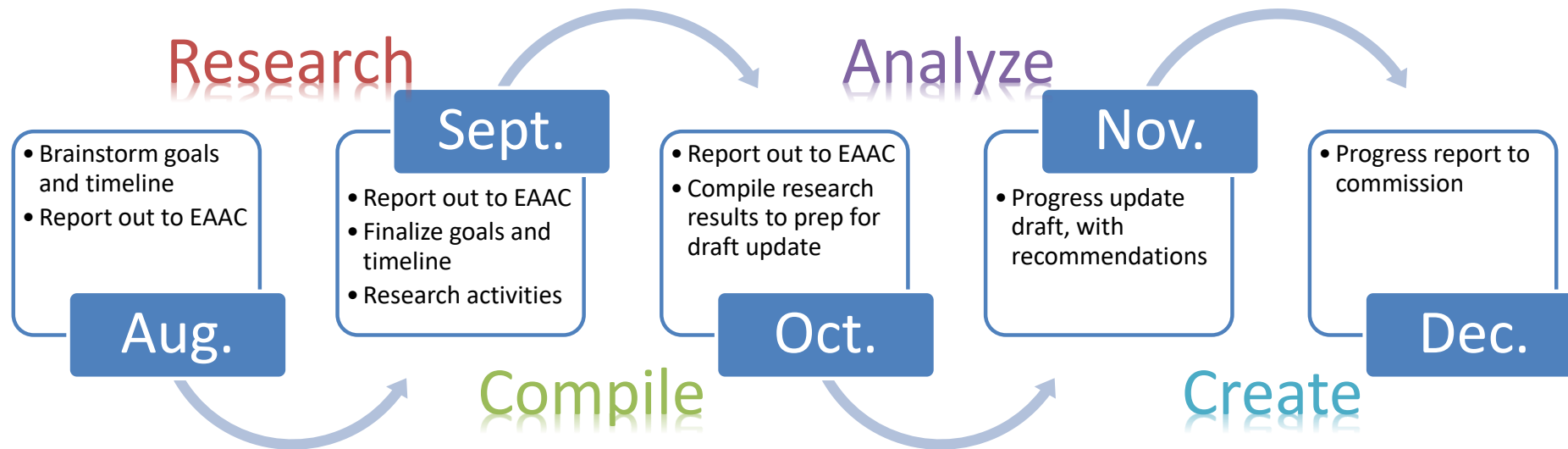


Subcommittee Charge

- *Streamlining and making more accessible* existing energy assistance programs
 - Improving upon existing energy assistance plans
- *Researching* next generation affordable payment plans
- *Analyzing* collections processes and disconnections
- *Integrating* with EWR, weatherization, and rate design



Projected 2021 Timeline



Beyond 2021

December 2022: Submit updated report with recommendations

2023: Continue collaborative as necessary and finalize work

Logistics

- File-sharing medium
- Best form of communication between meetings
- Delegating/check-ins
- Frequency and date/time of meetings
 - Does the 2nd Thursday of the month work well?



Suggested Research Topics

- Research

- Affordable Payment Plans (APPs)

- Work with MEAP Workgroup to understand MEAP APPs, including APP designs, metrics and the move toward energy security
 - Update on MEAP APP pilots (propane and below 20% FPL)
 - Update on 1st cohort of 2-year MEAP APP 'graduates'
 - Streamlining program design
 - Additional options

- Percentage of Income Payment Plan (PIPP)

- Other states' experiences
 - National research
 - Options for financing, including through the rate setting process such as with the Low-Income Assistance Credit

- Eligibility criteria, funding and application processes

- Energy assistance, low-income EWR programs and energy protections
 - Implications of expanding energy assistance/protections eligibility to 200% FPL

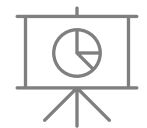
- Accessibility

- Collections processes and disconnections



Suggested Outputs

- Develop
 - Best practices for payment plan pilots (APP and/or PIPP)
 - Recommendations for:
 - Types of assistance plans for different customer groups (e.g. low-fixed income)
 - Streamlining the application process across funding streams (including EWR and energy protections)
 - Tying low-income EWR programs to energy assistance and customer protections



Next Steps and Group Goals



Four horizontal input boxes are stacked vertically, each preceded by a downward-pointing arrowhead. The arrowheads are colored red, green, purple, and teal from top to bottom. The input boxes are empty and have rounded corners.

Affordability, Alignment, and Assistance Subcommittee

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

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

Agenda

1.

**Goals
Progress
And
Timeline
Review**

2.

**Progress Survey
Results**

3.

Discussion

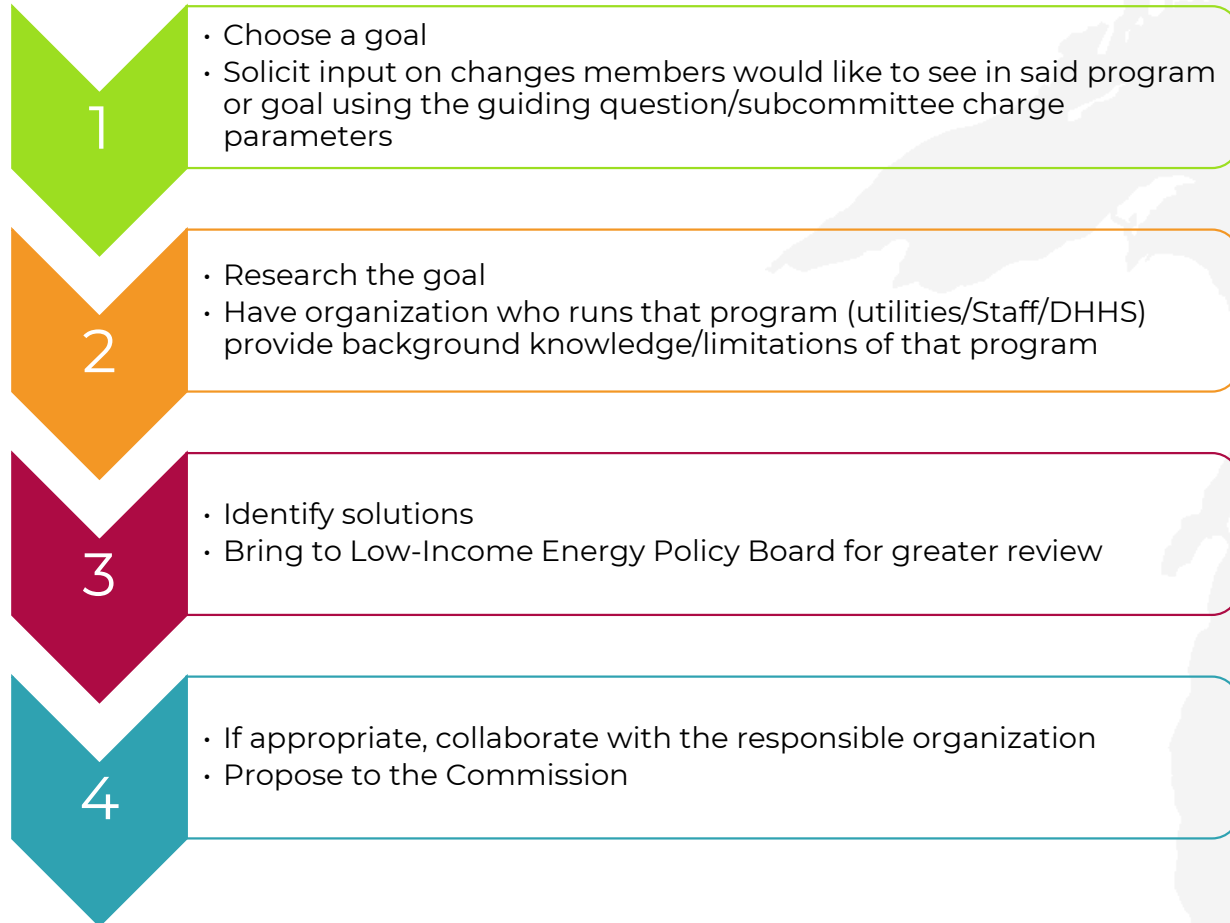
4.

**Next Steps
And Updates**

Potential topics for 2023

- ❑ Wrap up streamlining current assistance
- ❑ Why rates increase—special session with broader group?
- ❑ Topics sent to the EAAC from Commission Orders
- ❑ Reduce crisis cycling

Goals Structure



Progress

- Goal: customer journey
- 20757 report coming Q1 2023
 - Finalizing work Q1 2023

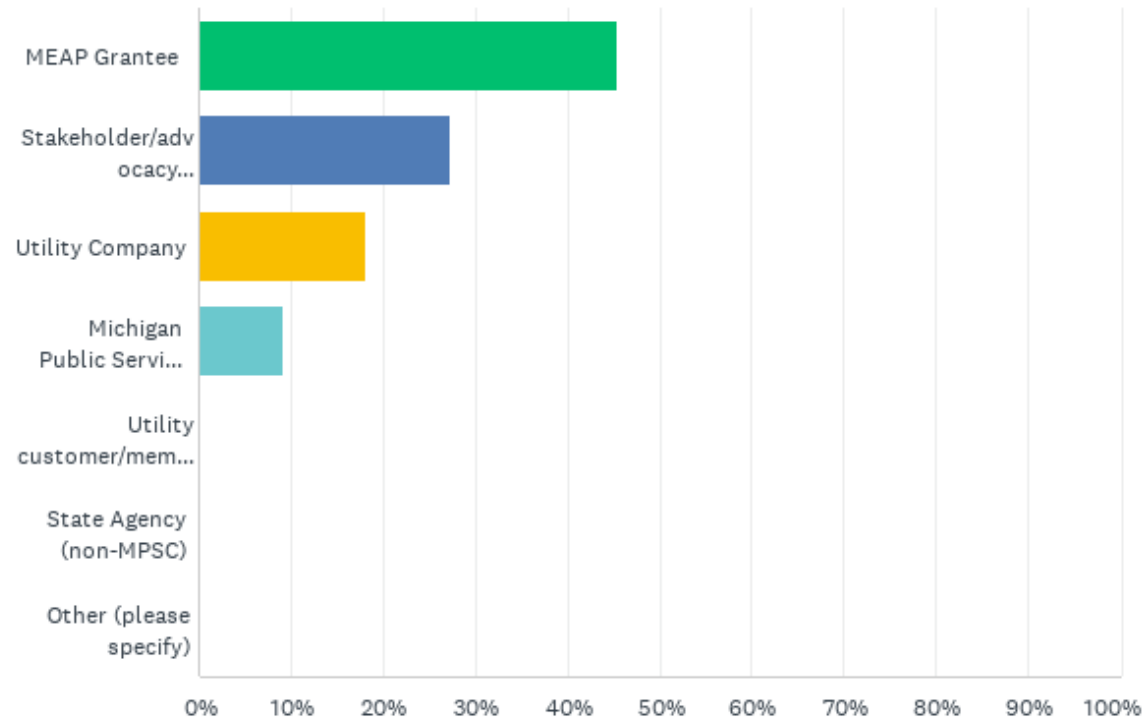
- Goal: Do our assistance programs work?
- Data collected
 - Recommendations sent to policy board
 - improve system coming 2023?

Progress Survey Results

If you participated in the Low-Income Energy Policy Board Summit, did your experience there affect how you would respond to the progress survey?

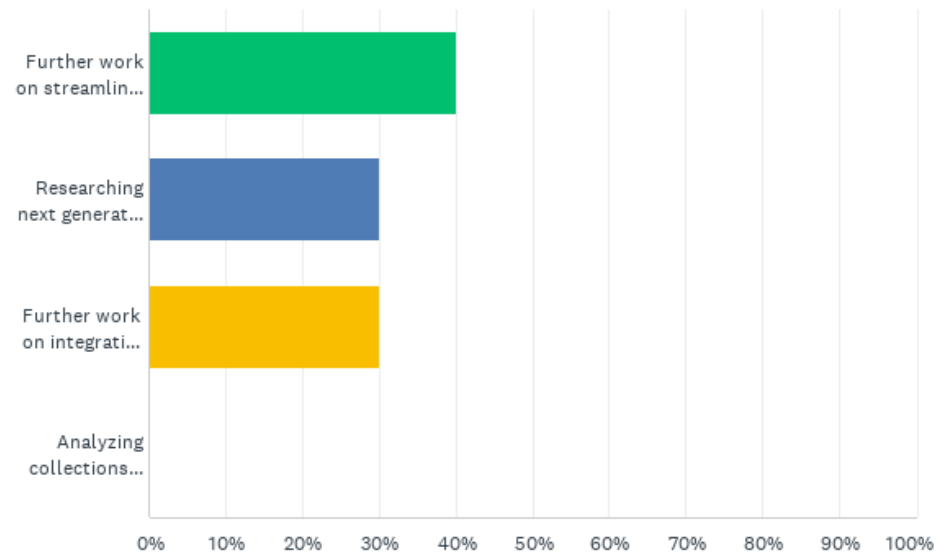
Survey Results: Question 1

Q1 What affiliation best describes your representation in this subcommittee?



Survey Results: Question 2

Q2 Select one of the following topic areas in the AAA subcommittee charge that the AAA should focus on in the coming year*: *Note this list includes items the subcommittee has already addressed: EWR integration recommendations and streamlining/improving accessibility of existing energy assistance programs, but please select if you feel the work is incomplete and provide additional context in the following question.



Survey Results: Question 3

Q3 What specifically about that focus area would you like to see improvement on ?

Answered: 8 Skipped: 3

#	RESPONSES	DATE
1	Connecting households with the available funding more easily	11/1/2022 12:20 PM
2	SER is still challenging and confusing to many who need to access it.	10/24/2022 4:01 PM
3	No comments at this time.	10/24/2022 10:50 AM
4	1. monitoring and tracking EWR/weatherization status of households receiving energy assistance; 2. increasing funding and provision of EWR/weatherization services to households receiving energy assistance	10/13/2022 10:03 PM
5	Affordability is key to most households and those who struggle typically are not just going through a hard time, rather the rates are just unaffordable and will remain that way for multiple years for that customer.	10/13/2022 3:42 PM
6	Collaboration between MEAP Grantees and utility companies with energy waste reduction services.	10/13/2022 2:38 PM
7	Customer's ability to be approved for SER when in need, but not currently past due. We force customers that do need help to create an emergency to get SER and into MEAP.	10/10/2022 4:24 PM
8	Affordability for all. Energy usage measuring (in-home/per plug). decrease tariffs required by utility, or consider these 'charges' as a whole. rate securities, lock in plans (like propane has).	10/10/2022 1:45 PM

Survey Results: Question 4

Q4 What presenters/education would you like to see to understand complexities of energy affordability (or other topics you're interested in)?

Answered: 5 Skipped: 6

#	RESPONSES	DATE
1	A presentation from EWR providers and some type of document we can use to steer households in the right way	11/1/2022 12:20 PM
2	1. Customer(s) explaining their energy affordability journey 2. Participants defining their ideal energy assistance programs 3. Someone from Civilla could present to the AAA subcommittee (and the Outreach & Education subcommittee) about the Project Cohere pilot.	10/24/2022 10:50 AM
3	1. Utilities to present on how they are increasing efforts to get EWR/weatherization services to households receiving energy assistance; 2. State government representative to present how they are taking advantage of federal funding opportunities for home energy efficiency and weatherization services (e.g., from the IRA and the Infrastructure legislation)	10/13/2022 10:03 PM
4	What other state's utilities are doing to manage the affordability. Bringing in those experts and comparing them to what our utilities are doing would be helpful.	10/13/2022 3:42 PM
5	Why is electric so expensive? How do the investors make money/how much? What is the elimination of coal going to do to the natural gas rate?	10/10/2022 1:45 PM

Survey Results: Question 5

Q5 Is there additional data you believe we need to analyze energy affordability? Are there important questions related to this committee's charge that could be answered through data analysis? If so, what are those questions?

Answered: 6 Skipped: 5

#	RESPONSES	DATE
1	Defining affordable energy is a tough one. There are so many factors that are part of this.	11/1/2022 12:21 PM
2	Not at this time.	10/24/2022 10:50 AM
3	Collect data on whether and to what extent households receiving energy assistance are (a)being referred to, and (b) actually receiving EWR and weatherization services.	10/13/2022 10:06 PM
4	Which customers are getting on affordable payment plans and keeping up with those programs. Are those customers getting EWR services? Are the ones that are receiving EWR having an easier time keeping up with the payment plans?	10/13/2022 3:49 PM
5	If the programs in place are not working for low income-maybe offer them to middle class. These individuals are more likely to need just a little help to get back on their feet. The data appears to suggest low income need a different type of support. Let's make energy affordable- and keep that rate.	10/10/2022 1:50 PM
6	I think there is already a lot of data and sometimes it is overwhelming to try to process all at once.	10/10/2022 1:43 PM

Survey Results: Question 6

Q6 Share any thoughts, questions, or comments on the data that has been collected and shared so far:

Answered: 3 Skipped: 8

#	RESPONSES	DATE
1	Presentations have been very thorough. The survey result presentations are vey helpful.	10/13/2022 3:49 PM
2	it seems to focus mostly on low income and EWR. I don't believe these topics are granular and feel bigger data would show a different picture. Data showing energy users compared to energy users would show who our audience more dynamically. Then programs could be developed for each layer based on energy use.	10/10/2022 1:50 PM
3	I agree seeing it in a graph would be helpful.	10/10/2022 1:43 PM

Survey Results: Question 7

Q7 Other Provide any feedback any comments or feedback on the subcommittee's work so far:

Answered: 4 Skipped: 7

#	RESPONSES	DATE
1	I think this is a big undertaking. It seems like the attendance has dwindled at the meetings more recently. Maybe send out an invite to improve participation and attendance. This may bring some fresh ideas to the table.	11/1/2022 12:22 PM
2	I appreciate that this effort is being made.	10/13/2022 10:06 PM
3	Great job thus far!	10/13/2022 3:49 PM
4	Thank you for your expertise and willingness to ask for feedback.	10/10/2022 1:50 PM

AAA Commission Charge

- ❑ Look at all aspects of energy affordability including:
 - **streamlining** and making more **accessible** existing energy assistance programs
 - ❑ 2021-2022
 - researching next generation **affordable payment plans**
 - ❑ Tentatively 2023
 - analyzing **collections** processes
 - ❑ Potentially 2023
 - integration with **EWR** and weatherization, and rate design
 - ❑ EWR 2022

Moving Forward

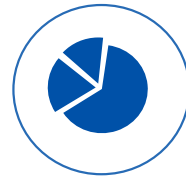
- ❑ Staff has requested an extension for the 20757 2022 report
 - To incorporate results from the summit & follow-up
- ❑ Recommendations to the Commission will be based on discussions at the LIEPB September meeting and Summit
- ❑ Awaiting Commission direction to see which ideas/goals will affect the AAA work going forward

Next Steps



Next Meeting:

Determined based on today's meeting feedback



Data:

Crisis cycling data is complete and will be uploaded on the [website](#) in the data and goals tracker. Feel free to choose different graphs to best view it



Goals:

Goalsetting for 2023



Leadership:

Working on education around why rates increase

Affordability, Alignment and Assistance Subcommittee

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



Michigan Public Service Commission

Meeting Overview

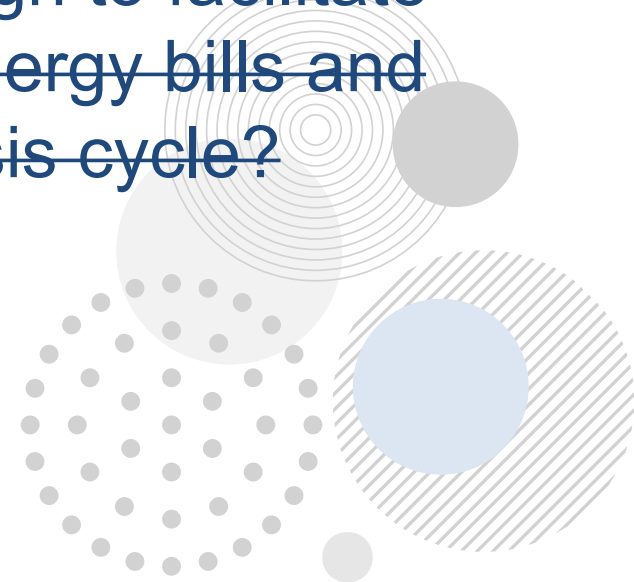
- Guiding question and subcommittee charge
- Meeting structure/roadmap
- Survey results
- Addressing concerns
- Finalize goals
- Assign tasks/research topics

*Slides and materials will be shared by email after the meeting




Guiding Question

~~What is the best system/program design to facilitate customers' sustainably paying their energy bills and avoiding the crisis-assistance-crisis cycle?~~



Guiding Statement

End the crisis-assistance-crisis cycle by centering energy *affordability* and facilitating customers sustainably affording their energy bills by providing all households with uninterrupted *access to affordable, sufficient* energy in an *efficient, healthy,* and *sustainable* manner.

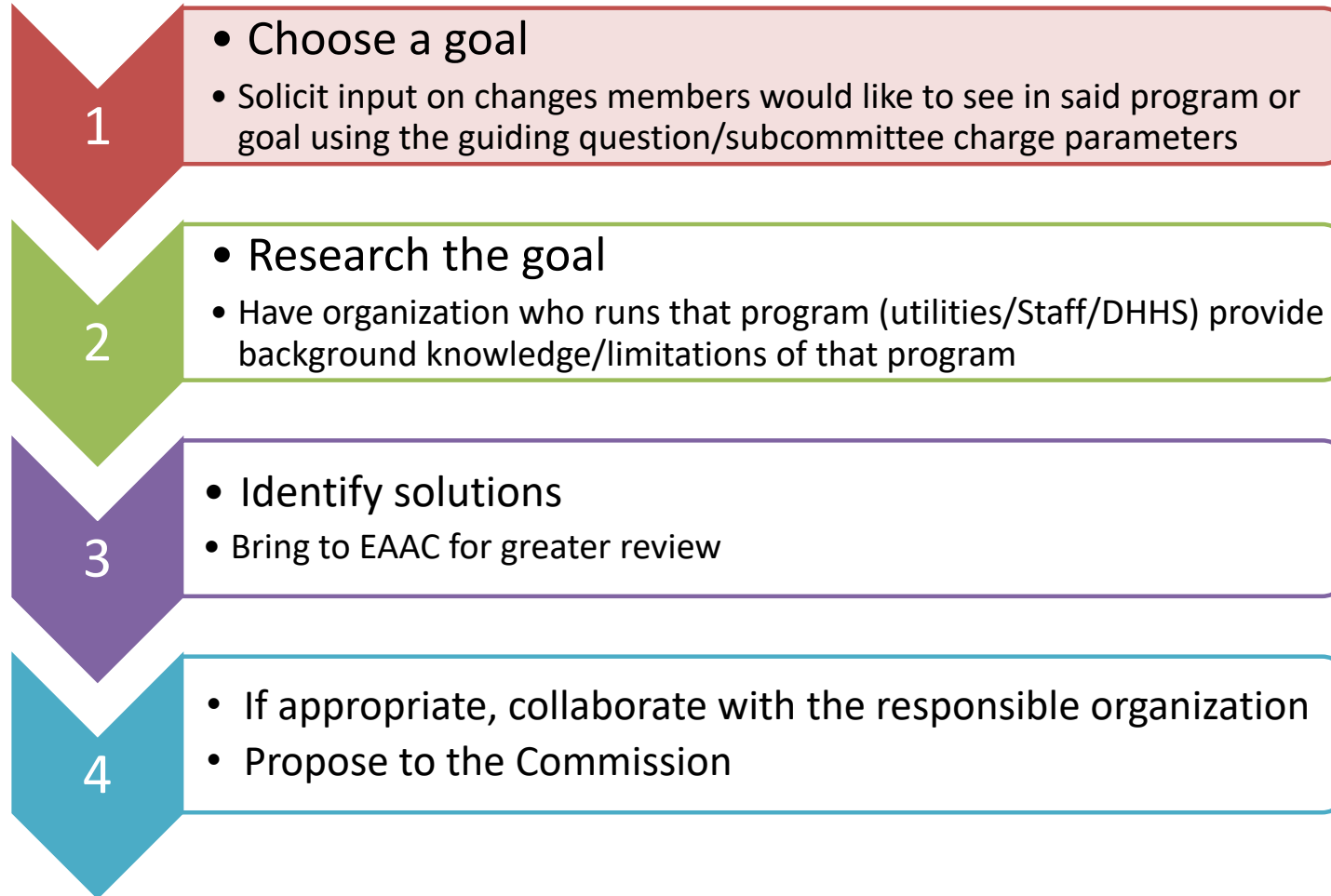


New Guiding Principles

- *This ideal system/program design should achieve this while also:*
 - **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



Logistics: Meeting Structure

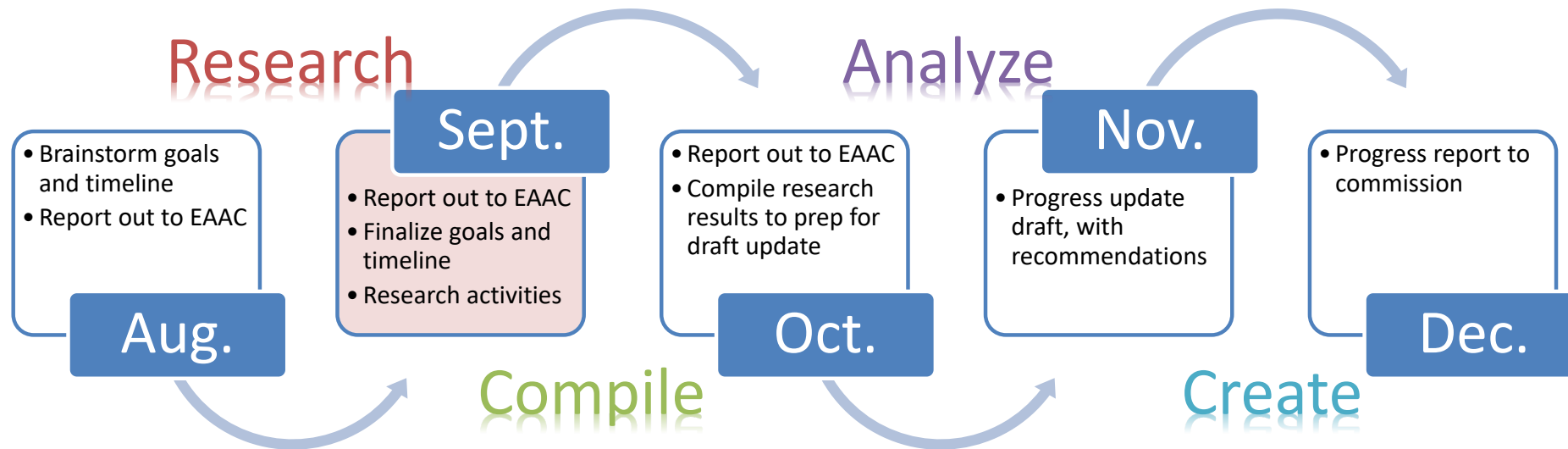


Logistics

- File-sharing medium
 - Website https://www.michigan.gov/mpsc/0,9535,7-395-93307_93312_93320-566302--,00.html
- Delegating/Communication
 - Research/project groups organized by leadership
- Frequency and date/time of meetings
 - After each meeting we will send out a follow-up email with current projects



Projected 2021 Timeline



Beyond 2021

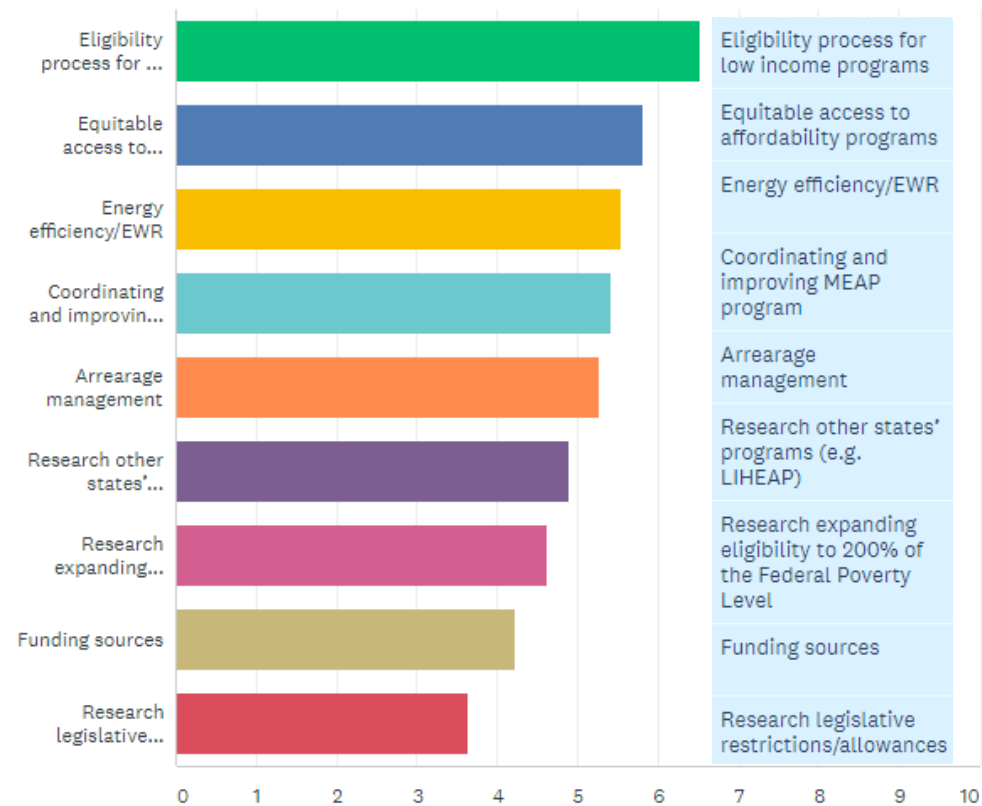
December 2022: Submit updated report with recommendations

2023: Continue collaborative as necessary and finalize work

Survey Results: Priority List

Rank the following areas of focus for prioritization in the December report:

Answered: 28 Skipped: 0



Survey Results: Priority List

What specifically do you want to see changed?

- Eligibility process for low-income programs
 - Delve into ideas from last meeting. E.g.:
 - Automation of the process
 - Look at Cohere pilot
 - Automatic enrollment by the utility company (utility collect data and enroll those who are eligible)
 - Proactively identify customers who are falling behind before it gets to the point of emergency
 - Standardize eligibility so that programs interact with each other
 - Standardize a screening tool and application process
 - Align state and federal program requirements
 - More flexible and understandable
 - Shared databases for identification of LI households
 - Create a secure portal for customers to upload documentation
 - Look at ongoing assistance that doesn't require yearly eligibility verification
 - Increased coordination when a customer qualifies for one program, including energy waste reduction upgrades
 - Review customer journey maps
 - Provide flexibility in eligibility
 - Take into account certain expenses (other bills, debt), medial issues/equipment



Goals from last meeting → Project List

Accessibility

(Mostly addressed through outreach group and guiding principles i.e. equity)

- Customer journey

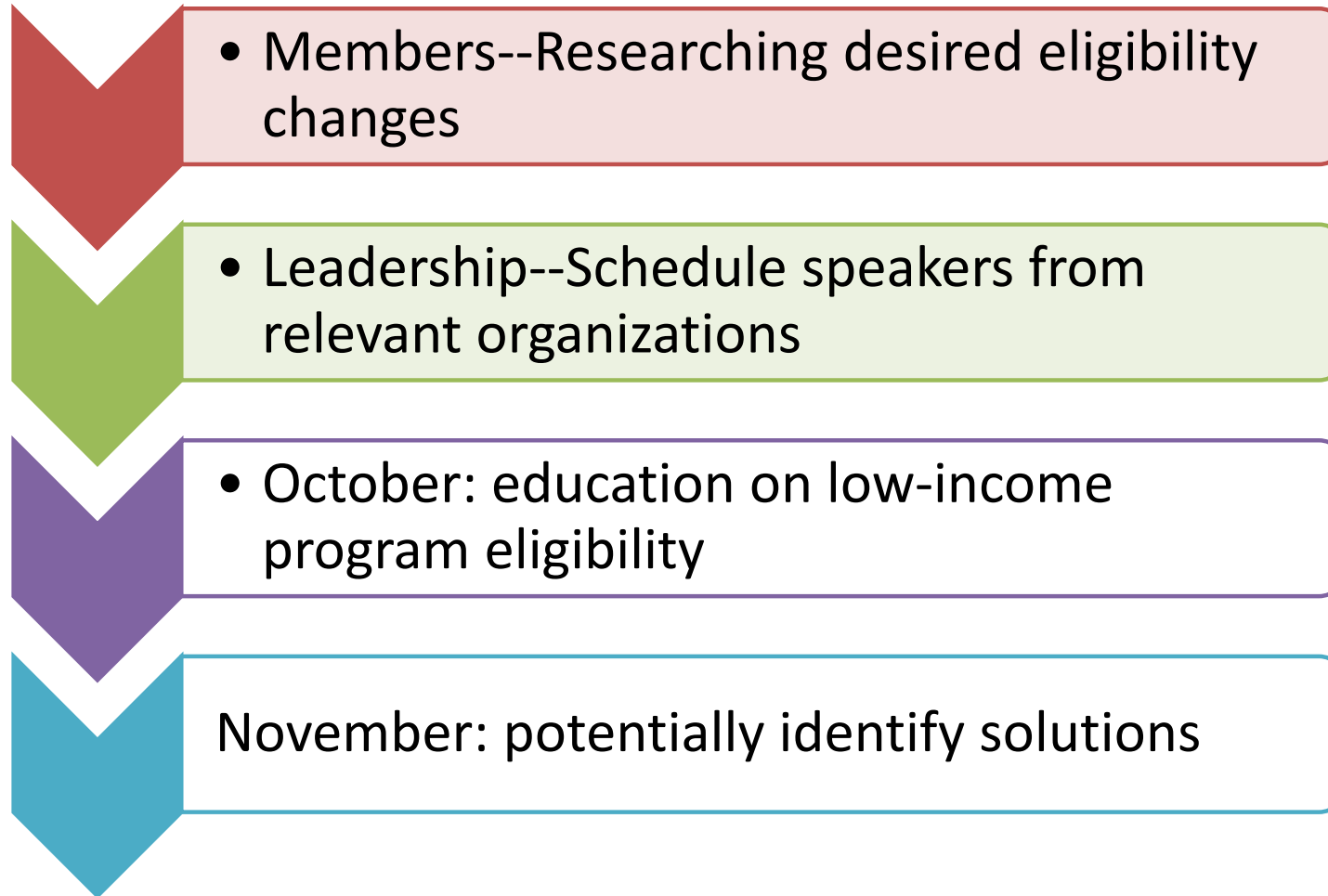
Eligibility

- How verification and collection (works with accessibility)
- Not having to be in crisis to get assistance
 - Avoid policies and program designs that include punitive measures that penalize customers for their inability to pay
- Simplify/expedite process
- Streamline design
- Make more flexible and understandable
- Should be as AUTOMATIC as possible
- Implications of expanding eligibility to 200% FPL
- Critical care---**came out in survey. Please contact leadership or extrapolate in the Google doc about your concerns**

Affordability

- Arrearage management (payment plans, late fees, debt forgiveness)
- Work with MEAP workgroup
 - Update APP pilots
- Financing options for PIPPs and credits
- Can EWR programs be tied to property values?
- Renewable generation and efficient resource opportunities

Next Steps



Monthly Totals Summary

Public Utility Name	Service Type	Year of Reporting Period	Month of Reporting Period	Customer Type	(1) Customer Count	(2) Customers Receiving Disconnect Notice	(3) Customers Disconnected for Non-Payment	(4) Customers Reconnected (Fully Paid or w/ DPA)	(5) New DPA Count
Ameren IL	Electric	2024	March	Non-Residential	186,687	3,316	665	563	76
				Residential	1,063,041	24,637	0	281	27,624
				Total:	1,249,728	27,953	665	844	27,700
	Gas	2024	March	Non-Residential	68,426	2,166	361	287	55
				Residential	744,812	17,336	0	170	19,526
				Total:	813,238	19,502	361	457	19,581
Aqua IL	Sewer	2024	March	Non-Residential	2,477	87	4	2	23
				Residential	31,028	1,275	223	120	601
				Total:	33,505	1,362	227	122	624
	Water	2024	March	Non-Residential	5,339	210	8	1	23
				Residential	59,386	2,907	361	289	1,052
				Total:	64,725	3,117	369	290	1,075
ComEd	Electric	2024	March	Non-Residential	369,132	0	0	0	1
				Residential	3,706,345	0	0	0	6,577
				Total:	4,075,477	0	0	0	6,578
Consumers Gas	Gas	2024	March	Non-Residential	627	0	1	0	0
				Residential	4,605	457	9	5	2
				Total:	5,232	457	10	5	2
IL American Water	Sewer	2024	March	Non-Residential	4,894	160	9	6	3
				Residential	78,747	3,079	279	215	515
				Total:	83,641	3,239	288	221	518
	Water	2024	March	Non-Residential	21,096	473	31	20	8
				Residential	273,460	7,055	1,005	744	1,593
				Total:	294,556	7,528	1,036	764	1,601
IL Gas	Gas	2024	March	Non-Residential	6,397	32	0	0	0
				Residential	8,122	400	33	19	0
				Total:	14,519	432	33	19	0
Liberty Utilities	Gas	2024	March	Non-Residential	2,002	0	0	1	1
				Residential	19,250	0	0	32	87
				Total:	21,252	0	0	33	88
MidAmerican Energy	Electric	2024	March	Non-Residential	10,869	192	8	9	14
				Residential	73,240	3,168	121	68	1,061
				Total:	84,109	3,360	129	77	1,075
	Gas	2024	March	Non-Residential	5,306	172	1	0	13
				Residential	60,338	2,826	8	4	947
				Total:	65,644	2,998	9	4	960
Mt. Carmel Public Utility	Electric	2024	March	Non-Residential	904	95	0	1	0
				Residential	4,372	594	18	8	45
				Total:	5,276	689	18	9	45
	Gas	2024	March	Non-Residential	367	36	0	0	0
				Residential	3,039	450	7	4	32
				Total:	3,406	486	7	4	32
Nicor Gas	Gas	2024	March	Non-Residential	195,420	3,574	570	356	441
				Residential	2,085,091	25,401	0	155	17,727
				Total:	2,280,511	28,975	570	511	18,168
North Shore Gas	Gas	2024	March	Non-Residential	13,538	324	19	13	31
				Residential	151,731	161	0	3	973
				Total:	165,269	485	19	16	1,004
Peoples Gas	Gas	2024	March	Non-Residential	73,620	3,116	54	44	296
				Residential	822,490	11,421	0	61	13,373
				Total:	896,110	14,537	54	105	13,669

Monthly Totals Summary

Public Utility Name	Service Type	Year of Reporting Period	Month of Reporting Period	Customer Type	(6) Customers Under Existing DPA (1st of month)	(7) Customers Completing DPA	(8) Failed Pay Agreements Count	(9) Customers Renegotiating DPA	(10) Customers w/ Late Payment Fee/Charges
Ameren IL	Electric	2024	March	Non-Residential	81	3	49	0	20,064
				Residential	49,662	1,270	17,108	229	121,524
				Total:	49,743	1,273	17,157	229	141,588
	Gas	2024	March	Non-Residential	57	2	29	0	8,574
				Residential	34,457	890	11,777	162	84,346
				Total:	34,514	892	11,806	162	92,920
Aqua IL	Sewer	2024	March	Non-Residential	17	6	10	0	651
				Residential	1,318	78	528	0	13,942
				Total:	1,335	84	538	0	14,593
	Water	2024	March	Non-Residential	29	13	23	0	1,092
				Residential	2,101	140	908	0	20,651
				Total:	2,130	153	931	0	21,743
ComEd	Electric	2024	March	Non-Residential	2	0	0	0	0
				Residential	93,519	80	3	518	1
				Total:	93,521	80	3	518	1
Consumers Gas	Gas	2024	March	Non-Residential	0	0	0	0	53
				Residential	15	1	1	0	713
				Total:	15	1	1	0	766
IL American Water	Sewer	2024	March	Non-Residential	13	2	1	1	577
				Residential	2,548	283	51	202	11,749
				Total:	2,561	285	52	203	12,326
	Water	2024	March	Non-Residential	25	3	1	2	2,424
				Residential	8,100	868	193	598	46,830
				Total:	8,125	871	194	600	49,254
IL Gas	Gas	2024	March	Non-Residential	0	0	0	0	0
				Residential	0	0	0	0	0
				Total:	0	0	0	0	0
Liberty Utilities	Gas	2024	March	Non-Residential	4	0	1	0	0
				Residential	618	5	5	5	0
				Total:	622	5	6	5	0
MidAmerican Energy	Electric	2024	March	Non-Residential	25	4	14	0	469
				Residential	2,054	120	843	6	4,156
				Total:	2,079	124	857	6	4,625
	Gas	2024	March	Non-Residential	20	4	11	0	257
				Residential	1,852	108	753	6	3,226
				Total:	1,872	112	764	6	3,483
Mt. Carmel Public Utility	Electric	2024	March	Non-Residential	0	0	0	0	95
				Residential	59	14	30	0	585
				Total:	59	14	30	0	680
	Gas	2024	March	Non-Residential	0	0	0	0	36
				Residential	40	11	23	0	451
				Total:	40	11	23	0	487
Nicor Gas	Gas	2024	March	Non-Residential	568	17	332	0	30,462
				Residential	27,094	62	10,133	0	394,981
				Total:	27,662	79	10,465	0	425,443
North Shore Gas	Gas	2024	March	Non-Residential	29	1	20	1	2,122
				Residential	2,331	62	483	7	21,819
				Total:	2,360	63	503	8	23,941
Peoples Gas	Gas	2024	March	Non-Residential	594	27	203	3	16,504
				Residential	30,798	732	7,321	122	216,097
				Total:	31,392	759	7,524	125	232,601

Monthly Totals Summary

Public Utility Name	Service Type	Year of Reporting Period	Month of Reporting Period	Customer Type	(11) Customers Under Existing MPA (1st of month)	(12) Customers Completing MPA	(13) Customers Enrolling in New MPA	(14) Customers Renegotiating MPA	(15) Customers w/ Required Deposit
Ameren IL	Electric	2024	March	Non-Residential	0	0	0	0	12,249
				Residential	386	10	100	0	88,965
				Total:	386	10	100	0	101,214
	Gas	2024	March	Non-Residential	0	0	0	0	6,280
				Residential	245	5	72	0	60,724
				Total:	245	5	72	0	67,004
Aqua IL	Sewer	2024	March	Non-Residential	0	0	0	0	0
				Residential	0	0	0	0	0
				Total:	0	0	0	0	0
	Water	2024	March	Non-Residential	0	0	0	0	0
				Residential	9	0	11	0	0
				Total:	9	0	11	0	0
ComEd	Electric	2024	March	Non-Residential	0	0	0	0	47,159
				Residential	690	0	20	0	432,098
				Total:	690	0	20	0	479,257
Consumers Gas	Gas	2024	March	Non-Residential	0	0	0	0	0
				Residential	0	0	0	0	0
				Total:	0	0	0	0	0
IL American Water	Sewer	2024	March	Non-Residential	0	0	0	0	0
				Residential	27	1	0	0	0
				Total:	27	1	0	0	0
	Water	2024	March	Non-Residential	0	0	0	0	0
				Residential	84	3	0	0	0
				Total:	84	3	0	0	0
IL Gas	Gas	2024	March	Non-Residential	0	0	0	0	0
				Residential	0	0	0	0	0
				Total:	0	0	0	0	0
Liberty Utilities	Gas	2024	March	Non-Residential	0	0	0	0	73
				Residential	0	0	0	0	831
				Total:	0	0	0	0	904
MidAmerican Energy	Electric	2024	March	Non-Residential	0	0	0	0	71
				Residential	7	0	1	0	646
				Total:	7	0	1	0	717
	Gas	2024	March	Non-Residential	0	0	0	0	55
				Residential	5	0	1	0	564
				Total:	5	0	1	0	619
Mt. Carmel Public Utility	Electric	2024	March	Non-Residential	0	0	0	0	16
				Residential	0	0	0	0	216
				Total:	0	0	0	0	232
	Gas	2024	March	Non-Residential	0	0	0	0	4
				Residential	0	0	0	0	116
				Total:	0	0	0	0	120
Nicor Gas	Gas	2024	March	Non-Residential	0	0	0	0	2,096
				Residential	94	0	46	0	45,096
				Total:	94	0	46	0	47,192
North Shore Gas	Gas	2024	March	Non-Residential	0	0	0	0	163
				Residential	6	0	0	0	3,000
				Total:	6	0	0	0	3,163
Peoples Gas	Gas	2024	March	Non-Residential	0	0	0	0	2,009
				Residential	179	2	17	2	20,186
				Total:	179	2	17	2	22,195

Monthly Totals Summary

Public Utility Name	Service Type	Year of Reporting Period	Month of Reporting Period	Customer Type	(16) Customers w/ New or Increased Deposit	(17) Customers w/ Reduced or Forgone Deposit	(18) Customers w/ Returned Deposit	(19) Customers Past Due >30 days w/ DPA (1st of month)	(20) Amount Past Due >30 days w/ DPA (1st of month)
Ameren IL	Electric	2024	March	Non-Residential	682	5	577	110	\$334,136.58
				Residential	5,381	456	3,510	58,727	\$26,286,725.83
				Total:	6,063	461	4,087	58,837	\$26,620,862.41
	Gas	2024	March	Non-Residential	345	2	349	88	\$91,229.79
				Residential	3,373	301	2,310	41,111	\$13,772,801.80
				Total:	3,718	303	2,659	41,199	\$13,864,031.59
Aqua IL	Sewer	2024	March	Non-Residential	0	0	0	8	\$63,627.74
				Residential	0	0	0	661	\$347,196.29
				Total:	0	0	0	669	\$410,824.03
	Water	2024	March	Non-Residential	0	0	0	31	\$108,223.53
				Residential	0	0	0	1,937	\$756,288.47
				Total:	0	0	0	1,968	\$864,512.00
ComEd	Electric	2024	March	Non-Residential	1,788	1,791	1,532	0	\$0.00
				Residential	23,686	12,094	6,655	93,551	\$30,015,954.97
				Total:	25,474	13,885	8,187	93,551	\$30,015,954.97
Consumers Gas	Gas	2024	March	Non-Residential	0	0	0	0	\$0.00
				Residential	0	0	0	0	\$0.00
				Total:	0	0	0	0	\$0.00
IL American Water	Sewer	2024	March	Non-Residential	0	0	0	13	\$7,955.87
				Residential	0	0	0	2,548	\$760,271.83
				Total:	0	0	0	2,561	\$768,227.70
	Water	2024	March	Non-Residential	0	0	0	25	\$39,927.66
				Residential	0	0	0	8,100	\$2,063,885.82
				Total:	0	0	0	8,125	\$2,103,813.48
IL Gas	Gas	2024	March	Non-Residential	0	0	0	0	\$0.00
				Residential	0	0	0	0	\$0.00
				Total:	0	0	0	0	\$0.00
Liberty Utilities	Gas	2024	March	Non-Residential	4	0	2	3	\$1,343.71
				Residential	37	0	3	287	\$32,818.73
				Total:	41	0	5	290	\$34,162.44
MidAmerican Energy	Electric	2024	March	Non-Residential	8	0	2	25	\$7,629.00
				Residential	42	3	48	2,054	\$399,916.00
				Total:	50	3	50	2,079	\$407,545.00
	Gas	2024	March	Non-Residential	7	0	2	20	\$5,299.00
				Residential	39	3	46	1,852	\$311,108.00
				Total:	46	3	48	1,872	\$316,407.00
Mt. Carmel Public Utility	Electric	2024	March	Non-Residential	0	0	2	0	\$0.00
				Residential	2	0	2	56	\$13,825.55
				Total:	2	0	4	56	\$13,825.55
	Gas	2024	March	Non-Residential	0	0	4	0	\$0.00
				Residential	3	0	2	32	\$5,201.68
				Total:	3	0	6	32	\$5,201.68
Nicor Gas	Gas	2024	March	Non-Residential	2	0	40	568	\$827,916.98
				Residential	0	0	442	27,094	\$10,229,981.14
				Total:	2	0	482	27,662	\$11,057,898.12
North Shore Gas	Gas	2024	March	Non-Residential	0	0	2	19	\$7,898.00
				Residential	0	0	48	1,977	\$622,292.00
				Total:	0	0	50	1,996	\$630,190.00
Peoples Gas	Gas	2024	March	Non-Residential	0	0	18	418	\$838,227.00
				Residential	0	0	284	26,299	\$11,271,440.00
				Total:	0	0	302	26,717	\$12,109,667.00

Monthly Totals Summary

Public Utility Name	Service Type	Year of Reporting Period	Month of Reporting Period	Customer Type	(21) Customers Past Due >30 days w/o DPA (1st of month)	(22) Amount Past Due >30 days w/o DPA (1st of month)
Ameren IL	Electric	2024	March	Non-Residential	2,870	\$1,174,926.32
				Residential	82,018	\$38,554,180.20
				Total:	84,888	\$39,729,106.52
	Gas	2024	March	Non-Residential	1,105	\$604,799.05
				Residential	54,728	\$16,284,582.28
				Total:	55,833	\$16,889,381.33
Aqua IL	Sewer	2024	March	Non-Residential	191	\$131,542.95
				Residential	4,460	\$762,792.61
				Total:	4,651	\$894,335.56
	Water	2024	March	Non-Residential	655	\$708,462.37
				Residential	12,879	\$1,632,167.70
				Total:	13,534	\$2,340,630.07
ComEd	Electric	2024	March	Non-Residential	23,076	\$47,729,206.58
				Residential	333,937	\$101,062,642.65
				Total:	357,013	\$148,791,849.23
Consumers Gas	Gas	2024	March	Non-Residential	6	\$2,900.89
				Residential	124	\$6,846.87
				Total:	130	\$9,747.76
IL American Water	Sewer	2024	March	Non-Residential	0	\$0.00
				Residential	21	\$13,001.48
				Total:	21	\$13,001.48
	Water	2024	March	Non-Residential	0	\$0.00
				Residential	86	\$43,518.74
				Total:	86	\$43,518.74
IL Gas	Gas	2024	March	Non-Residential	0	\$0.00
				Residential	0	\$0.00
				Total:	0	\$0.00
Liberty Utilities	Gas	2024	March	Non-Residential	412	\$-157,872.64
				Residential	4,877	\$-180,991.15
				Total:	5,289	\$-338,863.79
MidAmerican Energy	Electric	2024	March	Non-Residential	606	\$114,986.00
				Residential	8,058	\$1,077,020.00
				Total:	8,664	\$1,192,006.00
	Gas	2024	March	Non-Residential	256	\$142,665.00
				Residential	6,486	\$832,189.00
				Total:	6,742	\$974,854.00
Mt. Carmel Public Utility	Electric	2024	March	Non-Residential	36	\$3,705.09
				Residential	170	\$33,399.74
				Total:	206	\$37,104.83
	Gas	2024	March	Non-Residential	12	\$1,150.85
				Residential	144	\$16,772.10
				Total:	156	\$17,922.95
Nicor Gas	Gas	2024	March	Non-Residential	8,912	\$7,291,589.86
				Residential	173,352	\$66,007,553.54
				Total:	182,264	\$73,299,143.40
North Shore Gas	Gas	2024	March	Non-Residential	690	\$367,111.00
				Residential	11,110	\$3,340,789.00
				Total:	11,800	\$3,707,900.00
Peoples Gas	Gas	2024	March	Non-Residential	7,355	\$16,099,507.00
				Residential	138,870	\$99,629,705.00
				Total:	146,225	\$115,729,212.00

COM/MGA/avs

PROPOSED DECISION

Agenda ID #16988 (REV. 1)

Quasi- Legislative

12/13/18 Item 25

Decision **PROPOSED DECISION OF COMMISSIONER GUZMAN ACEVES**
(Mailed 10/30/2018)

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Order Instituting Rulemaking to
Consider New Approaches to
Disconnections and Reconnections
to Improve Energy Access and
Contain Costs.

Rulemaking 18-07-005

**DECISION ADOPTING INTERIM RULES TO REDUCE RESIDENTIAL
CUSTOMER DISCONNECTIONS FOR CALIFORNIA-JURISDICTIONAL
ENERGY UTILITIES**

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**DECISION ADOPTING INTERIM RULES TO REDUCE RESIDENTIAL
CUSTOMER DISCONNECTIONS FOR CALIFORNIA-JURISDICTIONAL
ENERGY UTILITIES**

Summary

This decision adopts interim rules applicable to California-jurisdictional gas and electric utilities and are designed to reduce the number of residential customer disconnections and to improve the reconnection processes for disconnected customers. Customers' access to electric and gas service is critical to their economic and social stability and well-being. The Commission has implemented policies and procedures to reduce gas and electric utility service disconnections; however, the rate of customer disconnections continues to rise. Accordingly, the instant rulemaking has been instituted with the goal of developing policies and rules to reduce the statewide level of gas and electric service disconnections for nonpayment by residential customers.

This decision adopts interim rules to take effect immediately on an emergency basis to provide rapid relief while we consider longer term solutions. We apply these interim rules to large investor owned gas and electric utilities in California. We impose a goal for limiting disconnections to 2017 recorded levels per utility. We also modify the existing rule prohibiting disconnections during extreme weather conditions. The utilities currently must not disconnect residential customers during extreme weather conditions based on a 24-hour look-ahead. Today's decision extends this look-ahead period from 24 to 72 hours to provide greater customer protection from being disconnected when weather impacts are the most severe. In identifying vulnerable customers to be protected against disconnection, we shall include any household on medical baseline or life support and for customers age 65+ as defined in Decision 16-09-016 for senior citizens.

We leave this proceeding open to consider additional policies, rules, and regulations to address issues to reduce the rate of customer disconnections.

1. Factual Background

On September 28, 2017, Governor Brown signed Senate Bill (SB) 598 (Hueso 2017) into law. SB 598 acknowledges that disconnections of gas and electric utility customers have been rising and notes the public health impacts in terms of hardship and stress resulting from disconnections, especially among vulnerable populations.¹

California's electric and natural gas investor-owned utilities (IOUs) each have differing procedures and protocols pertaining to disconnection for failure to timely pay for service and as well as differing procedures for reconnection. Some aspects of disconnection and reconnection processes occur pursuant to Commission-adopted rules and policies. Other aspects are voluntary and are not enforced by Commission rules at all. Although the impetus for disconnection, repayment options, and reconnection times, differ across the IOUs, the ramifications of disconnection for customers can be far-reaching. The compounding effects of disconnection include disruption of the customer's normal daily activities (*e.g.* potentially, the ability to maintain employment,) as well as broad public health and social impacts associated with lack of electric and gas service.

Among other things, SB 598 requires the Commission to develop rules, policies or regulations with a goal of reducing the statewide disconnection rate of

¹ The Commission's Policy and Planning Division (PPD) also issued a paper in December 2017 finding that, aside from a brief slowdown in 2010, disconnections have been rising. Since 2011, the number of disconnections has steadily increased from the paused state in 2010.

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gas and electric utility customers by January 1, 2024. The Commission is also required to analyze the impacts on disconnection rates of any utility rate increases in each utility's general rate case. SB 598 also sets forth circumstances under which a customer shall not be disconnected for nonpayment, including a customer receiving a medical baseline allowance, a customer (or member of their household) receiving hospice care, customer dependence on life-support equipment, or the presence of medical conditions requiring electric and natural gas service to sustain life or prevent deterioration of the medical condition.

Through the instant rulemaking, we intend to implement specific requirements in SB 598. We also intend to analyze the current disconnection paradigm more broadly to determine if more effective structures or policies can be adopted to reduce disconnections, reduce costs and improve the disconnection process across utilities. Through the instant rulemaking, we intend to undertake a comprehensive assessment of the root causes of (or events that correlate with) residential customer disconnections while also evaluating the rules, processes and procedures regarding disconnections and reconnections at both a statewide and utility specific level.

The scope of this rulemaking will build upon previous measures adopted in Rulemaking (R.) 10-02-005 to reduce disconnection rates during the Great Recession through improved customer notification and education. Decision (D.) 10-07-048 adopted interim actions to reduce disconnections before the 2010-2011 winter season. D.10-12-051 approved a settlement agreement to address disconnection practices of the major IOUs.

1.1. Procedural Background

On July 20, 2018, the Commission instituted the instant rulemaking to consider new approaches to disconnections and reconnections to improve energy

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access across California's electric and gas investor-owned utilities. A prehearing conference (PHC) was held on August 15, 2018. The *Assigned Commissioner's Phase 1 Scoping Memo and Ruling and Request for Comments on a Proposed Pilot Program* (Scoping Memo) issued on September 13, 2018.

This rulemaking names as respondents the four largest electric and natural gas investor-owned utilities (IOUs). However, disconnections also occur within the service territories of small and multi-jurisdictional utilities under our jurisdiction. As such, the small and multi-jurisdictional gas and electric corporations are also respondents.² California community choice aggregators (CCA) are not identified as respondents because CCA disconnections are managed by the interconnecting utility. However, CCA participation in this proceeding has been encouraged.

The Scoping Memo identified two phases for this rulemaking. Phase 1 is to adopt policies, rules or regulations with a goal of reducing, by January 1, 2024 or before, the statewide level of residential gas and electric service disconnections for nonpayment. Phase II will take a broader approach to the evaluation of residential natural gas and electric disconnections with the goal of determining if the disconnection rate can be reduced through broader reforms and new preventive approaches.

² The smaller IOUs named as respondents are: Southwest Gas Company, Liberty Utilities (CalPeco Utilities) LLC, Bear Valley Electric Service, a division of Golden State Water Company, PacifiCorp, Alpine Natural Gas Operating Company, West Coast Gas Company, Inc. We realize that the smaller IOUs may have unique issues that the larger utilities do not have. Therefore, we will address what policies should be implemented by the smaller IOUs in a separate phase of Phase I of this proceeding. However, we encourage the smaller IOUs to be proactive in their efforts to reduce service disconnections in their service territories while the Commission further develops this proceeding.

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The Scoping Memo provided notice and opportunity to comment on the planned adoption of interim rules to reduce the rate of disconnections. As set forth in Section 4.1 through 4.3 of the Scoping Memo, the parties were provided the opportunity to comment on these proposed interim measures. Reply comments were also served. The utilities were directed to be prepared to implement adopted interim measures as quickly as possible.

Opening Comments were filed on September 18, 2018, by Pacific Gas and Electric Company (PG&E), the Public Advocates Office at the CPUC (The Public Advocates Office, Formerly the Office of Ratepayer Advocates or ORA),³ Center for Accessible Technology and the National Consumer Law Center (CforAT and NCLC), Southern California Edison Company (SCE), The Utility Reform Network (TURN), collectively, by Bear Valley Electric Service, a division of Golden State Water Company, Liberty Utilities (CalPeco Electric) LLC (Liberty CalPeco), and PacifiCorp dba Pacific Power (collectively, the California Association of Small and Multi-Jurisdictional Utilities (CASMU), the Coalition of California Utility Employees (CUE), GRID Alternatives (GRID), San Diego Gas & Electric Company (SDG&E) and Southern California Gas Company (SoCalGas), Utility Consumers' Action Network (UCAN), and Southwest Gas Corporation (SWG) also filed opening comments. Reply comments were filed on September 24, 2018.

No evidentiary hearings were held. The basis for this decision is the record developed through the above-referenced filed comments.

³ At the time of filing its comments, the Public Advocates Office was identified by its previous name, the Office of Ratepayer Advocates.

2. Preliminary Issues to be Resolved

2.1. Interim Rules versus Pilot Program Characterizations

In the Scoping Memo, the interim measures being considered were defined as a “Pilot Program.” The Center for Accessible Technology and National Consumer Law Center (CforAT and NCLC) argue, however, that the interim measures proposed in the Scoping Memo are not pilot programs as typically defined by the Commission. CforAT and NCLC describe the proposals as interim mechanisms, interim protections, and interim rules. The Public Advocates Office supports the use of CforAT and NCLC proposed terminology, arguing that the temporary measures, as described in the Scoping Memo, are inconsistent with the Commission’s previous definition of pilots.

2.1.1. Discussion

We agree with the terminology proposed by the parties for purposes of characterizing our interim rules as adopted herein. We conclude that using the terminology “Pilot Program” is not the most descriptive of the actions we adopt herein. We shall hereafter refer the measures being adopted herein as interim rules, rather than as the “Pilot Program.”

2.2. Applicability of Interim Rules to Smaller Utilities

CASMU asks that the smaller California-jurisdictional utilities not be made subject to the interim rules being adopted here. CASMU notes that each of its member utilities has less than 50,000 customers in California and serves in rural and/or mountainous regions of the state. CASMU argues that given the small customer base of its members, their utility planning effort and participation in Commission proceedings is more limited compared to large IOUs.

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Given the small size of the customer base, CASMU argues that it is relatively more difficult and/or disproportionately more burdensome, for customers of these small utilities to absorb new program costs, with cost sharing or cost subsidization among or across customers. CASMU argues that implementing these interim rules would create a disproportionate cost burden for the smaller customer base. CASMU also argues that SB 598 exempted CASMU members from the requirements of that enacted statute. For these reasons, CASMU argues that its members should be excluded from the requirements of the interim rules being enacted in this decision.

The Public Advocates Office, however, interprets the scope of the Commission's interim rules to be statewide, although the Scoping Memo does not specify the population to be covered.

2.2.1. Discussion

Although SB 598 only requires the Commission to adopt rules for the four major electric and gas utilities, we recognize that customer disconnection concerns affect utility customers statewide. However, we also recognize that the smaller IOUs may have unique circumstances that the other larger IOUs do not face. Therefore, we will not apply these interim rules to the smaller IOUs at this time. However, we will evaluate what procedures shall be applied to the smaller IOUs in a separate and distinct phase of this proceeding. However, since disconnections are a statewide concern, we encourage the smaller IOUs to actively work on appropriate solutions while we further develop the record concerning the unique issues that may impact the smaller IOUs.

2.3. Memorandum Account Treatment of Costs

PacifiCorp initially proposed a memorandum account be established for recovery of incremental additional costs incurred by utilities in connection with the implementing these interim rules. PacifiCorp argues that in addition to enabling utilities to recover incremental costs related to this program, a memorandum account would serve as means of tracking and recording cost data that can be used to develop the final requirements that emerge from this proceeding. However, as discussed in section 2.2.1, the smaller IOUs are being exempted from the interim rules for the time being and any rules pertaining to the smaller IOUS will be conducted in a separate phase of this proceeding. Therefore, PacifiCorp's argument is currently moot.

PG&E and SCE both requested that the Commission allow them to establish a memorandum account in their opening comments, which were filed on November 19, 2018. We will discuss this request in Section 2.3.1, below.

2.3.1. Discussion

PG&E and SCE failed to show in opening comments that the interim rules will result in any incremental costs to them. We decline to authorize memorandum account recovery of incremental costs relating to incremental costs that may be incurred in connection with implementing the interim rules adopted herein. We are not persuaded that incremental costs associated with implementing these rules are of such significance as to warrant authorization of memorandum account treatment. We note that SB 598 requires the Commission to analyze the impacts on disconnection rates of any utility rate increases in each utility's general rate case. For the limited purposes of the interim rules adopted herein, however, we find insufficient basis to institute memorandum account treatment of costs at this time. Also, we are not persuaded that the proposal is

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sufficiently defined as to how to segregate the specific costs that would be eligible for memorandum account treatment, and how such costs would be distinguished from other costs typically incurred in the course of business. Given our goal of implementing these rules quickly, we have insufficient basis to approve all of the terms and conditions that would apply to a memorandum account and decline to grant such a request at this time.

2.4. Reporting Requirements on Arrearages

CforAT and NCLC note that utilities currently collect monthly data on arrearages and disconnections for quarterly reports and recommends that utilities provide reports on arrearages each month that an interim disconnections cap is in place. CforAT and NCLC note that in R.10-02-005, struggling households experienced increased arrearage amounts following a limitation of residential disconnections for non-payment.

The Public Advocates Office agrees that monthly reporting of arrearages would help parties assess the impact of each of the interim measures. For the duration of the interim measures, the Public Advocates Office believes that all IOUs should be required to file in this proceeding the arrearage data on a monthly basis.

2.4.1. Discussion

We conclude that it is acceptable for the large investor-owned utilities⁴ to report on arrearages and disconnections on a monthly basis as suggested by CforAT, NCLC and the Public Advocates Office. We require all respondent utilities to report on arrearages and disconnections on a monthly basis for the

⁴ PG&E, SCE, SDG&E, SoCalGas.

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duration of the interim measures.⁵ An updated version of the data reporting template as provided in the September 12th ruling in this proceeding is attached to this decision (Appendix B). The large IOUs are required to submit the information requested in the updated template on a monthly basis. This requirement supersedes the quarterly reporting requirement from the September 12th ruling. Monthly reports should be filed and served on the 20th of each month (or the next business day thereafter).

3. Adopted Interim Rules

We adopt the interim rules set forth below to reduce the rate of customer disconnections. These rules shall remain in effect pending a subsequent Phase I decision or until the Commission directs otherwise. These rules are adopted based on the proposal that appeared in preliminary form in the Assigned Commissioner's Scoping Memo. These rules: (a) prohibit disconnection of designated vulnerable customers and (b) prevent disconnections during prescribed extreme weather events. This decision also adopts a goal of limiting the rate of disconnections to 2017 levels. We have considered parties' comments in response to the Scoping Memo, and have made adjustments, as appropriate, in adopting these interim rules.

3.1. Limiting Disconnection Rates to 2017 Recorded Levels

To ensure no further increases in disconnections occur, and that a path towards reductions is ensured, the Scoping Memo proposed to establish a disconnection rate cap for each IOU at the IOU's 2017 disconnection rate.

⁵ This requirement does not apply to small, multi-jurisdictional utilities such as Southwest Gas or any other entity not included in the Commission's reporting requirements under Pub. Util. Code 910.5.

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Parties generally support the proposal to establish a disconnection rate cap set at each of the IOUs' respective 2017 disconnection rates. Several IOUs and other parties, however, express concern regarding risks and unintended consequences of establishing a disconnection rate cap across all customers. SCE argues that disconnection rate cap could provide arbitrary and unnecessary relief to customers not at high risk of being disconnected and potentially ignore customer behavior leading to disconnection of service. PG&E expressed concerns regarding potential of unintentional consequences of a disconnection cap, including: (1) higher balances for customers subject to disconnection; (2) shifting of costs to other customers due to nonpayment; and (3) potential gaming as the cap is reached.

SDG&E and SoCalGas request that any disconnect cap be analyzed before implementation, or, if the Commission decides to move forward with a cap, it be set at 3.95% for SDG&E and 2.4% for SoCalGas. This represents an *increase* from 2017 levels. SoCalGas and SDG&E argue that the caps set at 2017 levels would penalize them for positive performance, depriving them of flexibility in managing disconnections.

SDG&E and SoCalGas also question why 2017 data should be used for capping disconnections, other than that it represents the most recent year. They argue that disconnection rates can be affected by weather, economic, and other conditions, all of which should be considered when adopting a cap.

TURN advocates quick implementation of the interim protections for residential customers to prevent further increases.

SCE and PG&E both propose to limit the disconnection rate cap to only Phase 1 of this proceeding. TURN argues that the pilot shall last for the duration

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of this proceeding, or until annual targets for reduced disconnections are adopted.

SCE proposes to apply the disconnection rate cap only to vulnerable customer populations instead of to all residential customers. TURN responds, however, that SB 598 mandated reductions in disconnections for *all* residential customers by 2024, not just vulnerable customers.

TURN expressed concerns that because disconnections have been increasing, and this proceeding could take a prolonged period to resolve, interim protections are necessary to prevent further increases in disconnections. Otherwise, the Commission could potentially be mandating a reduction from a higher level of disconnections and end up with the same or higher disconnection levels compared to when SB 598 was passed.

The Public Advocates Office supports immediate adoption of the interim measures but agrees with the IOUs that the proposed measures raise questions about implementation that could result in inconsistent application across IOU service territories, and unintended consequences.

CforAT and NCLC note the risks of increased arrearages, and state that imposing a hard cap without additional guidance would eliminate the ability of both the Commission and utilities to directly target relief to those customers most in need. SWG supports aspects of the disconnection rate cap pilot, but questions how the disconnection rate cap would be calculated or implemented.

The parties made various comments about the disconnection cap in their comments on the proposed decision. For the most part, the parties accept using the 2017 rates to set the interim disconnection cap, with the only exception being SDG&E and SoCalGas.

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SCE warns in its comments that there may be unintended consequences as a result of the disconnection cap and advises that the Commission should gather more data before implementing the cap. PG&E requests that there be a delay in implementing the cap until the first full month following adoption and that the monthly cap should be based on PG&E's monthly customer account population, which may fluctuate from month to month. SDG&E and SoCalGas strongly oppose the cap and allege it is unfair because they have the lowest number of disconnections for 2017. SDG&E contends that preventing any disconnections for a month could likely lead to higher arrearages for some customers and this will be difficult to pay off and thus make reconnections more difficult for them.

CforAT and NCLC support the use of an absolute cap, but recommends that it not become effective until January 2019 since the utilities do not disconnect customers during the holidays. UCAN suggests that the cap should be set at 95 percent of the 2017 levels. TURN opposes any modification of the cap, but proposes allowing SDG&E a three-month grace period to implement the cap. GRID supports the use of a cap and recommends that the Commission require utilities to minimize disconnections of certain categories of vulnerable customers as they manage disconnections under the cap.

3.1.1. Discussion

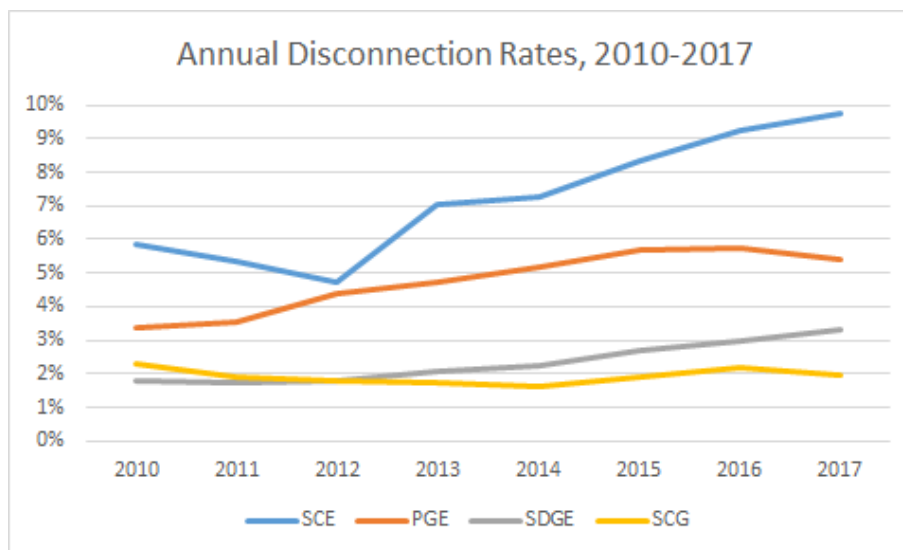
We shall require each of the large IOUs to set a goal of limiting residential customer disconnections to the rate of disconnections recorded in 2017. While the ruling proposed a hard cap on disconnections at 2017 levels, this decision adopts a soft cap or goal to limit disconnections to 2017 levels. A separate phase of the proceeding will address the appropriate goal for the smaller IOUs.

We deny requests to postpone implementation of this goal until further vetting and workshops occur. To stem the rising incidence of disconnections,

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immediate implementation of the goal is needed to offer customers some form of immediate relief. Disconnection rates have been rising in the large IOUs since the Commission began tracking disconnection rates in 2010. As the below chart shows, the disconnection rates of SCE and SDG&E have increased over the years, while SoCalGas's annual disconnection rates remain relatively steady around 2%. PG&E also shows an overall growing trend in disconnections despite the disconnection rate declining slightly last year.



Source: Data were compiled by the Energy Division, based on the Quarterly Disconnect Data Reports submitted by IOUs as a requirement of R.10-02-005.

We recognize that other metrics besides 2017 data arguably might be used to establish the goal, as certain parties propose. On balance, however, we conclude that 2017 recorded levels provides a more straightforward, metric that can be implemented quickly. Since 2017 is the most recent year for which we have complete data, encouraging the large IOUs to limit disconnections to 2017 rates will help curb the rising disconnection rate. This decision aims to implement immediate interim relief, which includes limiting the number of

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customers experiencing disconnection. We therefore adopt 2017 data as the basis for utilities to establish their goals.

We adopt a goal, rather than a hard cap, for the large IOUs due to concerns expressed in comments about the unintended consequences of a hard cap. These consequences include higher arrearages for those who avoid disconnection as a result of a cap and the possibility of ratepayers who are current on their energy bills subsidizing those who are behind on their energy bills. Under existing rules and policies that differ across IOUs, some customers incur large amounts of arrearages before disconnection, while other customers are disconnected when their debt to the utility is relatively low. As this decision offers the large IOUs more flexibility by establishing a goal rather than a hard cap, we direct the large IOUs to use that flexibility to manage disconnections in a way that limits the number of customers experiencing disconnection while also minimizing the growth of arrearages. Hard caps and reductions will be deliberated in Phase I of this proceeding.

To establish the goal, Appendix A of this decision sets forth 2017 disconnection data per utility. Specifically, each utility shall calculate an absolute number (as opposed to a percentage) that will be its goal for the maximum number of disconnections in its service territory. To calculate the absolute number, the utilities shall apply the 2017 disconnection percentages to their residential populations when this decision goes into effect. The calculation of the absolute number should be included in the IOUs' first monthly report of 2019. Until or unless ordered otherwise by this Commission, large IOUs should endeavor to keep the number of disconnections implemented for each subsequent year below the annual disconnection goal.

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If any of the large IOUs exceed the annual disconnections goal, within 60 days that IOU must file a report with the Commission explaining:

- 1) why the utility is exceeding the goal,
- 2) what steps were taken by the utility to manage disconnections to remain below the goal, and
- 3) why those steps were insufficient in limiting disconnections to the established goal.

The report must also be served to the service list of this proceeding. Establishing reporting requirements for the large IOUs if they exceed the goal, in addition to the reporting requirements in Section 2.4.1, will hold the large IOUs accountable as they manage their disconnection rates. The reporting requirement will remain in effect for as long as the disconnection goal remains in effect.

We deny SCE's request to limit the disconnection cap only to vulnerable customer populations. As noted by TURN, the Commission is required by SB 598 to develop policies, rules, or regulations to reduce residential disconnections by January 1, 2024 for *all* residential customers, not just vulnerable customers. SB 598 created a separate section of the Pub. Util. Code Section 779.3, to address additional protections specifically for vulnerable customers. We thus shall impose the disconnections goal such that it applies to all residential energy customer disconnections.

We also deny the request of SDG&E and SoCalGas to set their disconnection caps at 3.95% and 2.4% respectively. We find no justification to deviate from 2017 recorded levels in setting the goal. Although SDG&E claims it has the lowest disconnection rate among the major electric utilities, it has increased its monthly residential disconnections from 1,795 per month in 2010 to 4,248 per month in 2018, a 137% *increase*. SDG&E is now seeking to increase its

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disconnection levels even further. However, we recognize that implementing this goal immediately for SDG&E may severely limit their ability to disconnect customers for nonpayment. Therefore, we agree with the recommendation of TURN and will grant SDG&E a three-month grace period to manage its disconnections. The goal for the remaining covered utilities shall be effective January 1, 2019.

SDG&E's 2018 residential disconnections are already projected to be 0.37% higher than 2017 levels. SDG&E seeks authority to *further increase* its disconnection rate by another 0.27%. SoCalGas requests to increase its disconnection rate to 2.4%, even though it is only currently trending at 2.1% for 2018. We deny this request. SDG&E's disconnection goal is set at 2017 recorded levels.

The goal for limiting residential customer disconnections for large IOUs will remain in effect until the end of Phase 1 of this proceeding and no later than 18 months from this decision. Setting a definitive timeframe for the disconnection goal provides certainty that reforms will take place in a timely manner to address some of the causes of high rates of disconnections. This proceeding will consider and adopt policies to ensure that customers having difficulty paying their energy bills receive interventions to help manage their bills and prevent disconnection. The policies developed at the close of Phase 1 will go beyond the interim rules created in this decision, as the Commission complies with its statutory requirement to reduce the disconnection rate by 2024.

3.2. Limiting Disconnections of Vulnerable Customers

In addition to explicitly requiring an overall reduction in disconnection rates, SB 598 created protections for vulnerable customers for whom disconnection would be life-threatening. Specifically, SB 598 prohibits gas or

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electrical corporations from disconnecting customers who utilize a medical baseline allowance, are financially unable to pay, agree to a payment plan, and either are under hospice care, on life-support equipment, diagnosed with a life-threatening condition that makes electricity service medically necessary.

In line with SB 598 protections, the Scoping Memo similarly proposed to ban disconnections of vulnerable customers, defined as customers who qualify for medical baseline and/or are above 65 years old, as long as the customer agrees to a payment plan. As noted in SB 598, customer disconnections are a public health issue, and impact the elderly, and people with physical disabilities, and with life-threatening medical conditions.

In filed comments, certain parties suggested changes to the definition of “vulnerable customers” for purposes of protections from disconnection. Suggested changes were offered mostly by UCAN and GRID. UCAN recommends that in addition to customers who qualify for medical baseline and/or are above 65 years old, the category of “vulnerable customers” also include members of a household under the age of 10, or those who do not qualify for medical baseline but can show proof of serious illness. GRID also requests to expand the definition of “vulnerable customers: to include: low income households, households with children, households of color, households where English is not the primary language spoken, physically disabled customers, and tribes.

SCE does not currently collect or track all of the data described by UCAN and GRID, and claims that gathering the information would require extensive effort, and be overly intrusive. SCE recommends that before early interventions or rapid relief is adopted, a consensus definition of “vulnerable customers” be determined in the Phase 1 workshop. SCE argues that some suggested

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definitions such as “households with children” and “households of color,” are vague and could cause confusion and implementation problems.

PG&E supports the proposal to suspend disconnection of vulnerable customers if the customer agrees to a payment plan. PG&E’s customers with life-support equipment and receiving medical baseline allotments are currently afforded this benefit. PG&E would support extending this protection to those over age 65 who self-identify as vulnerable. PG&E already offers payment plans to all qualifying customers and has a process for customers to self-identify as being vulnerable. PG&E, however, requests more time to modify its current process to allow for self-identification by customers age 65 or older. On a going forward basis, PG&E suggests coordinating consistent policies among the IOUs through workshops and provision for time to implement adopted changes.

SDG&E and SoCalGas are generally amenable to the disconnection protections proposed for “vulnerable customers” in the Scoping Memo, but oppose expansions as to who should qualify. They argue that such changes are not appropriate because: (1) they do not maintain information to redefine the group, (2) acquiring the information would be intrusive and difficult, and (3) the category would encompass a substantial portion of customers, and potentially even a majority. They argue that if the proposed changes are to begin imminently, it would be impossible for them to be sufficiently tested, analyzed, or implemented.

Because SDG&E and SoCalGas do not generally request or maintain age data for all customers, they express concern over being directed to actively seek out age information from all customers. They argue that such efforts may prove difficult, seem overly intrusive, and invite certain customers to abuse the system.

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They therefore request that the Commission clarify that there will be no affirmative duty on the utilities to ask customers their age.

Because some of the demographic data described by GRID and UCAN would be self-reported by customers, SCE agrees with SoCalGas/SDG&E that it may invite abuse. If additional data collection is necessary, SCE argues that more time and funding may be needed for system modifications. SCE requests that before the definition of “vulnerable customers” is expanded, it should be vetted in Workshop 1 so that unintended consequences can be avoided.

In comments on the proposed decision, CUE, GRID, PG&E, SCE, and CforAT and NCLC expressed support for the protections for vulnerable customers. PG&E expresses concern about its ability to disconnect vulnerable customers who fail to comply with the offered payment plan. SCE requests that the protections go into effect on January 7, 2019 to allow for time to train customer service representatives to request age information during final calls before disconnection. SDG&E and SoCalGas argue that their existing protections are as stringent as those in the proposed decision.

CforAT and NCLC recommends specific guidelines on the type of payment plan utilities must offer to those customers. CforAT and NCLC are concerned that customers will accept whatever payment plan is offered to them, even if they cannot afford the payment plan provided, in order to avoid disconnection in the near term. CforAT and NCLC propose that utilities be required to offer vulnerable customers payment plans spread over at least four months.

3.2.1. Discussion

For purposes of interim rules prohibiting disconnections of vulnerable customers, we shall adopt the following. The utilities shall not disconnect

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customers for nonpayment who qualify for medical baseline and/or are above 65 years old, as long as the customer agrees to a payment plan offered by the utility. The utility is required to offer the vulnerable customer a payment plan with a duration of at least four months. Customers may select a payment plan of a shorter duration if they choose, but the utility must offer a payment plan of at least four months' duration to any vulnerable customer at risk of disconnection. For the purpose of applying this requirement, we define senior citizens as any permanent member of a household, age 65 or older, in any income bracket, consistent with the criteria in D.16-09-016.⁶ The utilities shall not disconnect a customer if anyone in the household meets that definition.

We shall not require the utility to make affirmative inquiry of every residential household as to whether eligible vulnerable customers reside there. If the utility has discussions with the customer over the telephone or in person with an employee of the utility prior to disconnection, the utility shall have a duty to inquire if there is anyone in the household who meets the age 65+ parameters for senior citizens as adopted herein.

In the event that an individual 65 or over fails to successfully complete a payment plan of at least four months' duration, the utility may proceed with disconnection assuming that none of the other interim prohibitions apply. However, we encourage the IOUs to try and work with the customer to ensure that adequate opportunities are provided for a customer 65 or over to resolve any payment delinquencies. For example, IOUs are encouraged to offer vulnerable customers payment plans that exceed the four-month minimum established in this decision.

⁶ See D. 16-09-016, Section 2.1.2, Finding of Fact 3, and Ordering Paragraph 1.

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We decline to expand the alternative definitions of vulnerable customers such as that proposed by UCAN and GRID. Before considering adoption of such expanded definitions, further examination is warranted regarding the implications and the practicalities of implementation. In further stages of this proceeding, we may consider these proposals to redefine the definition of vulnerable customers in further detail.

The IOUs also indicated in their comments on the proposed decision that they would need additional time to implement changes to their systems to gather information concerning the age of a customer. We will allow the IOUs until close of business on December 21, 2018 to implement the changes regarding whether an individual 65 or older resides in the household.

**3.3. Temperature-Related Limitations
on Disconnections**

The Scoping Memo proposed that energy IOUs not be allowed to disconnect customers when the 72-hour National Weather Service forecast predicts temperatures above 100 degrees or below 32 degrees. This proposed protection recognizes that disconnections are a public health issue, particularly when temperatures are extreme. Lost access to energy services on extremely hot or cold days can be life threatening for some populations, including infants, children, and the elderly. To protect customers from disconnection due to nonpayment during periods of extreme temperatures this winter, we establish thus immediate, interim temperature limitations on disconnections.

In filed comments, certain parties seek clarification and/or modifications to the Scoping Memo proposal regarding temperature limits on disconnections. Other parties, while generally supportive of the temperature limitations, suggested alternative approaches that differ from certain existing IOU disconnection policies. UCAN recommends that temperature protections ban

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disconnections during weather conditions that are ten or more degrees above or below average for a period of in excess of three days. SDG&E and SoCalGas are open to exploring these limitations, but believe UCAN's proposal does not appear sufficiently developed at this time.

The IOUs generally support the temperature limitation concept, but note that their temperature-based limitations on disconnections differ somewhat from the approach described in the Scoping Memo. PG&E uses an internal comprehensive meteorological forecast for its service territory. Forecasts are updated daily and disconnects are suspended for all communities when the daily forecast predicts temperatures at or above 100 degrees, and at or below 32 degrees. PG&E proposes continued use of its current process rather than adoption of the National Weather Service forecast approach.

PG&E also claims that time would be required to make technological enhancements and new controls to apply its current daily forecast approach to a 72-hour window. PG&E argues that such changes would be best evaluated and addressed through workshops. PG&E thus requests permission to continue implementing its current severe temperature disconnection policy without change at this time.

SCE believes that the proposal to suspend disconnections during extreme weather should be delayed until after Phase 1 workshops. SCE requests the Commission include examination and analysis of this and other pilot proposals in the Workshop 1, where thorough discussion and vetting on the design and impacts of implementation can be conducted.

TURN argues that protections from disconnection for residential customers during extreme temperatures should be implemented as soon as possible. PG&E, SDG&E, and SoCalGas have already implemented protections

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during extreme weather and support continuation of such protection. SCE is the only major IOU that has not yet implemented these protections for residential customers. The CforAT, NCLC, and the Public Advocates Office state that as many as half of the states in the United States already have policies on residential disconnections during periods of extreme temperatures.

The Public Advocates Office states that elimination of customer disconnections during weather events could result in higher arrearages for customers than those seen in a typical month. The Public Advocates Office believes there could be unintended consequences if the IOUs move away from current policies for temperature-based disconnections to the process described in the Scoping Memo. The Public Advocates Office recommends that the IOUs be allowed to use their current processes for the interim measures, and that subsequent workshops as necessary, can address ways to refine interim measures, as appropriate.

In comments on the proposed decision, CUE and CforAT and NCLC support the temperature protections. SCE states that it will change its existing policy to comply with the interim temperature protection, and PG&E and SDG&E and SoCalGas reiterated their request for a grace period for implementing the temperature protections.

3.3.1. Discussion

For purposes of the interim rules, we shall require that the energy IOUs cannot disconnect residential electricity customers when temperatures above 100 degrees⁷ or below 32 degrees are expected based on a 72-hour look-ahead period. This limitation draws on existing PG&E practice, which prevents

⁷ The limitation on disconnections above 100 degrees does not apply to gas providers

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disconnection of utility customers when temperatures on a given day exceed 100 degrees or are below 32 degrees.

In their comments, the major IOUs argued that they would need more time to implement technological enhancements to comply with the proposed 72-hour weather forecast disconnection measure. We recognize that requiring the utilities to rely upon the National Weather Service model referenced in the Assigned Commissioner's Scoping Memo could require some additional implementation time to the extent that it differs from their existing temperature disconnection policy. Accordingly, to address this concern, we shall permit each utility to continue to use its own internal weather monitoring systems rather than the National Weather Service model. Additionally, we will allow the utilities until close of business on December 21, 2018, to implement the 72-hour look-ahead. By doing this, we address some of the IOUs' concerns regarding implementation lead time, while still providing protections before the weather becomes too extreme. We therefore will require the adopted interim rules calling for a 72-hour look-ahead period to take effect no later than close of business on December 21, 2018. This rule must be applied in assessing extreme weather conditions before disconnection occurs. The first workshop of 2019, and subsequent workshops as necessary, shall address ways to refine the interim measures, as appropriate, consistent with best practices.

4. Comments on Proposed Decision

The proposed decision in this matter was mailed to the parties in accordance with Section 311 of the Public Utilities Code and comments were allowed under Rule 14.3 of the Commission's Rules of Practice and Procedure. Comments were filed on November 16, 2018, by Department of Community Services and Development. Comments were also filed on

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November 19, 2018 by Grid Alternatives, CforAt and NCLC, CUE, PG&E, PacifiCorp, SDG&E and SoCal Gas, SCE, BVES-Liberty CalPeco and Southwest Gas. Reply comments were filed by PG&E, TURN, SDG&E and SoCalGas, SCE, BVES-Liberty Calpeco, UCAN, CforAt and NCLC, and Grid Alternatives. As appropriate, we have addressed the relevant comments in this decision.

5. Assignment of Proceeding

Pursuant to Public Utilities Code Section 1701.4 and Rule 13.2 Commissioner Martha Guzman Aceves is the assigned Commissioner and the Presiding Officer. Gerald F. Kelly is the assigned Administrative Law Judge in this proceeding.

Findings of Fact

1. The Commission opened R.18-07-005 pursuant to SB 598, in order to address disconnection rates across California's electric and gas investor-owned utilities.
2. The Commission seeks to adopt policies and rules that reduce disconnections and improve reconnection processes and outcomes for disconnected customers.
3. As noted in SB 598, residential electric and gas disconnections are on the rise and create public health impacts, especially on vulnerable populations, causing tremendous hardship and undue stress, including increased health risks to vulnerable populations, as well as overreliance on emergency services and underutilization of preventive programs.
4. Rulemaking 18-07-005 calls for a comprehensive assessment of the root causes of (or events that correlate with) residential customer disconnections while also evaluating the rules, processes and procedures regarding disconnections and reconnections at both a statewide and utility specific level.

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5. The assigned Commissioner's Ruling in R.18-07-005 laid out a plan to establish interim rules to provide quick relief to address the continuing increase in disconnection. The Assigned Commissioner's Scoping Memo and Ruling proposed to: (a) limit the rate of disconnections to the 2017 levels, (b) prohibit the disconnection of specifically defined categories of vulnerable customers and (c) prevent disconnections during certain seasonal events.

6. SB 598 mandated protections for vulnerable customers for whom disconnection would be life-threatening.

7. Lost access to energy services on extremely hot or cold days can be life threatening for some populations, including infants, children, and the elderly.

8. There shall be no memorandum account treatment of costs that may be incurred in connection with complying with this decision.

Conclusions of Law

1. The parties in this proceeding have had a reasonable opportunity to comment on the Assigned Commissioner's Scoping Memo, including the interim rules proposed therein, which form the basis for this decision.

2. Given the continuing rise in the rate of residential customer disconnections throughout the service territories of California-jurisdictional utilities, it is reasonable to take quick action to adopt the interim rules set forth below while the Commission considers longer-term solutions as outlined in the Assigned Commissioner's Scoping Memo.

3. Due to the unique circumstances confronting smaller utilities, It is reasonable to conduct a separate phase concerning interim rules for the smaller IOUs.

4. Recorded levels of disconnections by each of the California-jurisdictional energy utilities during 2017, as set forth in Appendix A, form an appropriate

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basis to establish a goal of reducing disconnection levels pending further Commission action in this proceeding.

5. The interim rules adopted in this decision recognize the intent and directives set forth in SB 598, as described in Rulemaking 18-05-007.

6. In line with the provisions of SB 598, it is reasonable to impose restrictions prohibiting disconnections of vulnerable customers defined as customers who qualify for medical baseline, life support and/or are above 65 years old, as long as the customer agrees to a payment plan.

7. It is reasonable to require that utilities offer vulnerable customers a payment plan of at least four months' duration.

8. It is reasonable to prohibit the energy utilities covered by the interim rules adopted in this decision from disconnecting residential electricity customers when temperatures above 100 degrees or below 32 degrees are expected based on a 72-hour look-ahead period. For this purpose, it is reasonable to allow each utility to use its own existing in-house weather forecasting processes.

9. It is reasonable to prohibit gas utilities covered by the interim rules adopted in this decision from disconnecting gas service when the temperature falls below 32-degrees on a 72-hour look-ahead period.

10. The interim rules set forth below should be adopted and made effective no later than close of business on December 21, 2018.

11. The goal of limiting disconnections to 2017 levels shall be effective January 1, 2019 for all covered IOUs, with the exception of SDG&E, who will be granted a three-month grace period prior to implementing the goal.

O R D E R

1. The interim rules set forth below are hereby adopted in order to reduce residential customer disconnections and to improve reconnection processes. These interim measures shall become effective as set forth below.. The rules shall apply to the four large Investor Owned Utilities as follows: Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas and Electric Company, and Southern California Gas Company. Pursuant to these interim rules, each of these utilities shall comply as follows:

- (a) Effective January 1, 2019, each respective utility shall set a goal of limiting residential customer disconnections using the recorded 2017 percentage of each respective utility. Disconnections implemented for each subsequent year must remain below the interim annual disconnection goal. The utilities shall use an absolute number for the interim annual disconnection goal. To calculate the absolute number, the utilities shall apply the 2017 disconnection percentages to their residential populations when this decision goes into effect. The recorded 2017 disconnection percentages to be used are set forth in Appendix A of this decision. No later than 5 business days from the mailing of this order, the utilities shall file their goal as calculated with their current residential customer population. The adopted disconnection rate goal shall remain in effect for the duration of Phase 1 of this proceeding or until annual targets for reduced residential disconnections have been adopted to ensure no further increases. The calculated goals shall be filed by a Tier 1 Advice Letter. SDG&E shall be granted a three month grace period for the goal.
- (b) Effective no later than close of business December 21, 2018, residential customers shall not be disconnected for nonpayment if they qualify for medical baseline and/or are above 65 years old, as long as the customer agrees to a payment plan. The Respondent Utility must offer a payment plan of at least four months' duration to the customer; the

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customer is free to select a shorter payment plan period, but must be offered a payment plan of at least four months' duration by the Respondent Utility. For the purpose this requirement, senior citizens are defined as any permanent member of a household, age 65 or older, in any income bracket, consistent with Decision 16-09-016 criteria for purposes of applying Public Utilities Code Section 745. If anyone in a household meets that definition, the household's service may not be disconnected. The Respondent Utility is not required to make affirmative inquiry of every residential household as to whether eligible vulnerable customers reside there. If the Respondent Utility has discussions with a residential customer prior to disconnection, however, that Utility shall have a duty to inquire if anyone in that household meets the age 65+ parameters for senior citizens adopted herein.

- (c) Residential customers shall not be disconnected when temperatures above 100 degrees or below 32 degrees are forecasted based on a 72-hour look-ahead period. Each utility may continue to use its own internal weather monitoring systems for meeting this requirement.

2. Liberty Utilities, Southwest Gas Company, Bear Valley Electric Service, a division of Golden State Water Company, PacifiCorp, Alpine Natural Gas Operating Company, and West Coast Gas Company, Inc. will be included into a separate phase of this proceeding designed to establish similar interim rules at a later time in this proceeding.

- 3. If any of the large IOUs exceed the annual disconnections goal, within 60 days of exceeding the goal that IOU must file and serve a report with the Commission explaining:
 - a. why the utility is exceeding the goal,
 - b. what steps were taken by the utility to manage disconnections to remain below the goal, and

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c. why those steps were insufficient in limiting disconnections to the established goal.

4. The request for a memorandum account to recover the incremental costs associated with complying with these adopted interim rules is denied.

5. If any of the rules adopted herein require changes to a utility's tariff, that utility shall promptly file an advice letter to implement such changes within 30 days of this decision. Provided that the changes are of a ministerial nature, a Tier 1 advice letter filing is acceptable for this purpose.

6. All respondents are directed to file monthly reports of specific disconnection data as specified in Appendix B, or in a form otherwise approved by the Energy Division. The first monthly report shall be filed on the 20th of the month following the mailing of this order and further reports filed the 20th of each month (or the next business day) thereafter until the interim protections have ended or further direction is provided.

7. Rulemaking 18-05-007 shall remain open for subsequent proceedings pursuant to the Assigned Commissioner's Scoping Memo.

This order is effective today.

Dated _____, at San Francisco, California.

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APPENDIX A – Disconnection Data

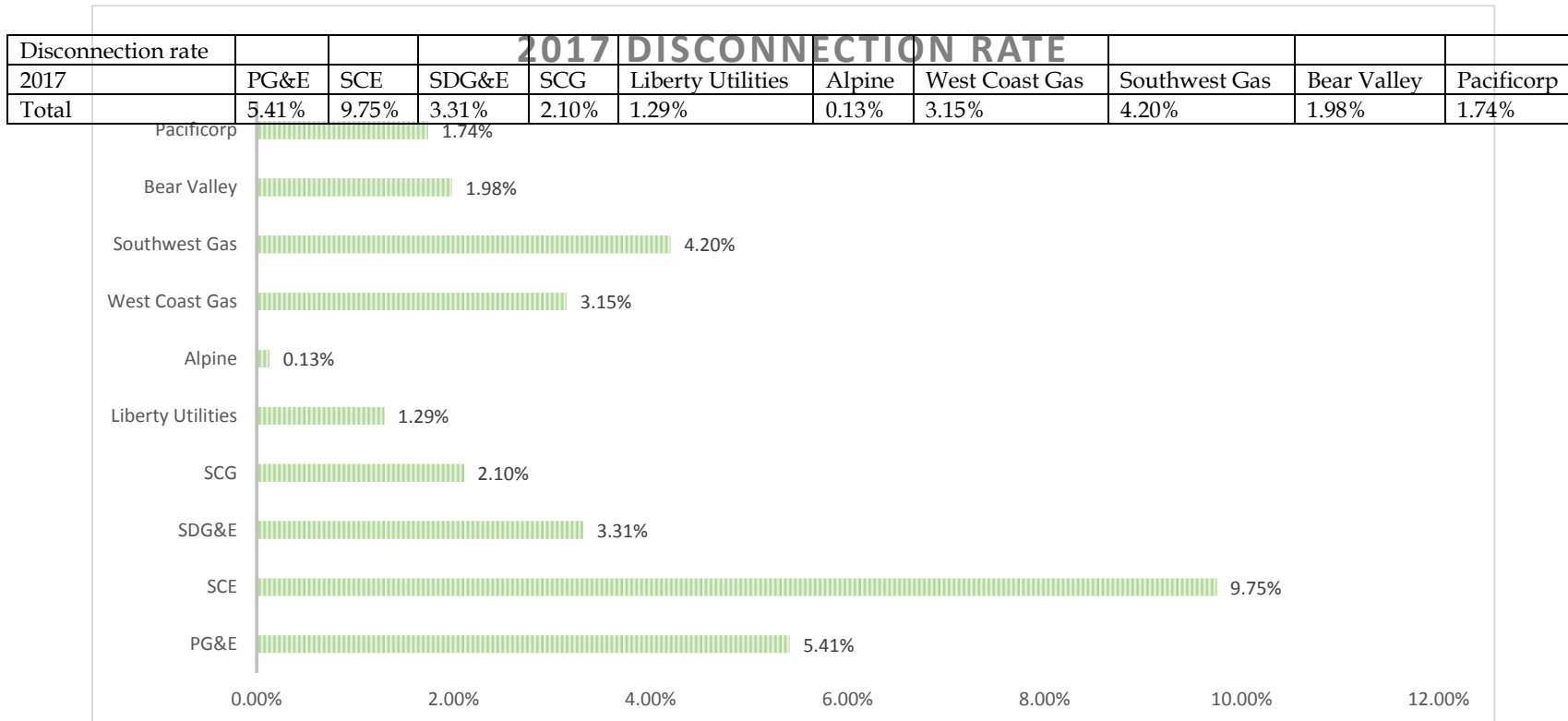
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APPENDIX B – Reporting

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ATTACHMENT A



**ATTACHMENT B
 Reporting**

Quarterly reporting on disconnections and arrearages

Each monthly report after the first should include prior months data until the end of the calendar year.

Section 1 - Payment arrangements and bill assistance

Number of customers requesting bill assistance					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Number of customers with ongoing payment plans					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Number of customers receiving payment extension of <30 days					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Number of customers with 3 month payment arrangements					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Number of customers with 3 month+ payment arrangements					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

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Month	Number of customers who were connected with outside bill payment assistance from organizations (IOU/Local Service Provider)	Number of customers who received outside bill payment assistance from organizations (IOU/Local Service Provider)

*Please break this amount down by customer group if the information is available.

Section 2 - Broken payment arrangements

Number of customers with late or broken 3 month payment arrangements					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Number of customers with late or broken 3 month+ payment arrangements					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Section 3 – Arrearages

Number of customers in arrears					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Number of customers 31-60 days in arrears					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Number of customers 61-90 days in arrears					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

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Number of customers 91-120 days in arrears					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Number of customers 121+ days in arrears					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Number of accounts paid 100% within 30 days from statement date					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Number of accounts paid 50-99% within 30 days from statement date					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Number of accounts paid <50% within 30 days from statement date					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Total Dollar amount of Residential Accounts in Arrears - Month

Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total outstanding receivables		

Total Dollar amount of non-CARE/FERA accounts in Arrears - Month

Number of Days	All Balances	% of total outstanding
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31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total outstanding receivables		

Total Dollar amount of CARE accounts in Arrears - Month

Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total outstanding receivables		

Total Dollar amount of FERA accounts in Arrears - Month

Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total outstanding receivables		

Total Dollar amount of Medical Baseline accounts in Arrears - Month

Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total outstanding receivables		

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Total Dollar amount of Residential accounts in Arrears by amount owed – Month

Amount owed	All Balances	% of total outstanding
<\$500		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total outstanding receivables		

Total Dollar amount of non-CARE/FERA accounts in arrears by amount owed – Month

Amount owed	All Balances	% of total outstanding
<\$500		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total outstanding receivables		

Total Dollar amount of CARE accounts in arrears by amount owed – Month

Amount owed	All Balances	% of total outstanding
<\$500		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total outstanding receivables		

Total Dollar amount of FERA accounts in arrears by amount owed – Month

Amount owed	All Balances	% of total outstanding
<\$500		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total outstanding receivables		

Total Dollar amount of Medical Baseline accounts in arrears by amount owed – Month

Amount owed	All Balances	% of total outstanding
<\$500		
\$1000 - \$500		

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\$2000-1000		
>\$2000		
Total outstanding receivables		

Total number of accounts in arrears by amount owed - Month

Amount owed	Non CARE/FERA	CARE	FERA	Medical Baseline	Total
<\$200					
\$500-\$200					
\$1000-\$500					
\$2000-1000					
>\$2000					

Section 4 – Disconnection/termination

Number of customers experiencing disconnection for non-payment					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Out of those disconnected in the month please show those for whom it is their 2 nd or more disconnection that year					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Number of customers reconnected within 24 hours					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Number of customers reconnected within 24-48 hours					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Number of customers reconnected within 48-72 hours					

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Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Number of customers reconnected within 72+ hours					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Section 5 – Security Deposits

Number of customers with security desopits					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Section 6 – Notices

Number of customers who received an initial disconnection notice (15 day or similar)					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Number of customers who received a secondary disconnection notice (48 hour or similar)					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Section 7 – Basic information

Number of active customer accounts in IOU territory					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

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Number of customers involuntarily returned to utility service from CCA					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

*Please list this information by CCA if possible.

- A list of zip codes within the IOU territory by disconnection rate for that month, descending, Excel format
- A list of zip codes within the IOU territory by total number of disconnections for that month, descending, Excel format (if providing this information would violate customer confidentiality, please blank the affected zip codes for submission to the service list and provide the confidential version to Energy Division)

Section 8 – Interim measures information

- **Please include the calculation for the annual disconnection goal.**
- **Please list any instances in the last quarter in which your utility has invoked temperature related limits on disconnections.**
- **Please list the average amount owed of customers who were disconnected in the previous month.**

(End of Attachment B)

Conclusions of Law

1. The parties in this proceeding have had a reasonable opportunity to comment on the Assigned Commissioner's Scoping Memo, the Workshop Reports, Staff Proposals and assigned ALJ rulings, which form the basis for this decision.
2. Previously, there was a rise in the rate of residential customer disconnections throughout the service territories of California-jurisdictional utilities. In D.18-12-013, the Commission adopted various interim rules which helped to reduce the number of disconnections. Therefore, it is reasonable to adopt and make permanent some of the interim rules as set forth in D.18-12-013 and as modified by this decision.
3. Because the smaller IOUs may have unique circumstances and other challenges, it is appropriate to apply these rules only to the larger IOUs.
4. Phase 1A of this proceeding should be conducted later to determine which rules shall apply to the smaller IOUs.
5. The rules adopted in this decision recognize the intent and directives set forth in Senate Bill 598, as described in the Order Instituting Rulemaking for this proceeding.
6. In line with the provisions of SB 598, it is reasonable to impose restrictions prohibiting disconnections of customers who qualify for medical baseline , if the customer agrees to a payment plan.
7. It is reasonable to prohibit the energy utilities from disconnecting residential electricity customers when temperatures above 100 degrees or below 32 degrees are expected based on a 72-hour look-ahead period. For this purpose,

harder for it—or that women are paid less because they deserve less? Do we have the audacity to point to housekeepers with skin peeling from chemicals or berry pickers who can no longer stand up straight or the millions of other poor working Americans and claim that they are stuck at the bottom because they are lazy? “I’ve worked hard to get where I am,” you might say. Well, sure. But we know that untold numbers of poor people have worked hard to get where they are, too.³⁷

Even in our personal lives, we see people getting ahead not because of their gumption and effort but because they are tall or attractive or know a guy or received a fat inheritance. A brilliant coworker is passed over for a promotion, while someone with dimmer lights is given the corner suite. A family falls on hard times after a gutting medical diagnosis or a car crash. Our lives are tangibly impacted in countless ways—not only by things beyond our control but also by the relentless irrationality of the world. Every day we confront the capriciousness of life, the unfair, stupid ways our future is determined by background or chance.

Most of us believe that working hard helps us get ahead—because of course it does—but most of us also recognize that advantages flow from being white or having highly educated parents or knowing the right people. We sense that our bootstraps can be pulled up only so far, that self-help platitudes about grit and self-control and putting in the hours is fine advice for our children, but it’s no substitute for a theory of how the world works. For as long as there has been poverty alongside great wealth, the winners have cultivated rationalizations for that arrangement. *Those who remain poor haven’t tried hard*

enough. Welfare creates long-term dependency. Expanding opportunity to the poor is an act of destruction, leading to socialism and tyranny. Such propaganda was repeated not because these ideas persuaded us but because they organized us, allowing us to avoid a more painful truth, which is that our lives are interlaced with the lives of the poor.³⁸ But these old tropes and stereotypes are dying. We’ve seen through them. Most Democrats and most Republicans today believe that poverty is caused by unfair circumstances, not by a lack of work ethic.³⁹

This brings us to the third possible explanation for why we accept the current state of affairs: We like it.

It’s the rudest explanation, I know, which is probably why we cloak it behind all sorts of justifications and quick evasions. But as the civil rights activist Ella Baker once put it, “Those who are well-heeled don’t want to get un-well-heeled,” no matter how they came by their coin. Frankly, tax breaks are nice to have if you can get them. In 2020, the mortgage interest deduction allowed more than 13 million Americans to keep \$24.7 billion. Homeowners with annual family incomes below \$20,000 enjoyed \$4 million in savings, and those with annual incomes above \$200,000 enjoyed \$15.5 billion. Also in 2020, more than 11 million taxpayers deducted interest on their student loans, saving low-income borrowers \$12 million and those with incomes between \$100,000 and \$200,000 \$432 million. In all, the top 20 percent of income earners receives six times what the bottom 20 percent receives in tax breaks. Money granted by bizarre government subsidies is still money, and once we have it, we prefer to keep it.⁴⁰

Help from the government is a zero-sum affair. The big-

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gest government subsidies are not directed at families trying to climb out of poverty but instead go to ensure that well-off families stay well-off. This leaves fewer resources for the poor. If this is our design, our social contract, then we should at least own up to it. We should at least stand up and profess, *Yes, this is the kind of nation we want.* What we cannot do is look the American poor in the face and say, *We'd love to help you, but we just can't afford to,* because that is a lie.

CHAPTER 6

HOW WE BUY OPPORTUNITY

IN THE EARLY AUGHTS, BEFORE THE FINANCIAL CRISIS, OUR newspapers announced that the country was entering a Second Gilded Age. In October 2007, *The New York Times Magazine* ran a cover featuring a gold-plated manhole cover, as if New Yorkers were shitting money. That narrative was incomplete, of course, but it contained a blunt truth that Americans today seem bent on avoiding: that many of us are rich.¹ Colossally rich. In 2020, Americans bought more than 310,000 new powerboats. We spent over \$100 billion on our pets and over \$550 billion on leisure travel—down from \$723 billion the previous year, owing to COVID-19. Our cars are bigger than everyone else's in the world. Our homes are, too. You could fit three newly built English homes into the average new American home. More than one in eight American families own property besides their primary residence, including second homes and timeshares.²

We are much richer than citizens of other countries, including other wealthy ones, and we're much richer than our forebearers. And yet, the dominant mood among the Ameri-

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neada.org

Winter and COVID-19 Utility Shut-off Moratoriums - NEADA.ORG

Scott Dukart

8–10 minutes

If this was a normal year, 40 states would have implemented some form of utility shutoff moratoriums during the winter months to protect customers from losing their home heating when the temperature drops. Under normal circumstances, these policies can be difficult to track since they vary between states. This year, the addition of temporary shutoff moratoriums put in place to protect customers affected by the pandemic has muddied the waters even further. As spring approaches and many winter moratoriums end, millions of utility customers are finding themselves unprotected by moratoriums for the first time in over a year. This is a list of all utility actions and state-mandated moratoriums that NEADA is aware of at the time of release. Please contact Mark Wolfe (mwolfe@neada.org) or Cass Lovejoy (clovejoy@neada.org) with questions and Elizabeth Eagles (eeagles@neada.org) with additions or updates with source documentation.

1. **How many people were covered by COVID moratoriums on utility shutoffs?**

Over the summer and into the fall of 2020, a patchwork of states implemented temporary moratoriums to prevent shutoffs for customers affected by the pandemic. Some moratoriums were

extended beyond their initial end dates to coincide with annual winter shutoff moratoriums that many states implement every year to protect customers during cold winter months. Others were allowed to expire.

Table 1. Population covered by COVID-19 moratoriums, Jul. – Oct. 2020

	31-Jul	31-Aug	30-Sep	31-Oct
Population covered	184,944,156	155,527,034	138,112,481	131,102,944
% of U.S. covered	56%	48%	42%	40%

2. Projected population covered by utility moratoriums January 31 – April 30, 2021

The number of people protected from utility shutoffs is projected to decrease as annual winter moratoriums begin to expire in March and April of 2021. There are three types of state moratoriums currently at play: 1) emergency COVID-19 moratoriums that were first implemented in the spring and summer, 2) annual date-based winter moratoriums that cover all customers for a set period of time, and 3) temperature-based winter moratoriums, which only prevent utility shut-offs when the temperature drops below a certain threshold. Table 2 shows the actual and projected number of people covered by COVID-19/date-based winter moratoriums. We have combined these because they provide guaranteed coverage for a set time period. Table 3 shows the actual and projected number of people covered by temperature-based winter moratoriums, which only provide temporary protection during cold snaps.

Table 2. Projected population covered by COVID-19/date-based

utility moratoriums, January – April 2021

	31-Jan (actual)	28-Feb (actual)	31-Mar (projected)	30-Apr (projected)
Population covered	185,786,993	185,786,993	174,061,751	107,094,655
% of U.S. covered	57%	57%	53%	33%

Table 3. Projected population covered by temperature-based utility moratoriums, January – April 2021

	31-Jan (actual)	28-Feb (actual)	31-Mar (projected)	30-Apr (projected)
Population covered	104,354,835	104,354,835	93,737,412	51,665,872
% of U.S. covered	32%	32%	29%	16%

3. Active Moratoriums

The intersection of COVID and annual winter moratoriums complicates matters significantly. Some states that had COVID moratoriums in place extended them until winter date-based moratoriums went into effect. Others let theirs lapse for a month or more before winter set in. Some states that would normally have temperature-based moratoriums are still operating under COVID shutoff bans that protect customers regardless of the weather. And then there are states that do not normally have an annual winter shutoff moratorium, some of which have ongoing COVID moratoriums, while others either never had any or let them expire. A full list of COVID and winter shutoff moratoriums, including start and end dates, can be found at the bottom of the page.

Type of moratorium	Count	States
No active COVID-19 or winter moratorium	11	Alaska, Florida, Georgia, Idaho, Indiana, Kentucky, Louisiana, North Dakota, Oregon, Utah, West Virginia
Active annual winter moratorium (no additional COVID protection)	10	Alabama ⁺ , Arizona ⁺ , Michigan, Minnesota, Missouri ⁺ , Nebraska, Nevada ⁺ , Oklahoma ⁺ , South Dakota, Wyoming ⁺
Moratoriums that will expire between March and July of 2021	27	Arkansas, California, Colorado, Connecticut, Delaware ⁺ , Hawaii, Illinois ^{**} , Iowa ^{**} , Kansas ^{**} , Maine, Maryland ⁺ , Massachusetts, Mississippi*, Montana ^{**} , New Hampshire*, New Jersey*, New Mexico, North Carolina*, Ohio*, Pennsylvania*, Rhode Island*, South Carolina ⁺ , Tennessee ⁺ , Texas ⁺ , Vermont, Washington, Wisconsin
Indefinite COVID moratoriums	3	DC, New York, Virginia

⁺ States that only have temperature-based winter moratoriums.

*States with an unprotected gap between COVID-19 moratoriums and winter moratoriums.

When do COVID-19 and winter utility moratoriums start and end in each state?

	COVID-19 Start Date	COVID-19 End Date	Winter Start Date	Winter End Date	Temperature based?
Alabama					≤32° F
Alaska	4/9/20	11/15/20			
Arizona					≤32° F
Arkansas	4/10/20	5/3/21	11/1/20	3/31/21	≤32° F
California	3/16/20	6/30/21			
Colorado	3/20/20	6/12/21			
Connecticut	3/12/20	10/31/20	11/1/20	5/1/21	
Delaware	3/24/20	11/1/20	11/15/20	4/15/21	≤20° F
DC	3/17/20	15 days after emergency			≤32° F
Florida					
Georgia			11/15/20	3/15/21	≤32° F
Hawaii	3/27/20	3/31/21			
Idaho			12/1/20	2/28/21	
Illinois	3/18/20	8/1/20	12/1/20	3/31/21	≤32° F
Indiana	3/19/20	8/14/20 (protections till 10/14/20)	12/1/20	3/15/21	

Iowa	3/13/20	7/1/20	11/1/20	4/1/21	≤20° F
Kansas	3/16/20	5/31/20	11/1/20	3/31/21	≤35° F
Kentucky	3/16/20	11/6/20			
Louisiana	3/13/20	7/16/20			
Maine	3/16/20	11/1/20	11/15/20	4/15/21	
Maryland	3/16/20	11/15/20	11/1/20	3/31/21	If 72 hr. forecast is ≤32° F
Massachusetts	3/13/20	7/1/21	11/15/20	3/15/21	
Michigan			11/1/20	3/31/21	
Minnesota			10/15/20	4/15/21	
Mississippi	3/15/20	6/14/20	12/1/20	3/31/21	
Missouri			11/1/20	3/31/21	≤32° F
Montana	3/30/20	6/30/20	11/1/20	4/1/21	≤32° F at 8am or in forecast
Nebraska			11/1/20	3/31/21	
Nevada					≤20° F
New Hampshire	3/17/20	7/15/20	11/15/20	3/31/21	
New Jersey	10/15/20	6/30/21	11/15/20	3/15/21	
New Mexico	3/19/20	Large IOUs (>100,00 meters) under moratorium	11/15/20	3/15/21	

		<p>until 5/14/21 followed by 90-day transition period. Water utilities and smaller gas and electric under moratorium until 3/20/21 with 45-day transition period.</p>			
New York	3/13/20	180 days after emergency or 3/31/21	11/1/20	4/15/21	<32° F
North Carolina	3/31/20	8/31/20	11/1/20	3/31/21	
North Dakota					
Ohio	3/13/20	4/1/20	10/20/20	4/15/21	
Oklahoma			11/15/20	4/15/21	≤32° F day, ≤20° F night
Oregon					
Pennsylvania	3/13/20	11/9/20 if above	12/1/20	3/31/21	

		300% FPL			
Rhode Island	3/17/20	7/17/20 (11/1/20*)	11/1/20	4/30/21	
South Carolina	3/16/20	5/15/20	12/1/20	3/31/21	Forecast ≤32° F for 45 hrs.
South Dakota			11/1/20	3/31/21	
Tennessee	3/31/30	8/29/20			<32° F
Texas	3/26/20	8/31/20, (9/30/20*)			≤32° F
Utah			11/15/20	3/15/21	
Vermont	3/18/20	Ended 10/15/20, then on 12/22/20, was extended through 3/31/21	11/1/20	3/31/21	≤10° F, ≤32° F for elderly
Virginia	3/16/20	Ended 10/5/20, then on 11/18/20, was extended until 60 days after emergency			
Washington	3/19/20	7/31/21	11/1/20	3/31/21	

West Virginia					
Wisconsin	3/13/20	11/1/20	11/1/20	4/15/21	
Wyoming			11/1/20	4/30/21	≤32° F

*Extended moratorium for qualified low-income customers

Note: the above table is only meant to provide a generalized summary of temperature-based moratoriums, which in some states, have a number of caveats and further age/income restrictions. For a comprehensive list of temperature-based moratoriums, visit <https://liheapch.acf.hhs.gov/Disconnect/SeasonalDisconnect.htm>

BACKGROUND

Since 2012, California law has declared that every person in the state has a right to clean, safe, and affordable drinking water. And, it is incontrovertible that the lack of electrical power puts residents at an extreme disadvantage and potential risk of harm.

Low-Income communities and communities of color such as South LA, East Los Angeles, portions of the San Fernando Valley, and the Harbor are disproportionately impacted by high utility burdens, arrearages, and water or power shut-offs.

Our own data shows that majority Black and LatinX communities were nearly 2.5 and 2 times, respectively, more likely to experience shutoffs than majority white communities. Black and Latino-majority communities also generally experience the longest shut-off durations.

These impacts are exacerbated by the ongoing economic and climate crisis, as seen with the recent heat storms that spread across the City. Utility burden and shut-offs are symptoms of broader structural and systemic disparities, such as redlining and lack of economic and community development, that have created and reinforced inequality.

Against this backdrop, LADWP has made a commitment to equity and seeks to ensure baseline protections for its customers as we work to achieve utility debt relief, affordable rates, a just clean energy transition, and better customer service. Notably, as part of its commitment, LADWP participated in the US Water Alliance's Preventing Shutoffs for Low-Income Households pilot project in partnership with SCOPE and South LA community members, which included extensive analysis of utility shut-off data, community impacts, and recommended strategies to discontinue utility shutoff as a debt collection practice with respect to low-income customers.

A review of customer bill paying patterns before, during and after the COVID shutoff moratorium revealed that low income customers continued to pay their utility bills at a rate equal to or higher than the overall customer base. And, based on its review of publicly available data, researchers from the UCLA Luskin Center for Innovation and UCLA Institute of the Environment currently supporting the Department's LA 100 Equity Strategies effort concluded that service shut off of low-income customers is not plausibly justified as a revenue recovery imperative.

At our September 27, 2022, Board Meeting, LADWP staff shared plans to restart shut-offs for residential non-discount customers in May 2023 and residential discount customers in September 2023 in addition to efforts to develop and deploy a range of programs intended to offer more robust support for economically vulnerable customers.

**MOTION TO DISCONTINUE SHUT-OFFS AS AN ACCOUNT
MANAGEMENT/COLLECTION TOOL FOR CUSTOMERS ENROLLED IN LADWP
EZ-SAVE AND LIFELINE DISCOUNT PROGRAMS**

**I move that the Board of Water and Power Commissioners instruct the
Department to:**

1. Discontinue collection-related water and power shutoffs aimed at low-income residential customers enrolled in LADWP EZ-SAVE, Lifeline and related assistance programs; and continue to ramp up efforts to secure utility debt relief, improve affordability, pursue equitable decarbonization efforts, provide comprehensive customer service, and increase pathways to family-sustaining union jobs at LADWP.
2. Prioritize customers who would have been at risk of disconnection prior to the adoption of this motion for a “Customer Consultation” as part of the Department’s recently adopted program.
3. Discontinue water and power shutoffs for all customers during extreme weather events. [Implementation of this provision should be set to localized climate conditions in the City of Los Angeles and approved by this Board at a future meeting].
4. Increase marketing and communication efforts, with a combination of both paid and earned media, directed at targeted customers/communities to meaningfully increase awareness and enrollment in EZ-SAVE, Lifeline and related programs, including but not limited to “level pay” and report to the Board semi-annually on results.
5. Through the Office of Diversity, Equity, and Inclusion, develop and implement sustainable partnerships with community-based organizations to meaningfully leverage and enhance communication and outreach efforts to targeted customers/communities regarding LADWP programs related to both debt relief and sustainability and report to the Board annually on results. CBO’s serving on the Equity Strategies Steering Committee should be prioritized for partnership consideration.
6. Explore the feasibility of adopting a policy to extend additional shutoff protections to small commercial customers and customers in the top 20% highest scoring census tracts under CalEnviroScreen 4.0.

**When using these data, please cite: Sanya Carley and David Konisky, 2023, "Utility Disconnections
 For questions about these data, please email: enjlab@indiana.edu
 Date and Time of Download: 05/02/2024 22:47:47**

State	Cold-based protections	Date-based protections	Temperature-based protections
Alabama	Yes	No	Yes
Alaska	No	No	No
Arizona	No	No	No
Arkansas	Yes	No	Yes
California	Yes	No	Yes
Colorado	Yes	No	Yes
Connecticut	Yes	Yes	No
Delaware	Yes	Yes	Yes
District of Columbia	Yes	No	Yes
Florida	No	No	No
Georgia	Yes	Yes	Yes
Hawaii	No	No	No
Idaho	Yes	Yes	No
Illinois	Yes	Yes	Yes
Indiana	Yes	Yes	No
Iowa	Yes	Yes	Yes
Kansas	Yes	Yes	Yes
Kentucky	Yes	Yes	No
Louisiana	Yes	No	Yes
Maine	Yes	Yes	Yes
Maryland	Yes	Yes	Yes
Massachusetts	Yes	Yes	No
Michigan	Yes	Yes	No
Minnesota	Yes	Yes	No
Mississippi	Yes	Yes	No
Missouri	Yes	No	Yes
Montana	Yes	Yes	Yes
Nebraska	No	No	No
Nevada	Yes	No	Yes
New Hampshire	Yes	Yes	No
New Jersey	Yes	Yes	Yes
New Mexico	Yes	Yes	No
New York	Yes	Yes	No
North Carolina	Yes	Yes	No
North Dakota	No	No	No
Ohio	Yes	Yes	No
Oklahoma	Yes	No	Yes
Oregon	Yes	No	Yes
Pennsylvania	Yes	Yes	No
Rhode Island	Yes	Yes	No
South Carolina	Yes	Yes	No
South Dakota	Yes	Yes	No
Tennessee	No	No	No
Texas	Yes	No	Yes
Utah	No	No	No
Vermont	Yes	Yes	Yes
Virginia	No	No	No
Washington	Yes	Yes	No
West Virginia	Yes	No	Yes
Wisconsin	Yes	Yes	No
Wyoming	Yes	Yes	Yes

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State	Heat-based protections	Date-based protections	Temperature-based protections
Alabama	No	No	No
Alaska	No	No	No
Arizona	Yes	No	No
Arkansas	Yes	No	Yes
California	Yes	No	Yes
Colorado	Yes	No	Yes
Connecticut	No	No	No
Delaware	Yes	Yes	Yes
District of Columbia	Yes	No	Yes
Florida	No	No	No
Georgia	Yes	No	No
Hawaii	No	No	No
Idaho	No	No	No
Illinois	Yes	No	Yes
Indiana	No	No	No
Iowa	No	No	No
Kansas	No	No	No
Kentucky	No	No	No
Louisiana	Yes	No	No
Maine	No	No	No
Maryland	Yes	No	Yes
Massachusetts	No	No	No
Michigan	No	No	No
Minnesota	Yes	No	No
Mississippi	Yes	No	No
Missouri	Yes	Yes	Yes
Montana	No	No	No
Nebraska	No	No	No
Nevada	Yes	No	Yes
New Hampshire	No	No	No
New Jersey	Yes	No	Yes
New Mexico	No	No	No
New York	No	No	No
North Carolina	No	No	No
North Dakota	No	No	No
Ohio	No	No	No
Oklahoma	Yes	No	Yes
Oregon	Yes	No	No
Pennsylvania	No	No	No
Rhode Island	Yes	No	No
South Carolina	No	No	No
South Dakota	No	No	No
Tennessee	No	No	No
Texas	Yes	No	No
Utah	No	No	No
Vermont	No	No	No
Virginia	No	No	No
Washington	Yes	No	Yes
West Virginia	No	No	No
Wisconsin	Yes	No	No
Wyoming	No	No	No

When using these data, please cite: Sanya Carley and David Konisky, 2023, "Utility Disconnections Dashboard," Energy Justice Lab

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State	Young Individuals	Medical Condition Individuals	Elderly People	Individuals with Disabilities	Military Veterans
Alabama	No	No	No	No	No
Alaska	No	Yes	Yes	Yes	No
Arizona	No	Yes	No	No	No
Arkansas	No	Yes	Yes	Yes	No
California	No	Yes	No	No	Yes
Colorado	No	Yes	No	No	No
Connecticut	No	Yes	No	No	No
Delaware	No	Yes	No	No	Yes
District of Columbia	No	Yes	No	No	No
Florida	No	No	No	No	No
Georgia	No	Yes	No	No	No
Hawaii	No	No	No	No	No
Idaho	Yes	Yes	Yes	No	No
Illinois	No	Yes	No	No	Yes
Indiana	No	Yes	No	No	No
Iowa	No	Yes	No	No	Yes
Kansas	No	No	No	No	No
Kentucky	No	Yes	No	No	No
Louisiana	No	Yes	No	No	Yes
Maine	No	Yes	No	No	No
Maryland	No	Yes	No	No	No
Massachusetts	Yes	Yes	Yes	No	No
Michigan	No	Yes	Yes	No	Yes
Minnesota	No	Yes	No	No	No
Mississippi	No	Yes	No	No	No
Missouri	No	Yes	No	No	No
Montana	No	Yes	Yes	Yes	No
Nebraska	No	Yes	No	Yes	No
Nevada	No	Yes	Yes	Yes	No
New Hampshire	No	Yes	No	No	No
New Jersey	No	Yes	No	No	No
New Mexico	No	Yes	No	No	No
New York	No	Yes	Yes	Yes	No
North Carolina	No	No	Yes	Yes	No
North Dakota	No	Yes	Yes	Yes	No
Ohio	No	Yes	No	No	Yes
Oklahoma	No	Yes	Yes	Yes	No
Oregon	No	Yes	No	No	No
Pennsylvania	No	Yes	No	No	No
Rhode Island	Yes	Yes	Yes	Yes	No
South Carolina	No	Yes	No	No	No
South Dakota	No	Yes	No	No	No
Tennessee	No	Yes	No	No	No
Texas	No	Yes	No	No	No
Utah	No	Yes	No	No	No
Vermont	No	Yes	Yes	No	No
Virginia	No	Yes	No	No	No
Washington	No	Yes	No	No	No
West Virginia	No	No	No	No	No
Wisconsin	Yes	Yes	Yes	Yes	No
Wyoming	No	Yes	No	No	No

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State	Must a utility provide written notice?	Must a utility attempt in-person notification?	Must a utility attempt notice by phone?	Minimum number of days' notice prior to shutoff
Alabama	Yes	No	No	5 days
Alaska	Yes	Yes	Yes	15 days
Arizona	Yes	No	Yes	10 days
Arkansas	Yes	No	No	5 days
California	Yes	No	No	10 days
Colorado	Yes	Yes	Yes	12 days
Connecticut	Yes	No	No	13 days
Delaware	Yes	No	Yes	3 days
District of Columbia	Yes	No	No	15 days
Florida	Yes	Yes	No	5 working days
Georgia	Yes	No	No	5 days
Hawaii	Yes	No	No	5 days
Idaho	Yes	Yes	Yes	7 days
Illinois	Yes	No	Yes	10 days
Indiana	Yes	No	No	14 days
Iowa	Yes	Yes	Yes	12 days
Kansas	Yes	No	Yes	10 days
Kentucky	Yes	No	No	10 days
Louisiana	Yes	No	No	5 days
Maine	Yes	Yes	Yes	14 days
Maryland	Yes	Yes	Yes	14 days
Massachusetts	Yes	Yes	Yes	3 days
Michigan	Yes	No	Yes	10 days
Minnesota	Yes	Yes	No	5 days
Mississippi	Yes	No	No	5 days
Missouri	Yes	No	Yes	10 days
Montana	Yes	Yes	Yes	20 days
Nebraska	Yes	No	No	7 working days
Nevada	Yes	Yes	No	10 days
New Hampshire	Yes	Yes	Yes	14 days
New Jersey	Yes	Yes	No	10 days
New Mexico	Yes	No	No	15 days
New York	Yes	Yes	Yes	15 days
North Carolina	Yes	Yes	Yes	10 days
North Dakota	Yes	Yes	No	10 days
Ohio	Yes	Yes	No	14 days
Oklahoma	Yes	No	No	10 days
Oregon	Yes	Yes	Yes	15 days
Pennsylvania	Yes	No	No	10 days
Rhode Island	Yes	No	Yes	10 days
South Carolina	Yes	No	No	10 days
South Dakota	Yes	No	No	10 days
Tennessee	Yes	No	No	7 days
Texas	Yes	No	No	10 days
Utah	Yes	No	No	10 days
Vermont	Yes	Yes	Yes	14 days
Virginia	Yes	No	No	10 days
Washington	Yes	No	Yes	8 days
West Virginia	Yes	No	No	10 days
Wisconsin	Yes	Yes	No	10 days
Wyoming	No	Yes	Yes	7 days

Low-Income Programs

We understand the importance of energy in your life, and our goal is to keep your services turned on. Throughout the year, we work with government agencies and community organizations to offer payment assistance to income-qualified residents.

If you are behind on your energy bill, we will work with you to discuss payment plan options or direct you to [energy assistance agencies](#) in your area. For more information, contact us at **(800) 477-4747**.

How to Apply

[This video](#) describes which documents and information you will need to provide when applying for energy assistance.

Federal Poverty Guidelines

To receive specific types of energy assistance, we allow your income to be at or above a certain percentage of the [Federal Poverty Guidelines](#).

Number of Household Members	2023-2024 Federal Poverty Guidelines
1	\$14,580
2	\$19,720
3	\$24,860
4	\$30,000
5	\$35,140
6	\$40,280
7	\$45,420
8	\$50,560

Add \$5,140 for each additional household member.

Source: 

https://www.acf.hhs.gov/sites/default/files/documents/ocs/COMM_LIHEAP_FY24FPGUpdateIM_FFY2024.pdf

Income Eligibility

Based on your income, you could qualify for energy assistance or a payment plan to help pay your past-due balance or current bill.

Within the table below, determine the number of members in your household and then your monthly or yearly income. Then decide if you might qualify for a specific type of energy assistance or payment plan.

Type of Energy Assistance	Home Heating Credit	SER ¹ LSP ² THAW ³ MCA ⁴ Salvation Army RIA Credit	Shutoff Protection Plan
Number of Household Members	Annual Income	Monthly Income	Monthly Income
1	\$16,038	\$1,823	\$2,430
2	\$21,692	\$2,465	\$3,287
3	\$27,346	\$3,108	\$4,143
4	\$33,000	\$3,750	\$5,000
5	\$38,654	\$4,393	\$5,857
6	\$44,308	\$5,035	\$6,713
7	\$49,962	\$5,678	\$7,570
8	\$55,616	\$6,320	\$8,427
For each additional person add	\$5,654	\$643	\$857

¹State Emergency Relief

²Low-Income Self-Sufficiency Plan

³The Heat and Warmth Fund

⁴Michigan Community Action

Some non-profit agencies may provide assistance to households with a higher income level than listed above. Contact the specific agency for details.

You can also call United Way of Southeastern Michigan at 211 or (844) 211-4994 or United Way of Jackson County at (517) 741-0202.

Affordable Connectivity Program (ACP)

Earned Income Credit

Energy Efficiency Assistance Program

Federal – Earned Income Tax Credit

The Heat and Warmth Fund

Home Heating Credit

Lifeline

Michigan 2-1-1

Michigan Community Action

Michigan Homeowner Assistance Fund (MIHAF)

Michigan Veterans Trust Fund Emergency Grant Program

Residential Income Assistance Credit

If you are below 150% of the federal poverty level, you may qualify for a \$8.50 per month credit on your electric account and/or a \$13.50 per month credit on your gas account.

To determine eligibility for the Residential Income Assistance credit, the following documentation is required for income verification and can be submitted using our **Document Submission Portal**. Allow for 48 -72 hours for processing of documentation.

1. Identification for all members of the household who are 18 years or older including the DTE account holder (Valid ID and Social Security Cards are both required):
 - Valid Michigan or government-issued photo ID (Driver's License, City-Issued Photo ID, State ID, Passport, etc). Note: Due to COVID and delays in renewing licenses, etc, IDs that expired after February 2020 will be accepted at this time.
 - Social Security Cards for all members in the household regardless of the age including the DTE account holder.
2. Proof of income for all members of the household 18 years or older including the DTE account holder (choose from one of the following):
 - Two (2) most recent copies of paychecks or pay stubs. Pay stubs greater than 60 days old will not be accepted.
 - Unemployment compensation benefit check stubs or benefit statements
 - SSI Statement for current year
 - MDHHS Benefit Letter
 - Copy of HHC Energy Draft for current year. Note: We will accept a copy of an HHC Energy Draft if gas is with another utility provider.

If qualified and enrolled, income must be verified every 12 months to continue receiving the credit.

 **The Salvation Army**

 **State Emergency Relief Program**

 **Wayne County – Foreclosure Prevention**

STATE OF MICHIGAN

BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

In the matter of the application of **DTE ELECTRIC COMPANY** for authority to increase its rates, amend its rate schedules and rules governing the distribution and supply of electric energy, and for miscellaneous accounting authority

Case No. U-21534

ALJ Sally Wallace

PROOF OF SERVICE

I, Mark N. Templeton, certify that an electronic copy of the Official Exhibits DAO-141 to DAO-163 sponsored by Justin Schott (Part 4 of 10) on Behalf of Soulardarity and We Want Green, Too was served on the following on September 12, 2024.

Name/Party	E-mail Address
Administrative Law Judge Hon. Sally Wallace	wallaces2@michigan.gov
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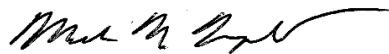
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The statements above are true to the best of my knowledge, information, and belief.

UNIVERSITY OF CHICAGO LAW SCHOOL
 ABRAMS ENVIRONMENTAL LAW CLINIC
 Counsel for Soulardarity and
 We Want Green, Too

Date: September 12, 2024

Sincerely,



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