



**ENERGY  
OUTREACH  
COLORADO**  
Together We Power Stability



# LEADERS IN ENERGY INNOVATION

JANUARY 8, 2020



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*Together We Power Stability*



# MISSION, VISION AND VALUES

## **Mission**

EOC leads a network of industry, state and local partners to Support, Stabilize, and Sustain Coloradans to afford their energy needs.

## **Vision**

All Coloradans can afford their home energy needs.

## **Values**

Collaborative – Advocate – Impactful – Reliable – Effective - Trustworthy



# COLORADO SPECIFICS

## Energy Assistance Programs

### LIHEAP (November – April)

- Heat only; county administered; 3<sup>rd</sup> party income qualifies 47 of 64 counties
- Credit on utility bill
- Provides access to utility rate discounts and other programs
- Online application available in 2018; phone applications in 2019

### Energy Outreach Colorado (Year-round)

- Emergency Assistance – electric and natural gas support
- Homeless to Home Program
- Percent of Income Payment Programs in place



# COLORADO SPECIFICS

## Energy Efficiency Programs

### Weatherization

- Administered by Colorado Energy Office
- Funded by LIHEAP, DOE and occasionally State funds
- Coordinates with utility DSM programs
- Has prioritized rooftop solar integration into program

### Energy Outreach Colorado

- Administers majority of utility DSM Programs; coordinates with CEO
- Administers Multi-family Weatherization Program statewide
- Has contracts with municipalities, REAs and municipal utilities



# EOC PROGRAMS



# WHO DO WE HELP?

## Low Income Energy Consumers

- Coloradans statewide (urban, rural, resort)
- Residential homes in critical need of energy related home improvements
- Multi-family affordable housing
- Seniors, families with children, disabled, veterans, teachers, neighbors
- Nonprofit facilities serving vulnerable households
- All residential ratepayers through advocacy work



# HOW DO WE HELP?

## EOC Programs

- In 2019, EOC provided 16,000 homes with energy bill payment assistance - \$7 million statewide – partner with LIHEAP
- Subscribed households in Community Solar Gardens – by end of 2019, 700 participants will save average of \$750/yr. – over 20 years = \$10.5 M
- Energy efficiency improvements to more than 6,000 multi-family units in 84 properties – more than \$500,000 in annual savings
- 64 nonprofits received energy efficiency upgrades and will save \$250,000/yr.
- 500 single family homes served in addition to WX
- 1,600 families received emergency furnace repair and replacement
- Reduced service and facilities charges for multiple utilities
- 1,500 households received energy behavior change workshops





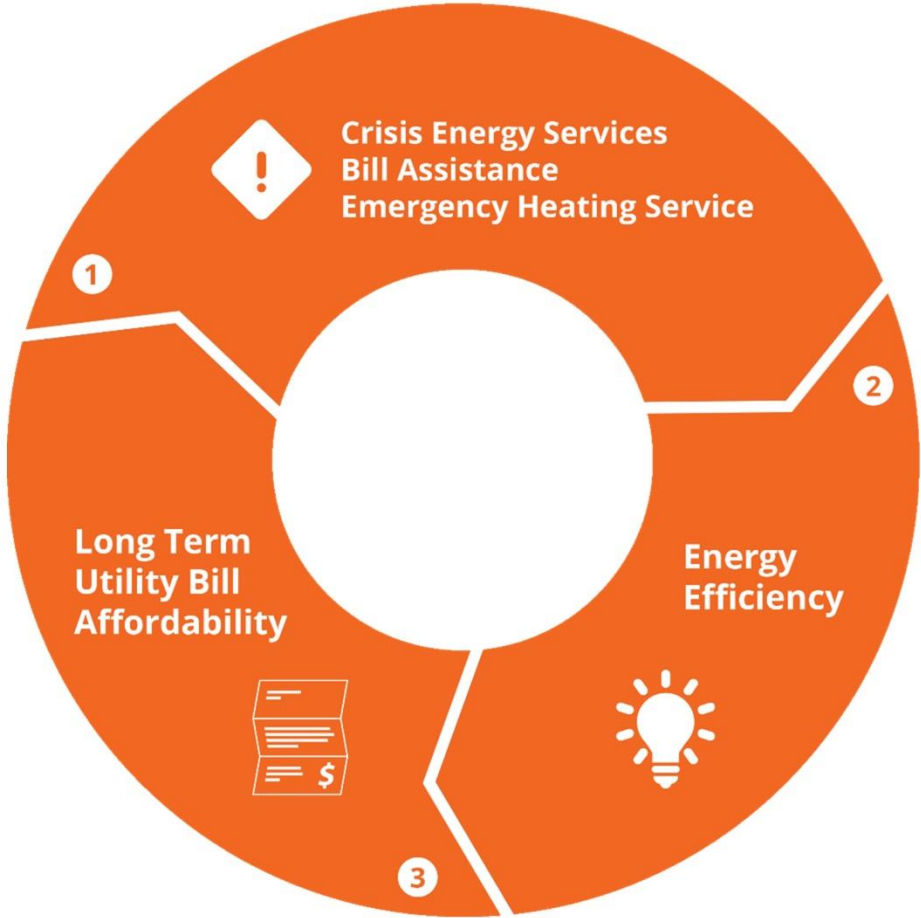
# PROGRAMS

## What We Do to Integrate Programs

- Energy bill payment assistance, weatherization, residential and multi-family home energy efficiency enhancements, non-profit facility energy-saving upgrades, energy efficiency education, solar garden subscriptions
- Fill the resource gap:
  - Colorado's Affordable Residential Energy (CARE)
  - Crisis Intervention Program (CIP)
  - Homeless to Home
  - Renewable energy options



# OUR PROCESS



# WHY ARE THESE PROGRAMS IMPORTANT?

## Benefits of Strong Low Income Energy Programs

- Ensure energy affordability
- Preserve Existing Affordable Housing Stock
- Resiliency during extreme weather events
- Help people get back on their feet
  - Help provide financial stabilization
  - Reduce social service costs
  - Maintain health and safety
- Healthy, stable households are less likely to fall into homelessness



# EOC FINANCIALS

## FY 18-19 Funding

Revenue: \$27,500,000

- 66.6% utilities, foundations, corporate
- 25.6% state and federal funding
- 7.8% donations

Expenses: \$27,600,000

- 94.2% funding went directly to programs and services
- 1.9% administration
- 3.9% Fundraising
  
- \$20M in reserves – investment income used to fund programs



# KEYS TO PROGRAM SUCCESS

- Coordinating between energy efficiency and energy assistance programs
- Utilizing EOC's own private funding/capacity to initiate, develop and implement EE projects; ability to float/finance projects
- Leveraging Funds – public, utility and other private funds - \$3.5 M in 2018-19
- Getting support from both the electric AND gas utilities
- Offering a portfolio of programs - HOLISTIC
- Partnering with organizations and contractors statewide - RELATIONSHIPS
- **NEW INITIATIVES**
  - Subscribing Community Solar Gardens – 14 MW in next 5 years
  - Neighborhood Focused Programs – CDOT example
  - Healthy Homes Focus – Children's Hospital partnership
  - Water Assistance - current pilots



# SESSION FOCUS



# EOC ADVOCACY EFFORTS

## Client Focused

- Regulatory Activities

- Intervention in Rate Cases, Utility Mergers and Rule Making
- Initiated Percent of Income Program through rulemaking
- In the past, received fines from utility noncompliance

- Legislative Activities

- Unclaimed Utility Deposits and Refunds
- Low Income Energy Assistance Act – voluntary check off program for all investor owned utilities
- Severance tax funding - supports LIHEAP, EOC and Weatherization - \$13M/yr.
- Natural Gas Deregulation (not currently active in Colorado but EOC would benefit)



# ADVOCACY

## Investment and returns

- Full time lobbyists on retainer since 2002
- Director of Advocacy hired in 2017 – attorney with regulatory experience
- Executive Director devotes 20% of time to advocacy efforts
- Received \$250,000 from foundation over three year to fund efforts
- Since 1990 –
  - \$120M in direct revenue to EOC from efforts
  - \$350M in programs for low income generated, including PIPP
  - Bill savings to customers, difficult to measure but extensive





# ADVOCACY

## Recent success

- 50% of CO electric ratepayers pay less than \$5.50/month for fixed charges – FOCUS
- New suite of energy consumer protections being introduced in 2020
  - Improve medical exemption process for tiered rate
  - Standard practices for shut off notices (multiple languages, no holidays or weekends, limiting from 6:00 am and 2:00 pm; extreme weather limits without moratorium)
  - Standardize reconnection fee, disconnection fees, prohibition of remote disconnection
  - Increase referral process for assistance programs
- CO Senate President is prioritizing funding for energy assistance in 2020
- New funding for health and safety being developed
- EOC is on Denver's Climate Action Task Force – key role in ensuring equity is included
- EOC served on legislative interim committee on new energy policies



# ADVOCACY

## Increased efforts

- Carbon reduction strategies and what those mean for consumers
  - Coal plant closures – consequences; good and challenging
  - Attack on fossil fuel development; natural gas moratoriums
    - Natural gas in CO is primary heat source and affordable
  - Beneficial electrification
  - Electric vehicles; right to repair to protect secondary market
  - Access to renewable energy; distributed generation
- Healthy homes - new funding; expanded programs
- Manufactured housing/mobile home opportunities



# KEY POINTS

## Fundamental Issues

- Energy transition is coming and it is coming quickly.
- The transition will likely cost customers more money.
- Households are already struggling to pay energy bills
- New technology is required to participate – lags 5-7 years for many.
- Solutions are available but they require a new level of participation for advocates for consumer and vulnerable families.
- There are resources available to help communities participate.
- If not now, when?





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