

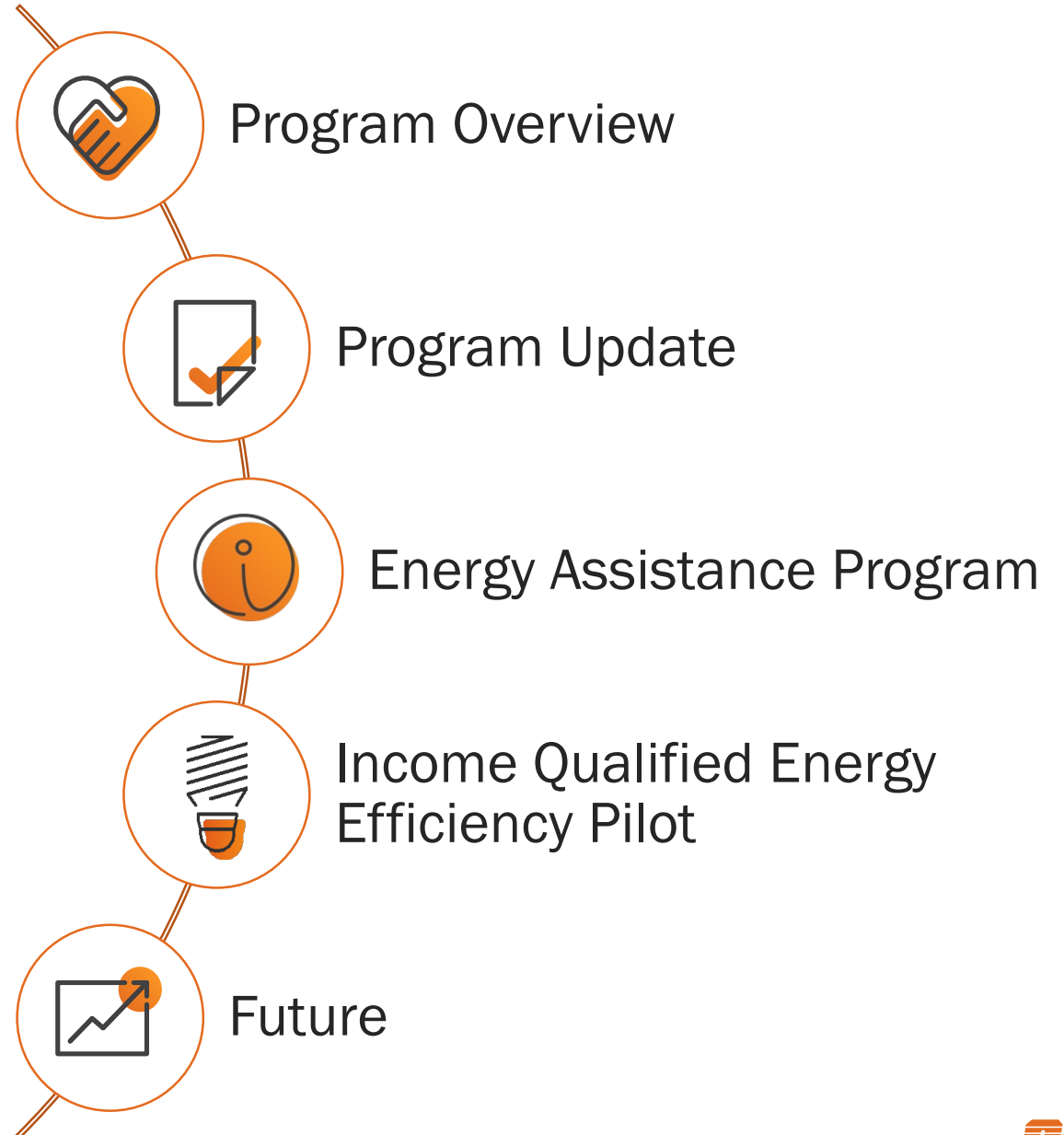


# Income Qualified Program Update

Presented by: Britton Gabel, Sr. Product Specialist

Date: June 11, 2020

# Agenda



# Program Overview

- OPPD programs to assist customers experiencing financial challenges.
  - Energy Assistance Program (EAP)
  - Low Income Home Energy Assistance Program (LIHEAP)
  - Income Qualified Energy Efficiency Pilot Program
  - Low Use, Low Income Credit (LULI)
  - EAP Safe Neighbor
- Additional services to assist customers with budgeting utility expenses.
  - Level Payment Plan
  - Payment Plan Arrangements

# Program Update

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

# Energy Assistance Program (EAP) Update

- Mission: Provide a program which is accessible, responsive, and impactful to the lives of vulnerable customers.
- Program Opportunities & Enhancements:
  - Access to assistance through the most efficient model
    - Leveraged community social service agencies to improve customer experience
    - Increased customer access to OPPD EAP Funds
    - Streamlined referral and application process
  - Established consistent eligibility requirements
  - Improved oversight and quality control of donor dollars
  - Improved reporting and performance metrics
  - Reduced overall program costs through lower administration fees
  - Updated EAP Website and Marketing Materials
  - Developed collaborative relationship between OPPD and M.U.D.

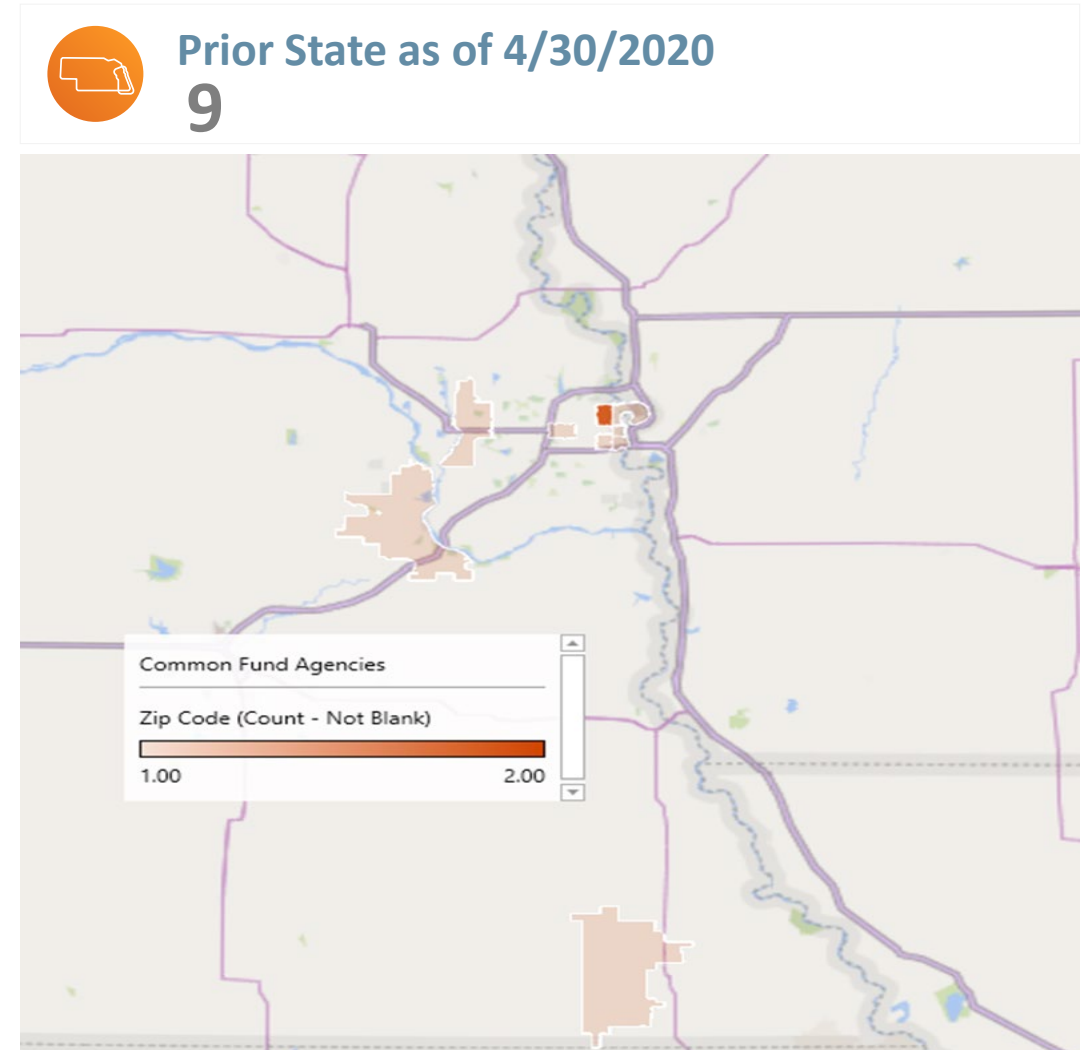
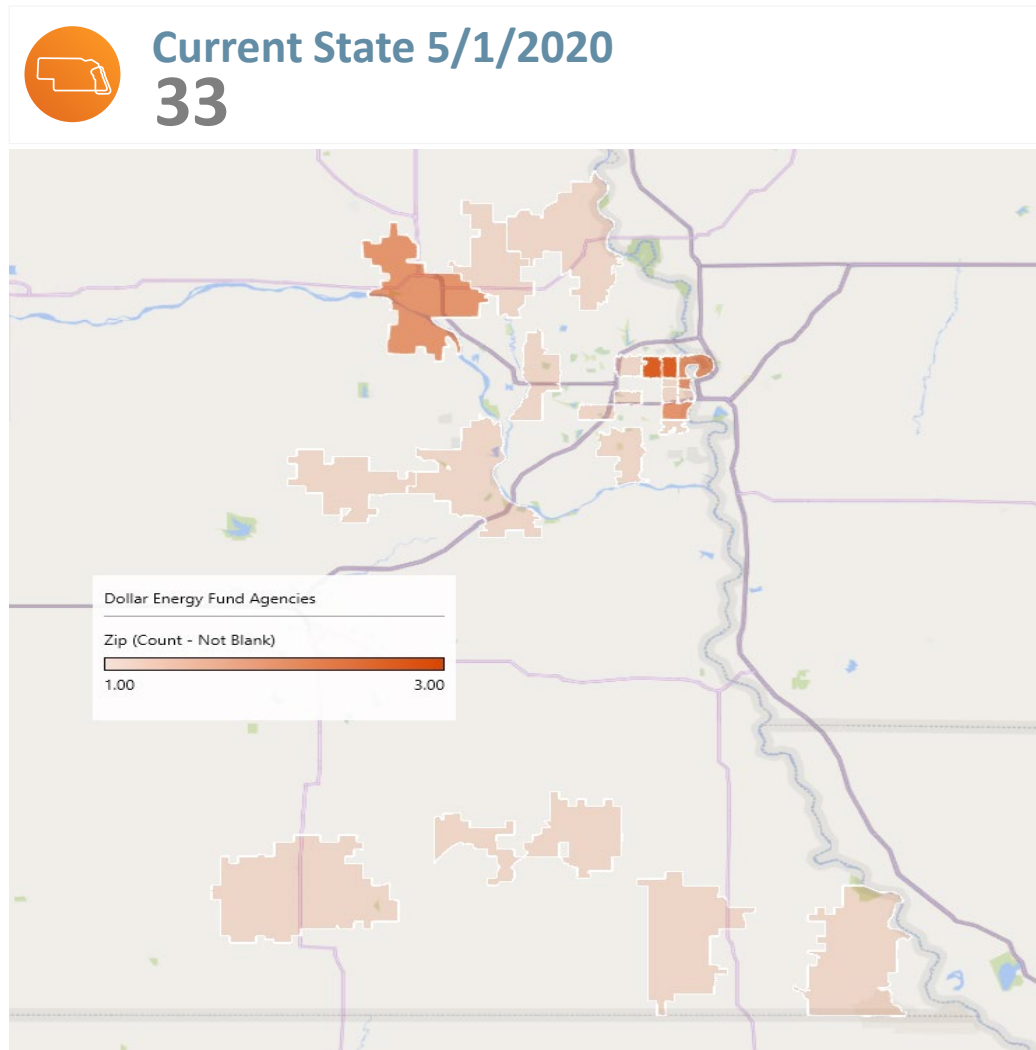


# Energy Assistance Program (EAP) Update

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

\* Income criteria waived for households impacted by COVID-19

# EAP Access Location Update




211 Covers the entire services area with phone applications for Dollar Energy Fund

# Energy Assistance Program (EAP) Update

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




# EAP Marketing Materials



**KEEP THE  
POWER  
ON**  
WITH OPPD EAP


EAP IS THE OPPD ENERGY ASSISTANCE PROGRAM THAT PROVIDES FINANCIAL ASSISTANCE TO HELP COVER EMERGENCY ENERGY NEEDS.

*your energy partner*  
**OPPD**  
Omaha Public Power District



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TO APPLY FOR EAP:

- Call OPPD customer service at 1-877-536-4131 or visit [oppd.com/EAP](http://oppd.com/EAP)
- Use the Dollar Energy Fund list to find community agencies that supply funding for qualifying households at [hardshiptools.org/AgencyFinder.aspx](http://hardshiptools.org/AgencyFinder.aspx)
- Call 1-888-650-9132 to find the community agencies that are closest to you

*your energy partner*  
**OPPD**  
Omaha Public Power District

# The Future with EAP



- Continued Community Based Organization Recruitment
- Donation Strategy Enhancements
- Program Dashboard
- Marketing Campaigns
- Process Improvement

# Income Qualified Energy Efficiency Pilot Update

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

# Income Qualified Energy Efficiency Pilot Update

- Program Contractors
  - Habitat for Humanity of Omaha
  - Southeast Nebraska Community Action Partnership (SENCA)
  - 100% of OPPD service territory coverage
- OPPD awarded a \$50,000 APPA DEED Grant Update for 2020
  - Purpose of grant:
    - Increase energy efficiency measure investment to \$2,000 per home
    - 50 homes will receive additional funding beginning in March 2020
    - OPPD will utilize data to determine if current program EE investment is adequate

# Income Qualified Energy Efficiency Pilot Update

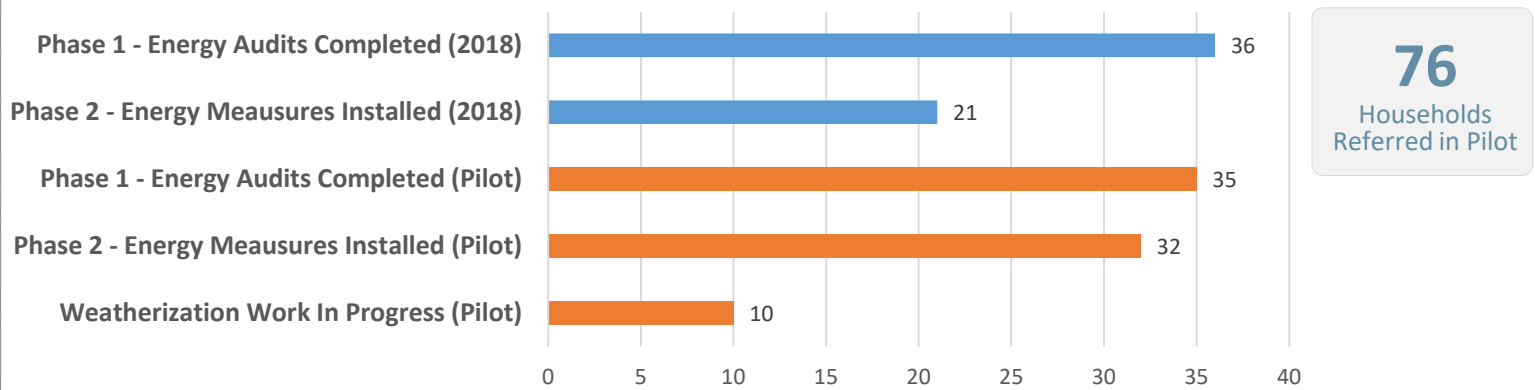
**AVG PROJECTED ENERGY SAVINGS**  
62,613 kwh, annually

**PARTNER AGENCIES**  
13

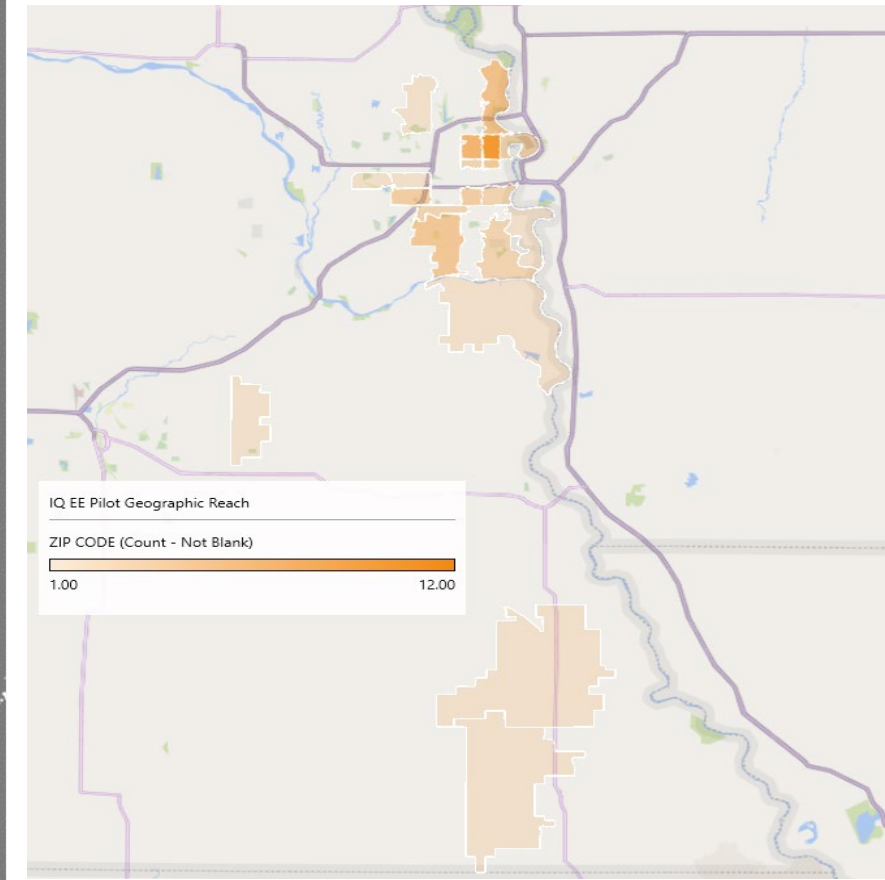
**NET PRESENT VALUE**  
\$140,087

**AVG PROJECTED UTILITY BILL SAVINGS**  
\$163 per home, yr.  
vs. \$85 per home, yr. pre-pilot

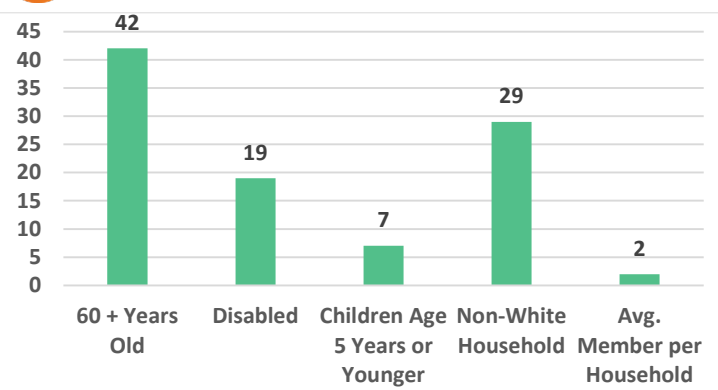
## Comparative Participation Summary Pilot: September 2019 – March 2020



## Geographic Reach



## Demographic Data



## Investment Metrics

Measurement	Actual		Goal
Savings to Investment Ratio (SIR):	2.67	↑	1
Return on Investment (ROI)	26.5%	↑	5%
Household Investment	\$61,847	↓	75,000

# Income Qualified Energy Efficiency Pilot Update

- Continue Pilot Post-Covid-19 with additional APPA Deed Grant investment
  - Vendors paused Pilot Production starting March 15th
  - Goal to start production starting June 1st
  - Marketing campaign to serve families impacted by COVID-19
- Analyze the pilot results to determine next steps/changes/enhancements for the permanent solution
- Prepare an action plan to sunset the Smart Steps branded program by end of 2020
- Prepare a communications plan to formally announce and release a new program based on the Pilot's success January 2021
- Collect additional data points and continue to analyze, monitor and report results

# Questions

