LEADERS IN ENERGY INNOVATION

JANUARY 8, 2020
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; 3rd 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
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

1. Crisis Energy Services
   Bill Assistance
   Emergency Heating Service

2. Long Term Utility Bill Affordability

3. Energy Efficiency
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?