

JOHN G. HOWAT**PROFESSIONAL EXPERIENCE****Senior Energy Policy Analyst: National Consumer Law Center.** 1999 - Present Boston, MA

- Advocate for enhanced low-income home energy security with particular focus on energy and utility economics, technologies and regulation
- Manage broad range of state and national low-income energy advocacy projects
- Provide expert testimony on low-income energy and utility issues before state regulatory agencies
- Support the enhancement of advocacy capacity of a national network of low-income program delivery and policy organizations through targeted advice and assistance, trainings, and maintenance of communications networks
- Track technology, economic, programmatic, regulatory and policy developments pertaining to low-income access to energy and utility service
- Provide state and federal legislative services on behalf of low-income advocates and clients
- Develop reports and publications; coordinate and present low-income energy advocacy perspectives at national energy conferences

Sole Proprietor: John Howat Associates. 1995 - 1999 Boston, MA

- Conducted market and economic analysis, analysis of customer energy consumption and load profiles, development of power supply requests for proposals, and analysis of utility rates, assets and power purchase contracts.
- Provided Legislative and Regulatory representation
- Provided communications planning and program implementation
- Registered Massachusetts Energy Broker

Resource Planning Economist: Massachusetts Department of Public Utilities. 1991 - 1995 Boston, MA

- Participated in adjudication and settlement proceedings pertaining to electric utility resource planning.
- Conducted technical analysis in conjunction with development of regulatory review policies.
- Prepared and conducted discovery and cross examinations of witnesses.
- Drafted Orders, Decisions, and internal communications.
- Acted as liaison to various public and private sector organizations.

Massachusetts State Legislature. 1985 - 1991 Boston, MAResearch Director: Joint Committee on Energy. 1991

- Directed all committee legislative activities.
- Hired, trained and supervised research and support staffs.
- Conducted legal research and quantitative analysis leading to development of new legislation.
- Worked with Committee Chairmen, rank and file legislators, lobbyists, members of the public and the press.

Legislative Director: State Senator Sal Albano. 1988 - 1990

- Coordinated all legislative and budgetary activities for Senate Chairman of the Joint Committees on Education and Public Safety, including drafting of legislation, amendments and budgetary proposals, and supervision of legislative aides and interns.
- Advised the Senator on policies and programs related to education, health care, human services, housing, the environment, public safety, and taxation.
- Coordinated public relations, including drafting of press releases and answering press inquiries.
- Developed a legislative tracking system.
- Wrote briefing materials for debates and public presentations.

Senior Legislative Research Analyst: Joint Committee on Energy. 1985 - 1988

- Conducted research and analysis of legislation before the committee.
- Drafted new legislation relative to energy efficiency programs and policies, non-utility generation, low-income energy programs, utility rates, municipal utilities, and the "Bottle Law."

Executive Director: Association of Massachusetts Local Energy Officials. 1982 - 1985 Boston, MA

- Promoted, monitored and evaluated four statewide institutional energy conservation programs as a consultant to the Mass. Municipal Assn. and the Mass. Executive Office of Energy Resources.
- Wrote and negotiated grant proposals.
- Conducted member recruitment, fund raising and financial management.
- Produced, edited and contributed to quarterly newsletters distributed statewide.
- Organized workshops and conferences for public sector energy managers.

Teaching Assistant: Tufts University Graduate Department of Urban and Environmental Policy.
1983 - 1984 Medford, MA

- Conducted graduate workshops in financial analysis and management of local governments and non-profit organizations.
- Subject matter included cash flow, net present value, internal rate of return, business planning and benefit/cost analyses with emphasis on externalities and non-quantitative values.

Legislative Aide: Washington State Senator King Lysen. 1981 - 1982 Olympia, WA

- Conducted inquiry into energy consumption, rate structures and taxation of Direct Service Industrial customers of energy suppliers and brokers in the Pacific Northwest.
- Coordinated media relations and production of constituent newsletters.

County Coordinator/Research Analyst: "Don't Bankrupt Washington" Campaign. 1981 Olympia, WA

- Conducted analysis of economic impacts to electric utility ratepayers caused by cost overruns on five Washington Public Power Supply System nuclear power plants.
- Served as Thurston County Coordinator of the organization that sponsored Initiative Measure No. 394, requiring voter approval for bonding of public energy facilities.
- Conducted fund raising activities, coordinated the efforts of 30 volunteers, and waged an effective voter turnout campaign.

EDUCATION

Master of Urban and Environmental Policy. Tufts University. Graduate Department of Urban and Environmental Policy. Medford, Massachusetts. January, 1984.

Areas of Study: Community Energy Planning, Energy Economics, Housing Policy, Community Economic Development, Communications Methods, Financial Analysis and Management, Research Methods, Statistical Analysis, and various computer applications.

Bachelor of Arts. The Evergreen State College. Olympia, Washington. June, 1981.

Areas of Study: Economics, Political Science, American and European History.

John Howat Regulatory Commission Testimony and Comment Experience

| Case Name/Docket | Client | Topic | Jurisdiction | Date |
|---|--|---|----------------|--------|
| Docket No. 32953 - Alabama Power Company | Energy Alabama and Gasp | Direct Testimony - Affordability of residential electricity service | Alabama | Dec-19 |
| Cause No. 45253 - Duke Energy Indiana | Indiana Citizens Action Coalition, Indiana Community Action Association, Environmental Working Group | Direct Testimony - Low-income affordability program, credit and collections data reporting | Indiana | Oct-19 |
| D.P.U. 18-150 - National Grid | Massachusetts Energy Directors Association | Direct Testimony - Transportation Electrification, Rate Design | Massachusetts | Mar-19 |
| Docket No. 2018-318-E - Duke Energy Progress | Southern Environmental Law Center, NAACP, South Carolina Coastal Conservation League | Direct Testimony - Rate design, low-income energy efficiency and affordability programs | South Carolina | Mar-19 |
| Cause No. 45159 - Northern Indiana Public Service Company | Citizens Action Coalition of Indiana | Direct Testimony - Rate design, low-income affordability program, credit and collections data reporting | Indiana | Feb-19 |
| Docket No. 2018-319-E - Duke Energy Carolinas | Southern Environmental Law Center, NAACP, South Carolina Coastal Conservation League | Direct Testimony - Rate design, low-income energy efficiency and affordability programs | South Carolina | Feb-19 |
| Docket No. 18-1008/1009 - Ameren Illinois Company | Illinois Attorney General's Office | Rebuttal Testimony - Prepaid utility service | Illinois | Nov-18 |
| Docket No. 18-1008/1009 - Ameren Illinois Company | Illinois Attorney General's Office | Direct Testimony - Prepaid utility service | Illinois | Sep-18 |
| D.P.U. 18-40 - The Berkshire Gas Company | Massachusetts Low-Income Weatherization and Fuel Assistance Program Network and the Massachusetts Energy Directors Association | Direct Testimony - General rate case, low-income discount rate | Massachusetts | Sep-18 |

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| D.P.U. 18-45 - Bay State Gas Company d/b/a Columbia Gas of Massachusetts | Massachusetts Low-Income Weatherization and Fuel Assistance Program Network and the Massachusetts Energy Directors Association | Direct Testimony - General rate case, low- income discount rate | Massachusetts | Aug-18 |
| Case No. 18-00043-UT - Public Service Company of New Mexico | New Mexico Coalition for Clean Affordable Energy | Direct Testimony - Rate design | New Mexico | Aug-18 |
| Cause No. 45029 - Indianapolis Power & Light Company | Citizens Action Coalition of Indiana, Indiana Coalition for Human Services, Indiana Community Action Association, Sierra Club | Direct Testimony - Rate design | Indiana | May- 18 |
| Docket No. 17-0837 - Commonwealth Edison Company | Illinois Attorney General's Office | Direct Testimony - Prepaid utility service | Illinois | Mar-18 |
| D.P.U. 17-170 - Boston Gas Company, Colonial Gas Company, each d/b/a National Grid | Massachusetts Low-Income Weatherization and Fuel Assistance Program Network and the Massachusetts Energy Directors Association | Direct Testimony - General rate case, low- income discount rate | Massachusetts | Mar-18 |
| Docket No. E-7, Sub 1146 - Duke Energy Carolinas | Southern Environmental Law Center, North Carolina Justice Center, North Carolina Housing Coalition, Natural Resources Defense Council, and Southern Alliance for Clean Energy | Direct Testimony - General rate case, rate design, affordable payment program | North Carolina | Jan-18 |
| Cause No. 44967 - Indiana Michigan Power Company | Citizens Action Coalition of Indiana, Indiana Coalition for Human Services, Indiana Community Action Association, Sierra Club | Direct Testimony - Rate design, affordable payment program | Indiana | Nov-17 |
| Docket No. E-2, Sub 1142 - Duke Energy Progress | Southern Environmental Law Center, North Carolina Justice Center, North Carolina Housing Coalition, Natural Resources Defense Council, and Southern Alliance for Clean Energy | Direct Testimony - General rate case, rate design, affordable payment program | North Carolina | Oct-17 |

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|--|---|--|---------------|--------|
| Docket No. P-2016-2572033 - RECO Energy Company's plan for an advanced payments program and petition for waiver of a portion of the Commission's regulations | Pennsylvania Office of Consumer Advocate | Surrebuttal Testimony - Prepaid utility service | Pennsylvania | Aug-17 |
| Docket No. P-2016-2572033 - RECO Energy Company's plan for an advanced payments program and petition for waiver of a portion of the Commission's regulations | Pennsylvania Office of Consumer Advocate | Rebuttal Testimony - Prepaid utility service | Pennsylvania | Jul-17 |
| Docket No. P-2016-2572033 - RECO Energy Company's plan for an advanced payments program and petition for waiver of a portion of the Commission's regulations | Pennsylvania Office of Consumer Advocate | Direct Testimony - Prepaid utility service | Pennsylvania | Jun-17 |
| D.P.U 15-155 - Massachusetts Electric Company, Nantucket Electric Company, each d/b/a National Grid | Massachusetts Low-Income Weatherization and Fuel Assistance Program Network | Direct Testimony - low-income discount rate, rate design, net energy metering and solar renewable energy credits | Massachusetts | Mar-16 |
| Cause No. 44688 - Northern Indiana Public Service Company | Citizens Actions Coalition of Indiana and the Environmental Law & Policy Center | Direct Testimony - General rate case - rate design, affordability program, credit and collections data reporting | Indiana | Jan-16 |
| Case No. 15-00261-UT - Public Service Company of New Mexico | New Mexico Coalition for Clean Affordable Energy | Direct Testimony - Rate design, affordable payment program, credit and collections data collection and reporting | New Mexico | Jan-16 |
| 6690-UR-124 - Wisconsin Public Service Corporation | Wisconsin Community Action Program Association | Comment - Rate design | Wisconsin | Oct-15 |

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|---|---|--|---------------|--------|
| Cause No. 44576 - Indianapolis Power and Light Company | Citizens Actions Coalition of Indiana, Indiana Association for Community and Economic Development, Indiana Coalition of Human Services, Indiana Community Action Association, Indiana NAACP, and National Association of Social Workers Indiana Chapter | Direct Testimony - energy affordability program, rate design | Indiana | Jul-15 |
| 05-UR-107 - Wisconsin Electric Power Company and Wisconsin Gas Company | Wisconsin Community Action Program Association | Comment - Rate design | Wisconsin | Oct-14 |
| 3270-UR-120 - Madison Gas and Electric Company | Wisconsin Community Action Program Association | Comment - Rate design | Wisconsin | Oct-14 |
| 6690-UR-123 - Wisconsin Public Service Corporation | Wisconsin Community Action Program Association | Comment - Rate design | Wisconsin | Sep-14 |
| Docket 14-05004 - Nevada Energy Company | Nevada Bureau of Consumer Protection | Direct Testimony - Prepaid utility service | Nevada | Aug-14 |
| D.P.U. 14-04 - Investigation into time-varying rates | NCLC's low-income clients | Comment - Rate design, regulatory consumer protections | Massachusetts | Mar-14 |
| Docket No. 4450 - Rules and regulations governing the termination of residential electric and natural gas service | George Wiley Center | Comment - Regulatory consumer protections | Rhode Island | Dec-13 |
| Application 11-10-002 - San Diego Gas and Electric Company For Authority To Update Marginal Costs, Cost Allocation, And Electric Rate Design | National Consumer Law Center's low-income clients, The Utility Reform Network, Center for Accessible Technology, Greenlining Institute | Direct Testimony - Prepaid utility service | California | Jun-12 |
| Rulemaking 09-11-014 - Rulemaking to Examine the Commission's Post-2008 Energy Efficiency Policies, Programs, Evaluation, Measurement, and Verification, and Related Issues | NCLC's low-income clients | Comment - Energy efficiency financing | California | Feb-12 |

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| Rulemaking 09-11-014 - Rulemaking to Examine the Commission's Post-2008 Energy Efficiency Policies, Programs, Evaluation, Measurement, and Verification, and Related Issues | NCLC's low-income clients | Reply Comment - Energy efficiency financing | California | Feb-12 |
| Docket Nos. UE-111048 and UG-111049 - Puget Sound Energy | The Opportunity Council | Direct Testimony - Bill payment assistance, home energy affordability | Washington | Dec-11 |
| R-10-02-005 - Rulemaking to address the issue of customers' electric and natural gas service disconnection | NCLC's low-income clients | Comments - Regulatory consumer protections | California | Sep-10 |
| Docket No. 7535 - Petition of AARP for the establishment of reduced rates for low-income consumers of Green Mountain Power Corporation and Central Vermont Public Service Corporation; and as expanded to possibly include general applicability to all Vermont retail electric utilities | AARP Vermont | Rebuttal Testimony - Bill payment assistance | Vermont | Jun-10 |
| Docket 10-02009 - Nevada Energy | Washoe County Senior Law Project | Direct Testimony - Advanced meter consumer protections | Nevada | Apr-10 |

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|---|--|--|---------------|--------|
| R-10-02-005 - Rulemaking to address the issue of customers' electric and natural gas service disconnection | NCLC's low-income clients | Opening Comment - Regulatory consumer protections | California | Mar-10 |
| Docket No. 06-0703 - Rulemaking IL Admin. Code - Part 280 | South Austin Community Council and Community Action for Fair Utility Practice | Direct Testimony - Regulatory consumer protections | Illinois | Jan-10 |
| Project No. 35533 | NCLC's low-income clients | Comment - Prepaid utility service | Texas | Jan-10 |
| Cause No. 43669 - Citizens Gas, Northern Indiana Public Service Company, and Vectren Energy Delivery | AARP and Citizens Action Coalition | Direct Testimony - Bill payment assistance, home energy affordability | Indiana | Sep-09 |
| Docket No. 7535 - Petition of AARP for the establishment of reduced rates for low-income consumers of Green Mountain Power Corporation and Central Vermont Public Service Corporation; and as expanded to possibly include general applicability to all Vermont retail electric utilities | AARP Vermont | Direct Testimony - Bill payment assistance | Vermont | Sep-09 |
| D.P.U. 09-34 - Western Massachusetts Electric Company | Low Income Weatherization and Fuel Assistance Network | Comment - Prepaid utility service | Massachusetts | Jun-09 |
| Case No. ER-2008-0318 - Ameren UE | AARP | Surrebuttal Testimony - Hot weather safety program | Missouri | Nov-08 |
| Case No. ER-2008-0318 - Ameren UE | AARP | Direct Testimony - Hot weather safety program | Missouri | Aug-08 |
| D.T.E./D.P.U. 07-30 - Petition of the Attorney General for an Oversight Investigation of the Proposed Merger of National Grid and Keyspan | Low-Income Weatherization and Fuel Assistance Program Network and Massachusetts Energy Directors Association | Supplemental Direct Testimony - Customer service and regulatory consumer protections | Massachusetts | Nov-07 |

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|---|--|---|---------------|--------|
| D.T.E./D.P.U. 07-30 - Petition of the Attorney General for an Oversight Investigation of the Proposed Merger of National Grid and Keyspan | Low-Income Weatherization and Fuel Assistance Program Network and Massachusetts Energy Directors Association | Direct Testimony - Customer service and regulatory consumer protections | Massachusetts | Nov-07 |
| CASE NO. PAC- 07-5 - Rocky Mountain Power | Community Action Partnership of Idaho | Direct Testimony - Collection agency costs, credit and collection rules | Idaho | Sep-07 |
| Docket No. P- 00062240 - Equitable Gas company for Approval to Increase the Level of Funding for its Customer Assistance Program and to Implement an Adjustable Rate Mechanism to Recover Associated Expenses Concerning Universal Service and Energy Conservation Plan Costs | Pennsylvania Utility Law Project | Surrebuttal Testimony - Low Income affordability programs | Pennsylvania | May-07 |
| Docket No. P- 00062240 - Equitable Gas company for Approval to Increase the Level of Funding for its Customer Assistance Program and to Implement an Adjustable Rate Mechanism to Recover Associated Expenses Concerning Universal Service and Energy Conservation Plan Costs | Pennsylvania Utility Law Project | Rebuttal Testimony - Low Income affordability programs | Pennsylvania | May-07 |
| Docket No. P- 00062240 - Equitable Gas company for Approval to Increase the Level of Funding for its Customer Assistance Program and to Implement an Adjustable Rate Mechanism to Recover Associated Expenses Concerning Universal Service and Energy Conservation Plan Costs | Pennsylvania Utility Law Project | Direct Testimony - Low Income affordability programs | Pennsylvania | Apr-07 |

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|--|---|---|--------------------------|--------|
| Project No. 33814 - Rulemaking concerning prepaid retail electric service | AARP | Reply Comment - Prepaid electric service | Texas | Mar-07 |
| Docket No. D-06-13 - Petition of Narragansett Electric Company and Southern Union Gas Company for Purchase and Sale of Assets | George Wiley Center | Direct Testimony - Merger impact mitigation | Rhode Island | Jun-06 |
| Docket No. 06-0202 - Petition to Initiate Rulemaking with Notice and Comment for Approval of Certain Amendments to Illinois Administrative Code Part 280 | South Austin Community Council and Community Action for Fair Utility Practice | Direct Testimony - Regulatory consumer protections | Illinois | Apr-06 |
| Docket No. 3696 - New England Gas Company | George Wiley Center | Direct Testimony - General rate case - mitigation of low-income rate and bill impacts | Rhode Island | Oct-05 |
| Docket 05-0237 - Petition to Initiate Rulemaking with Notice and Comment for Approval of Certain Amendments to Illinois Administrative Code Part 280 | South Austin Community Council and Community Action for Fair Utility Practice | Direct Testimony - Regulatory consumer protections | Illinois | Jun-05 |
| Docket No. 04-5003 - Nevada Power Company | Nevada Bureau of Consumer Protection | Direct Testimony - Prepaid utility service | Nevada | Jun-04 |
| Docket No. R-00049255 - PPL Universal Service Programs | Commission on Economic Opportunity | Direct Testimony - Universal service programs | Pennsylvania | Jun-04 |
| Docket No. UD-97-5 - Entergy New Orleans' and Entergy Louisiana's Electric and Natural Gas Service Regulations, Policies and Standards | Alliance for Affordable Energy, Louisiana Environmental Action Network, League of Women Voters of New Orleans, Pax Christi, and Bread for the World | Direct Testimony - Regulatory consumer protections | New Orleans City Council | Jul-00 |
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**Duke Energy Carolinas
Response to
NCJC Data Request
Data Request No. 7**

Docket No. E-7, Sub 1214

Date of Request: January 24, 2020

Date of Response: February 17, 2020

☐

CONFIDENTIAL

☒

NOT CONFIDENTIAL

Confidential Responses are provided pursuant to Confidentiality Agreement

The attached supplemental response to NCJC Data Request No. 7-2, was provided to me by the following individual(s): Conitsha B. Barnes, Regulatory Affairs Manager, and was provided to NCJC under my supervision.

Camal O. Robinson
Senior Counsel
Duke Energy Carolinas

Request:

- 7-2. For each 5-digit zip code identified in 7-2 above, please provide the following:
- a. The average number of residential customers served during the most recent 12-month period,
 - b. The number of residential accounts charged a late payment fee or charge each month during the most recent 12-month period,
 - c. The dollar value of residential late payment charges each month during the most recent 12-month period,
 - d. The number of disconnection notices sent to residential customers each month during the most recent 12-month period,
 - e. The number of residential accounts written off as uncollectible each month during the most recent 12-month period,
 - f. The dollar value of residential account write-offs each month during the most recent 12-month period, and
 - g. The number of residential disconnections for non-payment during the most recent 12-month period.

Supplemental Response:

As requested, attached is the data in the aggregate.



DEC NCJC DR
7-2.xlsx

A. The average number of residential customers served during the most recent 12-month period,

| MONTH | CUSTOMER |
|-------|-----------|
| 1 | 1,759,964 |
| 2 | 1,759,964 |
| 3 | 1,766,329 |
| 4 | 1,770,832 |
| 5 | 1,777,131 |
| 6 | 1,757,900 |
| 7 | 1,808,654 |
| 8 | 1,787,831 |
| 9 | 1,785,824 |
| 10 | 1,780,780 |
| 11 | 1,782,825 |
| 12 | 1,785,831 |

7-2.B The number of residential accounts charged a late payment fee or charge each month during the most recent 12-month period,

| Charge_Bill_Month | LPC_ACCTS |
|-------------------|-----------|
| 1 | 493,508 |
| 2 | 389,615 |
| 3 | 310,667 |
| 4 | 512,037 |
| 5 | 443,908 |
| 6 | 428,110 |
| 7 | 389,593 |
| 8 | 509,588 |
| 9 | 490,789 |
| 10 | 384,219 |
| 11 | 583,480 |
| 12 | 551,454 |

7-2.C The dollar value of residential late payment charges each month during the most recent 12-month period,

| Charge_Bill_Month | LPC_CHARGE |
|-------------------|-------------|
| 1 | \$875,542 |
| 2 | \$788,851 |
| 3 | \$639,932 |
| 4 | \$961,187 |
| 5 | \$732,577 |
| 6 | \$637,577 |
| 7 | \$633,836 |
| 8 | \$926,175 |
| 9 | \$978,391 |
| 10 | \$744,433 |
| 11 | \$1,032,221 |
| 12 | \$852,596 |

7-2.D The number of disconnection notices sent to residential customers each month during the most recent 12-month period (24 hour notice)

| MONTH | NOTICES |
|-------|---------|
| 1 | 145,527 |
| 2 | 159,139 |
| 3 | 155,147 |
| 4 | 154,547 |
| 5 | 155,529 |
| 6 | 151,321 |
| 7 | 157,385 |
| 8 | 168,531 |
| 9 | 179,143 |
| 10 | 195,463 |
| 11 | 176,293 |
| 12 | 177,046 |

7-2.E The number of residential accounts written off as uncollectible
each month during the most recent 12-month period,

7-2.F The dollar value of residential account write-offs each month
during the most recent 12-month period

* Gross charge off numbers & dollars provided

| CHO_MONTH | CHO_CUSTOMERS | CHO_DOLLARS |
|-----------|---------------|-------------|
| 1 | 6,154 | \$1,614,679 |
| 2 | 4,211 | \$997,785 |
| 3 | 3,642 | \$888,386 |
| 4 | 5,125 | \$1,472,402 |
| 5 | 5,788 | \$1,867,070 |
| 6 | 4,983 | \$1,634,792 |
| 7 | 5,542 | \$1,559,051 |
| 8 | 4,307 | \$1,036,332 |
| 9 | 5,355 | \$1,131,792 |
| 10 | 5,762 | \$1,211,937 |
| 11 | 5,881 | \$1,548,363 |
| 12 | 6,612 | \$1,645,251 |



**Public Utilities
Commission**

Energy Assistance Resource Guide

2019–2020

- PIPP Plus
- Graduate PIPP Plus
- Winter Reconnect Order
- Energy Assistance Programs
- Payment Plans
- Disconnect and Reconnect Procedures

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GENERAL PIPP PLUS INFORMATION

1. What is PIPP Plus?

The Percentage of Income Payment Plan or PIPP Plus is an extended payment arrangement that requires regulated gas and electric companies to accept payments based on a percentage of the household income for those customers who are at or below 150% of the federal income guidelines. The PIPP Plus payment amount is based on the household's countable income received during the previous 30 days.

- If a gas customer qualifies for PIPP Plus, he or she would pay 6% of the household's current gross monthly income to the gas company or a minimum of ten dollars, whichever is greater, year-round.
- If electricity is not the primary heat source, a customer pays 6% of the household's current gross monthly income to the electric company or a minimum of ten dollars, whichever is greater, year-round.
- The customer of an all-electric household pays 10% of the household's monthly income or a minimum of ten dollars, whichever is greater, year-round.
- A customer served by Duke who has a gas heating account and an electric baseload account would pay 12% (6% gas, 6% electric) of the monthly household income or \$10 per utility whichever is greater, year-round.
- A customer served by Duke Energy with an all electric home will pay 10% of the monthly household income or \$10, whichever is greater, year-round.

The Development Services Agency (ODSA), Office of Community Assistance (OCA), administers PIPP Plus for electric customers statewide. The Public Utilities Commission of Ohio (PUCO) created the PIPP Plus gas rules in PUCO case number 08-723-AU-ORD. Development created electric PIPP Plus rules in Chapter 122:5-3, Ohio Administrative Code (O.A.C.).

A PIPP Plus customer is also required to apply for all public energy assistance and weatherization programs for which he/she is eligible. PIPP Plus customers must apply for the regular Home Energy Assistance Program (HEAP) and the Home Weatherization Assistance Program (HWAP).

2. How does one qualify for PIPP Plus?

In order to qualify for PIPP Plus, a customer must:

- (A) Receive his or her gas heat or electric service from a company regulated by the PUCO;
- (B) Apply for all energy assistance and weatherization programs for which he or she is eligible; and
- (C) Have a total household income which is at or below 150% of the federal income guidelines.

PIPP PLUS INCOME GUIDELINES 150% Federal Income Guidelines 2019-2020

| <u>SIZE OF HOUSEHOLD</u> | <u>12-Month Income Limit</u> | <u>30-Day Income Limit</u> |
|-------------------------------------|-------------------------------------|-----------------------------------|
| 1- Person | \$ 18,735.00 | \$ 1,539.86 |
| 2- Persons | \$ 25,365.00 | \$ 2,084.79 |
| 3- Persons | \$ 31,995.00 | \$ 2,629.73 |
| 4- Persons | \$ 38,625.00 | \$ 3,174.66 |
| 5- Persons | \$ 45,255.00 | \$ 3,719.59 |
| 6- Persons | \$ 51,885.00 | \$ 4,264.52 |

Households with more than six members add \$544.93 or \$6,630/yr. for each additional member.

**Winter Crisis and Regular HEAP Income Guidelines
175% Federal Income Guidelines 2019-2020**

| <u>SIZE OF HOUSEHOLD</u> | <u>12-Month Income Limit</u> | <u>30-Day Income Limit</u> |
|-------------------------------------|-------------------------------------|-----------------------------------|
| 1- Person | \$ 21,857.50 | \$ 1,796.51 |
| 2-Persons | \$ 29,592.50 | \$ 2,432.26 |
| 3- Persons | \$ 37,327.50 | \$ 3,068.01 |
| 4- Persons | \$ 45,062.50 | \$ 3,703.77 |
| 5- Persons | \$ 52,797.50 | \$ 4,339.52 |
| 6- Persons | \$ 60,532.50 | \$ 5,611.03 |

Households with more than six members add \$635 or \$7,735/yr. for each additional member.

3. Heating sources

Rule 122:5-3-01, O.A.C.

- “Electrically heated” residence means a residence for which the primary source of heating is an electric appliance such as an electric furnace, heat pump, or electric baseboard heater.
- Electric “baseload” means a residence for which electricity is not the primary source of heat.

Rule 4901:1-18-13(A) (1), O.A.C.

Gas PIPP Plus is only available to customers who heat with natural gas. (The Duke Energy Ohio hybrid plan is an exception to this statement.)

Examples

If a customer has a gas furnace with an electric thermostat or blower, the primary source of heat would be gas and the electric service is considered baseload. The customer would pay a monthly installment based on 6% of the household income for gas service and a monthly installment based on 6% of the household income for electric service.

If a customer has both natural gas space heaters and electric space heaters, but the natural gas heaters are used to heat the largest portion of the residence, the primary source of heat would be gas. The customer would pay a monthly installment based on 6% or a minimum of \$10, (whichever is greater) of the household income for gas service and a monthly installment based on 6% of the household income for electric service.

A customer has an unregulated source of heat (fuel oil, propane, wood, electric co-op) and a regulated source of heat which is used to heat the largest portion of the residence. This customer receives regular HEAP benefits for the regulated source of heat. In that instance, the customer is eligible for PIPP Plus for the regulated utility. The customer would pay a monthly installment based on 6% or a minimum of \$10, (whichever is greater) of the household income, or a minimum of \$10, whichever is greater for the regulated source of heat.

4. How does a customer sign up for PIPP Plus?

- Individuals who are applying for PIPP Plus for the first time must go to the local HEAP Agency.
 - Customers who need to reverify their household income and size can do so the following ways:
 - Online at www.energyhelp.ohio.gov
 - Download and complete an Energy Assistance application by going to www.development.ohio.gov
- Mail completed applications with documentation to:*
Ohio Development Services Agency
P. O. Box 1240
Columbus, OH 43216
- If applying by mail, customers must submit proof of income documentation as required by ODSA (See Appendix B for income documentation).
 - Mailed applications will not be accepted for first time PIPP Plus enrollees.
 - Mailed applications will not be accepted for households claiming zero income. All applicants who claim zero income must apply for assistance in person at the local HEAP agency.
 - For the mail-in application process, companies may also require that every adult member of the household sign a statement affirming that the information on the application is true and giving the company permission to verify the information provided.
 - The customer must also apply for all energy assistance and weatherization programs for which he or she is eligible.

5. What is the percentage of income amount paid by a natural gas customer?

PIPP Plus customers who use natural gas to heat the largest portion of their residence will pay 6% of their monthly household income or \$10, whichever is greater, year-round.

6. What is the percentage of income amount paid by an electric customer?

PIPP Plus customers who use electric as baseload will pay 6% of their monthly household income or \$10, whichever is greater, year-round.

PIPP Plus customers who use electric as their primary heating source will pay 10% of their monthly household income or \$10, whichever is greater year-round.

7. What is the minimum amount that a customer can pay on PIPP Plus?

A customer who is determined zero income must pay a \$10 minimum installment. **All applicants who claim zero income** must apply for assistance in person at the local HEAP agency.

8. What if the household income or size changes?

The customer must report income changes to the local HEAP provider or OCA within 30 days. If the household income decreases, this will lower the PIPP Plus installment amount. If the household income increases, the customer's PIPP Plus installment amount will increase. Electric and gas companies must accept the income as reported by OCA.

9. What if the household's income rises above 150% of the federal income guidelines?

If the household's income rises above 150% of the federal income guidelines, the customer becomes ineligible for PIPP Plus. Graduate PIPP Plus is available to customers who are no longer income eligible for PIPP Plus. The customer must be current with PIPP Plus installments to join Graduate PIPP Plus; therefore, the customer has one billing cycle to make up missed PIPP Plus payments (the grace period). The customer's eligibility begins no later than the end of the grace period. **(See Graduate PIPP Plus Section).**

10. What are the benefits of PIPP Plus?

- PIPP Plus customer bills will be adjusted for the difference between the required installment payment and the current month's utility charges.
- Customers will earn 1/24th credit on the arrearage for on-time and in-full payments.
- No deposit or late fees will be applied to the account.

11. When can a customer enroll on PIPP Plus?

Customers may enroll on PIPP Plus at any time. However, before enrolling on PIPP Plus, the customer must have utility service in his/her name. The customer must then meet the income guidelines for PIPP Plus.

12. When is the first PIPP Plus installment due?

The first PIPP Plus installment is owed to the company by the due date of the current bill. If the due date of the current bill has passed and the customer has not made a payment the customer will be required to make two installment payments by the due date of the next bill (one installment will be applied to the past due bill, and one installment will cover the current installment amount due).

13. What is considered an on-time payment?

For the purpose of applying incentive credits, the PIPP Plus installment payment must be received by the utility company prior to the date that the next bill is issued.

14. What happens if the PIPP Plus installment is not received by the due date?

If the installment payment is not received before the next month's bill is issued; the customer is not eligible to receive the incentive credit (the difference between the required installment payment and the current month's utility charges). Also, the customer will not receive the 1/24th credit for the month.

15. **If a customer makes multiple payments in one billing cycle equal to the amount of the PIPP Plus installment, will the customer receive an arrearage credit?**

Yes, as long as the total of all payments made during the billing cycle equal the PIPP Plus installment and is paid prior to the date that the next bill is issued.

16. **Will the utility company change the due date for the customer?**

No, the utility company is not obligated to change the due date for a customer; some utility companies **may be** willing to adjust the due date so customers can meet their payment obligations and receive credits.

17. **May the utility company charge a PIPP Plus customer a security deposit?**

Utilities are **not** permitted to charge PIPP Plus customers a security deposit. Any deposit paid by a customer prior to enrolling in PIPP Plus shall be credited to the customer's outstanding arrearage.

18. **How much does an income eligible PIPP Plus customer with an arrearage have to pay to get service at a new address if the most recent PIPP Plus account has been finalized?**

The customer will be required to pay any missed payments (which may include actual bill charges), including previous PIPP Plus installments which would have been due for the months the customer is disconnected from service. The amount owed shall not exceed the amount of the customer's arrearages.

During the winter heating season, PIPP Plus customers may utilize the winter reconnect order to have service restored for a maximum of \$175.00. **(See Special Reconnection Procedures).**

19. **If a customer is on another type of payment plan, is he or she still eligible for PIPP Plus?**

Yes, if the customer meets the eligibility requirements of PIPP Plus, he or she may enroll on PIPP Plus at any time. The customer will not be required to complete the terms of the previous payment arrangement or be current on the previous arrangement to go on PIPP Plus. If the customer has PIPP Plus default, the PIPP Plus default needs to be paid prior to re-enrolling on PIPP Plus.

20. **May the company pursue collections from the PIPP Plus customer for his or her arrearages?**

Yes, the arrearages are a legal debt. The company may use any standard means of collection after a judgment is obtained from a court, such as the garnishment of wages or the placing of a lien on the customer's property. The company may also turn the debt over to a collection agency. The company may *not* disconnect service to collect the arrearage as long as the customer remains current on the PIPP Plus plan.

21. **If a customer overpays his or her PIPP Plus installment one month, will it be credited to the next month's payment?**

Gas: No, any overpayments of installments are used to offset the arrearage balance. Gas utilities may review any overpayments made by a customer on a case by case basis and may apply the overpayment toward a future installment as a courtesy.

Electric: Yes, any overpayments of installments are applied to future installments once any missed installments have been cured. An overpayment made by the customer will be eligible for an incentive credit for the month. **(Duke will follow the electric practice.)**

22. **Can the company refuse to transfer service if the customer has a PIPP Plus default?**

Yes, the customer must cure any PIPP Plus default (customer is not required to pay the entire account balance) in order to transfer service. If the customer has reverified his/her income within the last 12 months and the installments are current, the PIPP Plus account balance shall transfer to the new address.

23. **Does a customer have to go on PIPP Plus for both gas and electric service if the customer needs the plan for only one of them?**

No, a customer may elect to go on PIPP Plus for gas or electric or both. Gas PIPP Plus is only available to customers who heat with natural gas.

- 24. Are gas and electric companies regulated by the PUCO the only companies required to offer PIPP Plus?**

Yes, only companies regulated by the Commission are required to offer PIPP Plus. Non-regulated utilities may offer PIPP Plus, but they are not required by law to do so. (Some small gas companies may continue to offer the old PIPP Plan. (See **Appendix C for details**).

- 25. Are PIPP Plus customers allowed to choose a Certified Retail Natural Gas Supplier (CRNGS) or Certified Retail Electric Supplier (CRES)?**

No, PIPP Plus customers can not choose a supplier (CRNGS, CRES) on an individual basis.

- 26. Are PIPP Plus customers eligible for a governmental aggregation program?**

No, PIPP Plus customers must continue to pay the installment amount based upon the total household income as determined by the HEAP Provider or OCA, however PIPP Plus customers will see overall lower bills, which will reduce their total arrearages.

- 27. What happens if a customer who is with a supplier (CRNGS or CRES) wants to enroll in PIPP Plus?**

When the HEAP Provider enrolls a customer in PIPP Plus and notifies the electric distribution utility (EDU) or the local distribution company (LDC) of the enrollment, the utility will then notify the supplier of the change. However, it is strongly advised that the customer also notify the supplier of the change. The change will take place within one or two billing cycles after the EDU/LDC enrolls the customer in PIPP Plus.

Note: The supplier may charge a cancellation fee if allowed per contract.

- 28. Can a customer who is with a supplier (CRNGS or CRES) receive energy assistance?**

Yes, customers who are with a supplier but meet the income eligibility guidelines can still receive energy assistance (WCP, SCP, HEAP, and fuel funds). Energy

assistance payments will go to the regulated utility company to be applied to the customer's account.

CREDIT BALANCE

- 29. What happens if a PIPP Plus or Graduate PIPP Plus customer's account becomes a credit balance?**

In order to remain on PIPP Plus or Graduate PIPP Plus the customer must continue to make his/her installment payments.

- 30. Will the customer earn incentive credits if there is a credit balance on the account?**

No, the customer will no longer earn incentive credits until the account balance is no longer a credit. The difference between the current usage and the installment is reduced from the credit balance.

- 31. Can the credit balance be used in lieu of making installment payments?**

No, if the customer would like to remain on PIPP Plus or Graduate PIPP Plus he/she must make the required installment payments.

- 32. Can the customer request a refund of the credit balance?**

Yes, the customer can request a refund of the credit balance. The utility company will review the account to ensure that the credit balance is not a result of incentive credits. If the credit balance is not a result of incentive credits, the customer will be eligible for a refund. In order to receive a refund of the credit balance the account will be removed from PIPP Plus. The utility company should inform the customer of the availability of a more suitable payment plan option. **(See PIPP Plus Re-enrollment Section).**

33. **Does the account have to be removed from PIPP Plus if the customer requests a refund of the credit balance?**

Yes, if the customer requests a refund of the credit balance, the company will remove the account from PIPP Plus. **(See PIPP Plus Re-enrollment Section)**

34. **Can the customer re-enroll on PIPP Plus after the credit balance has been refunded?**

Yes, as long as the customer meets the income guidelines for PIPP Plus he/she can re-enroll on PIPP Plus. However, if the customer re-enrolls on PIPP Plus within 12-months he/she will be required to make up installment payments. **Please see PIPP Plus Re-enrollment Section.**

GRADUATE PIPP PLUS and POST PIPP PLUS

35. **What is Graduate PIPP Plus?**

Graduate PIPP Plus allows customers who are no longer eligible to participate in PIPP Plus as a result of an increase in the household income or a change in the household size to continue to receive a reduction in their outstanding arrearages in return for making timely payments. PIPP Plus customers who choose to no longer participate in PIPP Plus can also join Graduate PIPP Plus. Customers must be current on all PIPP Plus payments to enroll in Graduate PIPP Plus. **Graduate PIPP Plus is a 12-month payment plan.**

36. **What are the benefits of Graduate PIPP Plus?**

- Graduate PIPP Plus customers will receive arrearage reduction for on-time and in-full payments.
- Customer will earn 1/12th credit on the arrearage.
- Graduate PIPP Plus customer bills will be adjusted for the difference between the required installment payment and the current month's utility charges.
- No deposit or late fees will be applied to the account.

37. How much is a Graduate PIPP Plus customer required to pay?

Graduate PIPP Plus customers will be placed on a Transition Installment Amount (TIA). The TIA payment is based on the customer's most recent PIPP Plus installment plus a budget plan amount (established by the utility company) divided by two.

Example: \$ 30 (PIPP Plus installment)
 \$ 110 (Budget Plan Amount)
 \$ 140/2 = \$70 (Monthly Graduate PIPP Plus installment (TIA))

38. How does a customer enroll on Graduate PIPP Plus?

A customer who is income ineligible (or no longer wishes to participate) and has an arrearage will automatically be enrolled (via a nightly file sent from OCA to the utility company) on Graduate PIPP Plus at the time of reverification. A customer must be current on all PIPP Plus payments to enroll in Graduate PIPP Plus. Customers who are not current with PIPP Plus payments will have one billing cycle to make up any missed PIPP Plus payments; otherwise he/she will be removed from the Graduate PIPP Plus program.

39. What happens if the customer does not make up the required PIPP Plus payments within one billing cycle to enroll in Graduate PIPP Plus?

A customer can enroll in Graduate PIPP Plus within 12 months from being removed from PIPP Plus. The customer must pay any defaulted PIPP Plus installments and current bills for the months the customer received service but was not on Graduate PIPP Plus (less any payments made by the customer after being dropped).

40. Does a customer have to be income ineligible for PIPP Plus to enroll in Graduate PIPP Plus?

No, a customer may elect to terminate participation in PIPP Plus and enroll in Graduate PIPP Plus at any time. However, customers must be current on all PIPP Plus payments to enroll in Graduate PIPP Plus. The customer must contact the utility company to enroll.

- 41. What is the maximum amount of time a customer can remain on Graduate PIPP Plus?**

Graduate PIPP Plus is offered for a period of 12 months that begins when the customer is removed from PIPP Plus due to being over income or when the customer voluntarily removes themselves from PIPP Plus.

- 42. Is a customer eligible for Graduate PIPP Plus if he/she moves outside of the company's service territory?**

No, in order to be eligible for Graduate PIPP Plus, the customer must remain a customer of the same utility in which he/she was enrolled in PIPP Plus. (See Post PIPP Plus question 46).

- 43. How can a customer who has been removed from Graduate PIPP Plus for non-payment get reinstated?**

The customer must make up any missed graduate PIPP Plus payments to get reinstated on graduate PIPP Plus. Graduate PIPP Plus ends 12 months from the date of the customer's initial enrollment on Graduate PIPP Plus. At the end of twelve months the customer can enroll on an extended payment for the remaining arrearages. (See question 123 for extended payment plan).

- 44. Can a Graduate PIPP Plus customer choose a supplier (CRNGS or CRES)?**

No, Graduate PIPP Plus customers can not choose a supplier (CRNGS, CRES) on an individual basis. Graduate PIPP Plus accounts remain as part of the PIPP Plus pool. (See question 25).

- 45. How much does a PIPP Plus/Graduate PIPP Plus customer have to pay if he/she moves out of the utility company's service territory or no longer need utility service?**

Customers who are currently enrolled on PIPP Plus or Graduate PIPP Plus and owe an arrearage are eligible for Post PIPP Plus if they move out of the service territory or no longer need utility service in their name. (See question 46).

46. What is Post PIPP Plus?

Post PIPP Plus is a 12 month payment plan for former PIPP Plus or former Graduate PIPP Plus customers who are no longer customers of the utility but still have an arrearage. Post PIPP Plus is only available in the 12 months immediately after a PIPP Plus account is closed. Post PIPP Plus is offered by electric and gas companies.

47. Who is eligible for Post PIPP Plus?

PIPP Plus or Graduate PIPP customers who contact the utility company to close their account for the following reason(s):

- a. Moving beyond the utility companies service territory
- b. Transferring to a residence where utility service is not in the former PIPP Plus or Graduate PIPP Plus customer's name.
- c. Moving to a master-metered residence.

48. How does a customer enroll on Post PIPP?

The utility company may offer Post PIPP on the final bill or the company may automatically enroll a customer on Post PIPP when contacted by the customer to close his/her account. (See question 46).

49. How much does a customer pay on Post PIPP?

The customer enters into a payment plan to pay at least $1/60^{\text{th}}$ of the finalized account arrears for 12 months. For each payment made, the utility will credit $1/12^{\text{th}}$ of the customer's arrears.

Example: A customer whose total arrearage is \$2400 would be required to make a minimum payment of \$40 each month ($1/60^{\text{th}}$ payment equals $\$2400/60=\40). Arrearage credit adjustment on outstanding debt is \$200 ($1/12^{\text{th}}$ arrearage credit equals $\$2400/12=\200). At the end of 12 months, the outstanding debt will be credited.

50. Does the customer have to be current with PIPP Plus or Graduate PIPP Plus payments to enroll on Post PIPP Plus?

Yes, customers are required to be current (in good standing) with his/her PIPP Plus or Graduate PIPP Plus installments in order to enroll on Post PIPP Plus.

51. How long does a customer have to enroll on Post PIPP Plus?

Customers can join Post PIPP Plus within 12 months from when the account is finalized. The time period is not extended if the customer does not join or bring the account current right away.

52. Can a customer be enrolled on Post PIPP and PIPP Plus at the same time?

Yes, a customer can be enrolled on Post PIPP Plus with the former utility and enroll on PIPP Plus (must be income eligible) with the new utility company.

53. Is the former utility company required to send a bill each month?

The former utility company is not required to send a monthly bill to customers who are enrolled on Post PIPP Plus. However, some utility companies may provide a monthly statement. Customers should discuss the terms of Post PIPP Plus with the utility company.

APPLICATION PROCESS

In order for a person to qualify for the Percentage of Income Plan Plus (PIPP), he/she must 1) be a customer of a regulated gas or electric utility, 2) be income eligible, and 3) apply for all public energy and weatherization assistance programs for which the household is eligible.

54. What is the difference between a customer and a consumer?

A *customer* is any person who enters a contractual agreement with the company to receive electric or gas service. A *consumer* is any person who is the ultimate user of electric or gas service. In other words, a customer has the account in his or her name.

- 55. May the company require that the PIPP Plus applicant also be the household member with income?**

No, provided the PIPP Plus applicant is a household member, he or she need not provide a source of income to the household.

- 56. May a PIPP Plus customer have more than one account?**

Yes, a customer may have an account at a different location; however, only **one** account may be a PIPP Plus account. The PIPP Plus account must be at the primary residence.

- 57. What happens if a PIPP Plus customer is determined to be fraudulently enrolled in PIPP Plus?**

The utility company or ODSA will terminate a customer's participation in PIPP Plus when it is determined that the PIPP Plus customer was fraudulently enrolled in the program. The customer will be required to pay the utility the actual bill for energy consumed during the period in which the customer was fraudulently enrolled. In addition, the customer will be prohibited from re-enrolling in PIPP Plus or Graduate PIPP Plus for twenty-four months. The arrearage credits which accrued to the customer's account will be reversed.

- 58. What happens if a PIPP Plus customer is charged with tampering?**

The customer must pay the tampering charges which may include damages, investigation fees, and unauthorized usage prior to re-enrolling on PIPP Plus. The arrearage credits which accrued to the customer's account will be reversed.

- 59. What happens if a PIPP Plus customer writes a bad check?**

The customer must pay the amount of the returned check, and the company's approved tariff returned check charge(s). Any arrearage credits applied to the customer's account will be reversed.

60. **When two meters of the same type (i.e., two gas and/or two electric) are situated at one household/family dwelling, how should the utility company determine the PIPP Plus payment (e.g., a duplex unit that has been converted into a single family dwelling)?**

The utility company should divide the customer's PIPP Plus installment between the two accounts.

61. **What if the utility service is not in the PIPP Plus applicant's name?**

If the service is not in the applicant's name, the applicant is ineligible for PIPP Plus. The applicant must first become a customer before he or she can go on PIPP Plus; however, the applicant can still apply for energy assistance for the household.

62. **When a customer with an account balance moves out, how much must a consumer who lived with that person pay to obtain or to maintain service and get on PIPP Plus?**

The consumer will be asked to provide proof that the customer has left the residence in order for the consumer to establish service in his/her name. The consumer is almost never responsible for the customer's bill if the household has changed. The consumer will need to apply for PIPP Plus at the HEAP Provider who will then determine if the consumer is income eligible.

63. **What criteria are used to define income?**

The household income is the gross income amount before taxes (minus exclusions) for all household members 18 years or older. Income earned by a dependent minor (less than 18 years old) in the household is excluded from the total household income calculation. Any questions regarding unusual situations should be brought to the attention of Office of Community Assistance at 1-800-282-0880. **(Please see Energy Assistance income guidelines in Appendix B.)**

64. **Is a minor's income included in household income?**

All wage or salary earned by a dependent minor (less than 18 years old) in the household is excluded from calculation. Only an emancipated minor may be considered a head of household. **(Please see Energy Assistance income guidelines in Appendix B.)**

65. How long does someone have to be at or below 150% of the federal income guidelines to qualify for PIPP Plus?

To be eligible for PIPP Plus, the total household eligible income for the last 30 days or 12 months from the date of the application must be equal to or less than 150% of the federal income guidelines. Seasonal and self-employed households must provide 12 months of income documentation.

- The lowest poverty level for either 30-day or 12 month period will be used to determine the benefit amount and threshold.

66. What if the customer disagrees with the PIPP Plus installment amount?

The PIPP Plus installment amount is calculated by the HEAP Agency or ODSA based on the income documentation provided by the customer. If a customer disagrees with the calculated amount of the PIPP Plus installment, the customer can contact ODSA or the local HEAP Agency to appeal. The customer may be required to provide additional documentation to support his/her dispute.

67. What information should be provided to verify income?

See Appendix B for Documentation and Calculation of Income

68. What if the household income is zero?

A customer whose household has no countable income is eligible for PIPP Plus. A zero-income customer must be able to explain why he/she is not on an entitlement program or, if the customer expects to receive benefits on such a program, when the benefits are due. The customer must be able to document how the household has existed. All applicants who claim zero income must apply for assistance in person at the local HEAP agency. **Mailed in applications will not be accepted.**

69. How often must zero-income PIPP Plus customers re-verify their income?

Customers who are zero-income must re-verify their household income no less than once every 12 months (within 60 days of the reverification date on the utility bill) or when there is a change in income/or household size or when requested to do so by the utility company. All applicants who claim zero income must apply for assistance in person at the local HEAP agency. **Mailed in applications will not be accepted.**

- 70. How much does a current PIPP Plus customer who is in default and is found to have zero income have to pay to enroll on zero-income PIPP Plus?**

A customer who is currently on PIPP Plus and is reverified at zero income must cure any previous PIPP Plus default. When the customer's default is cured, the customer will then begin paying \$10 per month minimum installment.

- 71. How should income be calculated when someone living in the unit pays rent to the customer?**

Persons sharing a common kitchen and/or bath must be included as part of the household size and their income must be considered part of the household gross income.

- 72. Can Winter Crisis Program payments be applied as a PIPP Plus or Graduate PIPP Plus installment?**

Yes, 2018-2019 Winter Crisis Program payments may be applied toward the current PIPP Plus/Graduate PIPP Plus default. To re-join PIPP Plus or Graduate PIPP Plus the customer must cure any remaining default over \$175. **(See question 102).**

- 73. Can a Regular HEAP payment be applied as a PIPP Plus installment?**

No. Regular HEAP payments may not be applied as monthly PIPP Plus payments. Energy assistance payments (winter, summer and Regular HEAP payments) will not be eligible for arrearage credits.

- 74. How are Energy Assistance payments applied?**

- Regular HEAP- Payments are applied to the arrearages on the primary heating account, if any. If no arrearages are owed, the Regular HEAP payment will be applied as a credit balance on the primary heating account.
- Winter Crisis- Payments are applied toward the current PIPP Plus/Graduate PIPP Plus default balance. Winter Crisis payments can be applied toward both the primary or secondary heating source.

- Summer Crisis (Electric only) - Payments are applied toward the current PIPP Plus/Graduate PIPP Plus default balance. However, prior to receiving the credit/pledge the customer must pay the difference between the default and pledge amount.
- Utility Company Energy Assistance-Payments (i.e., Salvation Army, Neighbor to Neighbor, HEAT Share, and Fuel Funds) are applied toward the current PIPP Plus/Graduate PIPP Plus default balance. Any remaining credit is applied toward the arrearages.

75. What types of assistance must a customer apply for in order to go on PIPP Plus?

The customer must apply for and accept all ODSA energy assistance and weatherization programs for which he/she is eligible.

76. Does a customer have to apply for weatherization programs?

Yes, customers must apply for and accept assistance from all ODSA sponsored weatherization programs for which he/she is eligible.

77. Can a customer be removed from PIPP Plus if the customer refuses weatherization services?

Yes, the account can be removed from PIPP Plus if the customer refuses weatherization services offered by ODSA.

78. Does a HEAP Agency have to verify an applicant's income?

All electric and large gas PIPP Plus customers are reverified through the local HEAP Provider. Gas companies may not demand that a customer go to the HEAP Agency for verification unless they have established specific reverification procedures with ODSA. Some small gas companies may verify income at their local office for PIPP Plus.

79. **Is the customer required to apply for non-energy assistance programs (i.e., Temporary Assistance for Needy Families (TANF)) to enroll on PIPP Plus?**

No, the customer may be advised of these public assistance programs. However, customers **are required** to apply for all public energy and weatherization assistance.

REVERIFICATION DATE AND ANNIVERSARY DATE

80. **What is the reverification date?**

The reverification date is the actual date on which the customer completed documentation of household income. Reverification must occur no less than once every 12 months from the previous reverification date. A customer has a 60-day grace period to re-verify income before being removed from the program. The customer is required to re-verify whenever there is a change in household size and income. The customer's reverification date may change from year to year.

81. **When must a customer re-verify the household income?**

Any time there is a change in household income or size, the customer must re-verify his/her income. If there is no change in household income or size, customers are required to re-verify once every twelve months. The utility company may also request that the customer reverify his/her income. When a customer goes to the HEAP Provider to apply for energy assistance, his or her income will be reported to the company by the HEAP Agency or the ODSA.

82. **How does a customer reverify his/her income for PIPP Plus?**

A PIPP Plus customer must re-verify his/her income no later than the reverification date which is printed on the bill.

- Customers who need to reverify their household income and size can do so the following ways:
- Online at www.energyhelp.ohio.gov

- Download and complete an Energy Assistance application by going to www.development.ohio.gov
Mail completed applications with documentation to:
Ohio Development Services Agency
P. O. Box 1240
Columbus, OH 43216
- Mailed applications could take up to twelve weeks for processing.
- If applying by mail, customers must submit proof of income documentation as required by ODSA (See Appendix B for income documentation).
- Mailed applications will not be accepted for households claiming zero income. All applicants who claim zero income must apply for assistance in person at the local HEAP agency.
- For the mail-in application process, companies may also require that every adult member of the household sign a statement affirming that the information on the application is true and giving the company permission to verify the information provided.

83. What happens if a PIPP Plus customer does not re-verify his or her income on the reverification date?

A PIPP Plus customer must re-verify his/her income no later than the reverification date which is printed on the bill. A customer has a 60-day grace period to re-verify income before being removed from the program. A customer who does not re-verify his/her income when requested to do so, will be removed from PIPP Plus. The customer will be responsible for the total account balance if the account is removed from PIPP Plus.

84. What is a PIPP Plus anniversary date?

The PIPP Plus anniversary date is the date by which a PIPP Plus customer must make up any missed PIPP Plus installments in order to continue PIPP Plus. If the customer has missed payments in the past 12 months, the 1/24th arrearage credit will be recalculated at the anniversary date. (If the customer has made the past 12 installments on time the arrearage will not be recalculated).

85. **What happens if the customer can not pay his/her missed installments by the anniversary date?**

A customer who does not cure the missed installments at the anniversary date will be removed from PIPP Plus. Customers will have one billing cycle to make up the missed installments before being removed from PIPP Plus.

86. **How will the customer be aware of his/her PIPP Plus anniversary date?**

The anniversary date is shown on the customer's bill.

87. **Is the customer required to go to the HEAP Provider at the anniversary date?**

No, the customer is not required to return to the HEAP Provider at the anniversary date unless he/she is in default on PIPP Plus and is seeking energy assistance to cure the missed installments.

DISCONNECTION AND RECONNECTION

88. **How much is a PIPP Plus customer required to pay if service is disconnected for non-payment?**

A PIPP Plus customer must pay the amount sufficient to cure the PIPP Plus default (as stated on the disconnection notice) in order to reconnect service. The defaulted amount may include actual bill charges and PIPP Plus installments for those months the customer's service was disconnected, minus payments made, up to the customer's arrearage. The customer will also be charged a tariffed reconnect fee. (See **Special Reconnection Procedures Section**).

*During the winter heating season, PIPP Plus customers may utilize the winter reconnect order to have service restored for a maximum payment of \$175, plus a tariffed reconnect fee (no more than \$36 up front).

89. **If a customer defaults on PIPP Plus, how much would he or she have to pay to avoid shut-off?**

The customer can maintain service by paying the defaulted PIPP Plus installments as stated on the disconnection notice. During the winter heating season, PIPP Plus

customers may utilize the Winter Reconnect Order to maintain service for a maximum payment of \$175.00. (See **Special Reconnection Procedures**).

90. **What does a customer have to pay to avoid disconnection when the total account balance is less than the PIPP Plus default?**

To remain on PIPP Plus and avoid disconnection, the customer is required to pay the PIPP Plus default amount. If the customer no longer wants to be on PIPP Plus but wants to avoid disconnection, he/she can have the account removed from PIPP Plus and pay the total account balance or go on another payment plan with the utility company.

91. **Is the PIPP Plus installment amount due shown on the bill or disconnection notice?**

Yes, the PIPP Plus installment amount is shown on the bill. Also, the company must state on the disconnection notice the minimum amount required to avoid disconnection.

92. **If a customer misses a PIPP Plus installment, is the company allowed to shut service off without further notice?**

No, the company must give the required notice of disconnection prior to terminating service. The company may begin the notice process the day after the payment was due provided there is a 30-day account arrearage.

93. **What is the earliest date a company may terminate service after the customer has defaulted on PIPP Plus?**

During the *non-heating season*, the earliest date a company may terminate service is the date stated on the 14-day disconnection notice unless payment or payment arrangements are made before this date.

During the *heating season* (Nov. 1 through April 15), the company must give a 14-day notice *and* an additional 10-day notice. The ten-day notice will extend the date of disconnection, as stated on the fourteen-day notice. Utility companies may send the 10-day notice by regular U.S. mail; however, the companies must allow three calendar days for mailing.

If the customer has selected both the electronic bill and notice option, the notices will be delivered electronically to the customer.

94. What are the reconnection requirements?

If the service has been disconnected for **10 business days or less**:

- (1) The customer must provide proof of payment to the utility no later than 12:30 p.m. in order to guarantee reconnection of service the same day.
- (2) If payment is not received by 12:30 p.m., the utility company will reconnect service by the close of the following regular utility company working day.
- (3) Customers may request reconnection of service after normal business hours, **if the company offers such service**. The Company may require the customer to pay the approved tariff rate for this service prior to reconnection.

If the service has been disconnected for **more than 10 business days**, regardless of the time of day the customer payment is made:

- (1) The company may treat the customer as a new customer.
- (2) Gas service will be reconnected within **three** business days.
- (3) Electric service will be reconnected within **three** business days.
- (4) The utility company may assess a reconnection charge and a security deposit (Non-PIPP Plus account) to reestablish service.

PIPP PLUS RE-ENROLLMENT

95. Re-enrollment on PIPP Plus if service has been disconnected for non-payment

A PIPP Plus customer must pay the amount sufficient to cure the PIPP Plus default (as stated on the disconnection notice) in order to reconnect service. The defaulted PIPP Plus amount may include actual bill charges and PIPP Plus installments for those months the customer's service was disconnected, minus payments made, up to the customer's arrearage. Once the default amount is paid, the customer can re-

enroll on PIPP Plus. The customer will also be charged a tariffed reconnect fee. (See **Special Reconnection Procedures Section**).

*During the winter heating season, PIPP Plus customers may utilize the winter reconnect order to have service restored for a maximum payment of \$175, plus a tariffed reconnect fee (no more than \$36 up front). However, to re-enroll on PIPP Plus/ Graduate PIPP Plus customers must pay the balance of the default on or before the due date of the next bill to re-enroll on PIPP Plus/Graduate PIPP Plus.

96. What must a former PIPP customer (enrolled prior to November 2010) pay to establish service and then enroll on PIPP Plus?

During the winter heating season, a customer who has never been enrolled on PIPP Plus and is income eligible for PIPP Plus can re-establish service by paying up to \$175 or, his/her first PIPP Plus installment (whichever is less). Any remaining balance will be added to the arrearages and will be eligible for 1/24th arrearage credits.

Customers who wish to enroll in PIPP Plus at any other time of the year will be required to pay the delinquent amount as stated on the final bill to re-establish service. After the service has been re-established the customer may enroll on PIPP Plus if eligible.

97. Re-enrollment on PIPP Plus if dropped for failure to re-verify (still has active service)

The customer must re-verify his/her household income. The customer must pay any defaulted PIPP Plus installments owed prior to being dropped and full bills for the months the customer received service but was not on PIPP Plus (less any payments made by the customer after being dropped). This includes PIPP Plus payments for any months in which the customer was disconnected. The amount owed shall not exceed the amount of the customer's arrearages.

98. Re-enrollment on PIPP Plus if dropped at the anniversary date (still has active service)

The customer must pay any defaulted PIPP Plus installments owed prior to being dropped and full bills for the months the customer received service but was not on PIPP Plus (less any payments made by the customer after being dropped). This

includes PIPP Plus payments for any months in which the customer was disconnected. The amount owed shall not exceed the amount of the customer's arrearages.

99. Re-enrollment on PIPP Plus after being on Graduate PIPP Plus (active service)

If a customer who was on Graduate PIPP Plus becomes income eligible for PIPP Plus the customer must cure any Graduate PIPP Plus default amount prior to re-enrollment on PIPP Plus. During the winter months the customer can apply for the Winter Crisis Program (WCP) for assistance up to \$175. The customer must cure any remaining default over \$175 before the account can be re-enrolled on PIPP Plus.

100. Re-enrollment on PIPP Plus after receiving a refund of the credit balance

After receiving a refund of the credit balance, if the customer requests to re-enroll on PIPP Plus within a twelve-month period the customer must pay the difference between the amount of previous PIPP Plus installments and customer payments during those months the customer was not enrolled on PIPP Plus.

Note: Returning to PIPP Plus within a twelve-month period after receiving a refund of the credit balance could result in the customer having to pay more than the actual account balance.

101. Re-enrollment on PIPP Plus if default is higher than total account balance

If the PIPP Plus default is higher than the total account balance and the customer wants to re-enroll on PIPP Plus within a twelve-month period, the customer must pay the difference between the amount of PIPP Plus installments owed and customer payments during those months the customer was not enrolled in PIPP Plus.

Note: This could result in the customer having to pay more than the actual account balance to remain on PIPP Plus.

102. Re-enrollment on PIPP Plus or Graduate PIPP Plus after using the Winter Reconnect Order

To re-join PIPP Plus or Graduate PIPP Plus, the customer must cure any remaining default over \$175 by the due date of the next bill issued. Once the default amount is paid, the customer can begin paying his/her PIPP Plus or Graduate PIPP Plus installment. *The time period (twelve months) is not extended to participate in Graduate PIPP Plus.*

The customer should contact the utility company to determine the exact amount of the remaining balance and the due date by which the bill needs to be paid to get the account re-enrolled on PIPP Plus/Graduate PIPP Plus.

103. Re-enrollment on PIPP Plus within twelve months after voluntary drop (customer request)

A PIPP Plus customer who voluntarily leaves **with no outstanding arrearages** and then **within** twelve months re-enrolls in PIPP Plus must pay the PIPP Plus payments due for the months the customer received service but was not on the program, less payment made by the customer during the same time period.

Note: This could result in the customer having to pay more than the actual account balance to remain on PIPP Plus.

A PIPP Plus customer who leaves **with outstanding arrearages** and then **within** twelve months re-enrolls in PIPP Plus must pay the PIPP Plus payments due for the months the customer received service but was not on the program, less payment made by the customer during the same time period.

104. Re-enrollment on PIPP Plus after twelve months after voluntary drop (customer request)

A PIPP Plus customer who leaves the program with **no outstanding arrearages** and then **after** twelve months re-enrolls in PIPP Plus would be required to pay his or her first PIPP Plus payment to re-join the program.

A PIPP Plus customer who leaves the program with **outstanding arrearages** and then **after** twelve months re-enrolls in PIPP Plus would be required to pay the missed PIPP Plus payments for the number of months that he/ she was not enrolled in PIPP Plus, less any payments made by the customer up to the amount of the arrearages.

MEDICAL CERTIFICATES

105. When can a medical certificate be used?

If a residential customer or consumer who is a permanent resident in the household is facing a situation where disconnection of service would be especially dangerous to his/her health, a medical certificate may be used to maintain service or reconnect utility service within 21 days after the disconnection.

*PIPP Plus customers will not be eligible for any arrearage crediting for the months the customer uses the medical certificate unless on time and in full payments are made.

106. Who may request a medical certificate?

Upon request of any residential consumer, or a licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified nurse midwife or local board of health physician the utility company must provide a medical certificate form. The medical certificate is available via the Public Utilities Commission of Ohio website (www.puco.ohio.gov).

107. How long does a utility company have to reconnect service after a medical certificate is presented to the utility company?

If certification is provided to the utility company prior to 3:30 p.m., the utility company must restore the customer's service the same day. If certification is received after 3:30 p.m., the company shall reconnect service by the earliest time possible on the following business day. If the certification is received after 3:30 p.m. on a day that precedes a non-business day, the utility company shall make an effort to restore service by the end of the day.

108. How often can a medical certificate be used?

The total certification period is not to exceed 90 days in any 12-month period. Medical certificates are valid for 30 days each, for a maximum of three times.

NOTE: If a medical certification is used to avoid disconnection, the customer must enter into an extended payment plan prior to the end of the medical certification period or be subject to disconnection. The initial

payment on the plan shall not be due until the end of the certification period. *PIPP Plus customers must make-up these missed installments at the Anniversary Date (See question 84).*

- 109. Can a company disconnect service for non-payment if life-support equipment is in operation?**

Yes, unless the customer uses a medical certificate.

- 110. Can a medical certificate be denied based on the customer's medical condition?**

No, if a licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified nurse mid-wife or local board of health physician signs the medical certificate.

- 111. Can a medical certificate be used for a cooking only account?**

Yes, a medical certificate may be used for a cooking only account as long as the medical condition is certified by a licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified nurse mid-wife or local board of health physician calls, writes or faxes the company and confirms to the company that the denial of service would be especially dangerous to the health of someone living in the household (within 21 days after the termination of service), the company *must* restore service or cancel the termination order.

MASTER METERED ACCOUNTS

- 112. What accounts are considered master metered?**

An account is master metered if two or more residential premises share a common gas and/or electric meter.

- 113. Can a consumer who lives in a master metered residence enroll on PIPP Plus?**

The consumer is not eligible for PIPP Plus for the main heating source if it is master-metered; however, the consumer *may* still be eligible for PIPP Plus for the secondary heating source.

114. Are master-metered accounts eligible for HEAP/Winter Crisis?

Yes, if the household is responsible for paying utility costs separately from his/her rent costs, he/she is eligible for an energy assistance benefit.

NOTE: Master-metered accounts are eligible for Weatherization Assistance.

115. Is the company required to issue a disconnect notice to the tenants of a master-metered premise?

Yes, the utility company must provide a 10-day notice to the tenants prior to disconnect. The company must make a good faith effort to provide this notice to each unit of a multi-unit dwelling and to post it in a conspicuous place.

116. What should the tenant do who has received such a notice or whose service has been disconnected?

A tenant who has received such a notice or whose service has been disconnected should immediately contact the utility company for further information or Ohio State Legal Services Association at 1-866-529-6446 for information about tenants' rights and landlord/tenant provisions.

**SPECIAL RECONNECTION ORDER PROCEDURES
FOR THE WINTER OF 2019-2020**

117. What is the Winter Reconnect Order?

The Winter Reconnect Order (WRO) is issued by the PUCO. The WRO allows a customer to pay less than what he/she owes to avoid disconnection or reconnect service. A customer may pay a maximum of \$175.00 to maintain service. If the customer's service has already been disconnected, the customer must pay the \$175.00 and a tariffed reconnection fee of no more than \$36 up front to restore service. The company will bill the remainder of the reconnect fee, if applicable.

118. Who offers the Winter Reconnect Order?

All regulated electric and gas companies must offer the Winter Reconnect Order.

119. Who is eligible to use the Winter Reconnect Order?

There is no income eligibility requirement to use the Winter Reconnect Order. Any residential customer who is served by a regulated utility company may use the Winter Reconnect Order to maintain or restore his/her service **one time** during the winter heating period.

120. When can the Winter Reconnect Order be used?

The Winter Reconnect Order may be used **once** from Monday, October 14, 2019 through Wednesday, April 15, 2020 (close of business).

121. How much is a customer required to pay with the Winter Reconnect Order?

Customers are required to pay no more than \$175 to maintain service under the reconnection order. If the customer's service has already been disconnected, the customer must pay the \$175 and a tariffed reconnection fee of no more than \$36 up front to restore service.

NOTE: If paying at an authorized agent, the customer will need to call the company with the receipt number to report the payment. Some companies may require that the customer notify them that the Winter Reconnect Order is being used.

122. How does a customer sign up for the Winter Reconnect Order?

There is no sign up required. The Winter Reconnect Order is not based on any income requirements. Anyone, (regardless of income) can use the Winter Reconnect Order if service has been disconnected or is being threatened with disconnection.

123. What if a customer owes more than \$175 to the utility company?

Customers who use the Winter Reconnect Order are required to enroll on a payment plan for the remaining balance. Regulated gas and electric companies are required to offer the following payment plans:

- **One-Sixth Payment Plan (offered year-round)**-A plan that requires either six equal monthly payments on the arrearages in addition to full payment of current bills; or
- **One-Ninth Payment Plan (offered year-round)**-A plan that requires nine equal monthly payments on the arrearages in addition to a budget payment plan (established by the utility company); or
- **One-Third Payment Plan (offered from November 1 through April 15)**-A plan that requires payment of one-third of the balance due each month (arrearages plus current bill).
- **PIPP Plus/Graduate PIPP Plus** customers must pay the balance of the default on or before the due date of the next bill to re-enroll on PIPP Plus/Graduate PIPP Plus.

NOTE: The customer or the HEAP Agency must contact the utility company to enroll the customer in a payment plan other than PIPP Plus.

124. When does the remaining PIPP Plus default have to be paid after the \$175 payment/pledge?

The remaining balance of the PIPP Plus default must be paid by the due date of the next bill that is issued.

125. Can the \$175 payment be split between the gas and electric utility companies?

Yes. If the customer is served by two regulated utility companies (gas and electric) and is facing disconnection or service has been disconnected the utility companies involved may split the \$175 (either by apportionment based on the arrearages or in half). For customers who are eligible for the Winter Crisis program the split will be calculated by the HEAP agency.

126. Can the \$175 payment be split between the gas and electric utility companies to begin new service?

Yes, if the customer is served by two regulated utility companies the WRO can be split in order to establish new service with both companies.

127. When is the Winter Reconnect Order applied?

The Winter Reconnect Order allows customers to pay less than what they owe to maintain service or reconnect service. Therefore, the WRO is invoked only when customers pay less than the amount owed to prevent a disconnection or reconnect their service.

Example: If a customer receives a disconnection notice in the amount of \$150 and the customer receives assistance through an agency for \$150, the WRO should **not** be applied because the agency payment covered the amount needed to avoid disconnection. The customer could invoke the WRO using his/her own funds at a later time.

128. Will the \$175 payment maintain service?

Yes, the \$175 payment/pledge will maintain service for a minimum of thirty days. Non-PIPP Plus customers are required to enroll on an extended payment plan for the remaining balance. PIPP Plus/ Graduate PIPP Plus customers must pay the balance of the default on or before the due date of the next bill to re-enroll on PIPP Plus/Graduate PIPP Plus. **(See question 123 for payment plan options).**

129. Will the \$175 payment reconnect utility service?

Yes, the customer may be required to pay a tariffed reconnection charge of no more than \$36 up front to restore service. The remaining amount of the reconnection fee will be billed on the next bill issued.

130. What is a tariffed reconnection charge?

A tariffed charge is one which has been approved by and is on file with the Public Utilities Commission of Ohio (PUCO). The Winter Reconnect Order procedures do not allow companies to charge more than they otherwise are allowed in their tariff as a reconnection charge. Any company that doesn't have a tariffed reconnection charge may not assess one.

- 131. What if the company's tariffed reconnection charge is more than \$36, what happens to the difference between the \$36 paid and the tariffed amount?**

The company can bill the difference between the \$36 and the tariffed reconnection charge on the customer's next monthly bill or the company may bill the entire tariffed reconnect fee on the customer's next monthly bill.

- 132. Can the \$175 payment be made by an agency?**

Yes, the \$175 may be paid by any agency providing energy assistance (i.e., Salvation Army, HEAT Share, Neighbor to Neighbor, Fuel Funds, etc.).

- 133. Can the utility company disconnect service if the customer has a pending appointment with a HEAP Provider for the Winter Crisis Program?**

No, the utility company will delay disconnection if the customer has a confirmed appointment with a local HEAP Agency for the winter crisis program and the customer has not already utilized the WRO with their own funds. The utility company will delay the disconnection until five business days after a customer's confirmed appointment.

The utility company is only required to hold a disconnection for an appointment once per heating season.

- 134. Can the utility company require a security deposit before reconnecting service?**

Yes, customers who are not eligible for PIPP Plus may be assessed a security deposit. However, the total amount the company may require a customer to pay, including the security deposit, may not exceed the Winter Reconnect Order (\$175) amount for reconnection.

- 135. Can the Winter Reconnect Order be used in lieu of paying a security deposit?**

Yes, in lieu of paying the required security deposit customers who are requesting new service with no previous balance may establish new service upon payment of \$175. The company may add the remaining balance of the required security deposit to the customer's next bill. ***NOTE: Customers who are enrolled in PIPP Plus will not be charged a security deposit.***

136. Can a customer transfer service using the Winter Reconnect Order?

Yes, a customer who requests service at a new address and has an outstanding balance greater than \$175 can transfer service upon payment of \$175. The customer **must** contact the company and enter into a payment arrangement on the remaining balance. If a PIPP Plus/Graduate PIPP Plus customer has reverified his/her income within the last 12 months, the company shall transfer service upon payment of \$175.

137. What happens if a customer uses the Winter Reconnect Order using his/her own money and later goes to an agency for assistance?

If a customer pays the \$175 with his/her own funds and later (during the winter) goes to an agency for assistance, the customer **must** immediately pay the difference between the default amount and the \$175 that the agency is willing to pledge to avoid disconnection.

138. Is the utility company required to reconnect service the same day under the Winter Reconnect Order?

See question 94 for reconnection procedures.

139. Can a customer with multiple residential accounts use the Winter Reconnect Order?

Customers with multiple residential accounts who wish to utilize the winter reconnection order to maintain or reconnect service may do so only at the property where the customer resides.

140. Can a customer who is with a supplier (CRNGS or CRES) use the Winter Reconnect Order?

Yes, customers who have a supplier may use the Winter Reconnect Order to stop a disconnection or reconnect their utility service. All provisions of the winter reconnect order would apply to customers that have a supplier.

APPENDIX A

ENERGY ASSISTANCE PROGRAMS OVERVIEW

Home Energy Assistance Program (HEAP) (also called 'Regular HEAP' or State HEAP)

– is a federally funded program designed to help income-eligible Ohioans with their winter heating bills. The program runs from November 1 through March 31. Eligible customers receive a benefit in the form of a direct payment toward their energy heating bill. HEAP benefits are typically credited directly towards the eligible customer's energy heating bill beginning in the month of January. Applications that are mailed into the Office of Community Assistance (OCA) may take 12 to 16 weeks for processing. Applications may also be processed at the local HEAP Agency.

The total household income of an applicant must be at or below 175% of the federal income guidelines. **See income guidelines question 3.**

Winter Crisis Program (WCP) (also called 'Emergency HEAP' or E-HEAP)

– provides financial assistance to income-eligible households that are threatened with disconnection of their heating source; have already had service disconnected; need to establish new service or pay to transfer service; or in the case of bulk fuel customers, have 25 percent or less of the tank's fuel capacity on hand. The WCP program year runs from November 1 to March 31. Agencies have until April 15 to finish processing incomplete or pending applications for the current year's program.

Households whose gross income is at or below 175% of the federal income guidelines are eligible for the Emergency Program. **See income guidelines question 3.**

Summer Crisis Program (SCP) (also called 'Summer Cooling')

– provides financial assistance to income-eligible Ohioans to help with their summer cooling costs. Income-eligible individuals age 60 or older or with a certified medical condition are eligible. The SCP program year runs from July 1 to August 31. Agencies have until September 15 to finish processing any incomplete or pending applications for the current year's program.

Percentage of Income Payment Plan (PIPP) Plus

– helps income-eligible Ohioans manage their energy bills year-round. The program allows eligible Ohioans to pay their energy bill based on a percentage of their monthly household income. To be eligible for the program, a customer must receive his/her electric or gas service from a company regulated by the Public Utilities Commission of Ohio (PUCO), must have a total household income which is at or below 150 percent of the federal income level, and must apply for all ODSA energy assistance programs for which he or she is eligible.

Home Weatherization Assistance Program (HWAP)

– Ohio's Home Weatherization Assistance Program (HWAP) is a federally funded low-income residential energy

efficiency program. The HWAP program reduces low-income households' energy use, thus creating more affordable housing for those in most need. HWAP services may include attic, wall, and basement insulation; blower door guided air leakage reduction; heating system repairs or replacements; and health and safety testing and inspections. All measures are provided based on an on-site energy audit and cost-effective guidelines developed using the National Energy Audit Tool (NEAT) energy audit software program. Individualized client education is an important component of the HWAP program.

Households at or below 150% of the federal income guidelines or households participating in Home Energy Assistance Program, Temporary Assistance for Needy Families, or Supplemental Security Income qualify for this no cost program.

Electric Partnership Program (EPP) - is a no-cost program designed to improve the electric energy efficiency of households who participate in, or who are eligible for, PIPP Plus. The goal of EPP is to reduce the customer's electric usage by installing energy efficient items and creating a customized action plan. The program provides: A snapshot of how electricity is used in the client's home, an energy consumption analysis of all refrigeration appliances, suggested actions that the consumer can take to reduce electric usage without sacrificing comfort, installation of cost-effective energy efficient items and a report of the projected energy and dollar savings for the installed measures and actions. To be eligible the customer must have a regulated electric utility, be a PIPP Plus participant or PIPP Plus eligible, have a minimum annual electric baseload usage of 5,000 kWh and have lived at the residence for one year.

APPENDIX B

Documentation and Calculation of Income

| Countable Income Types: | | |
|-------------------------------|---|--|
| Category: | Type: | Acceptable Documentation of Income: |
| Fixed Countable Income | <input type="checkbox"/> Supplemental Security Income (SSI) <input type="checkbox"/> Social Security Disability Insurance (SSDI) <input type="checkbox"/> Social Security Administration (SSA) <input type="checkbox"/> Pension <input type="checkbox"/> Widow/Widower's benefit <input type="checkbox"/> Alimony <input type="checkbox"/> Black Lung Pension | <input type="checkbox"/> Award/Benefit Letter <input type="checkbox"/> Payment Printout/statement from issuing agency <input type="checkbox"/> Copy of Check or Bank Statement showing deposit <input type="checkbox"/> Most recent IRS Form 1099 <input type="checkbox"/> Most recent filed copy of IRS Form or Tax transcript |
| | <input type="checkbox"/> Wages <input type="checkbox"/> Active Military Pay | <input type="checkbox"/> All pay stubs received 30 days from the date of the application that include gross and year-to-date amounts received <input type="checkbox"/> Completed and signed Employment Verification Form (Appendix VI) <input type="checkbox"/> Check Stub/Pay Statement |
| Other Earned Countable Income | <input type="checkbox"/> Seasonal Employment (includes construction workers, teachers, landscapers, etc.) | <input type="checkbox"/> Pay stubs indicating amount received within the previous 12 months from the date of the application <input type="checkbox"/> Seasonal income will be determined by dividing the 12-month amount by 12 to arrive at a monthly average (Appendix VII) |
| | <input type="checkbox"/> Self-employment (includes owning own business, babysitting, home party sales, odd jobs, Ohio Electronic Child Care etc.) | <input type="checkbox"/> Most recent filed copy of IRS Form 1040 and Schedule 1 using the amount listed on line 12, 17, and/or 18 <input type="checkbox"/> Most recent IRS Form 1099 Misc. <input type="checkbox"/> Most recent IRS Record of Account Transcript <input type="checkbox"/> Self-Employment Income Form (Appendix V) for the previous 12 months and |
| Supplemental Countable Income | <input type="checkbox"/> Unemployment | <input type="checkbox"/> Copy of check <input type="checkbox"/> ODJFS documents/Eligibility letter with amounts and dates <input type="checkbox"/> Most recent IRS Form 1099 |
| | <input type="checkbox"/> Utility Assistance | <input type="checkbox"/> Housing Authority Documentation, <input type="checkbox"/> Lease/Rental Agreement |
| | <input type="checkbox"/> Workers' Compensation | <input type="checkbox"/> Award letter issuing agency (BWC) <input type="checkbox"/> Copy of check or bank statement |
| | <input type="checkbox"/> Ohio Works First (Temporary Assistance for Needy Families (TANF). Aid to Dependent Children (ADC)) | <input type="checkbox"/> Award/Benefit Letter, or <input type="checkbox"/> Payment Printout/statement from issuing agency, or <input type="checkbox"/> Copy of Check or Bank Statement showing deposit |

| Countable Income Types Continued: | | |
|-----------------------------------|--|--|
| Category: | Type: | Acceptable Documentation of Income: |
| Other Countable Income | <input type="checkbox"/> Cash withdraws from: IRA, Annuities, Other investments <input type="checkbox"/> Lump sum payout from: SSI, SSDI; Estate & Trust settlements, Divorce settlements, insurance payout, lottery winnings <input type="checkbox"/> Interest Income <input type="checkbox"/> Other | <input type="checkbox"/> Statement from Financial Institution <input type="checkbox"/> Copy of Check or Bank Statement showing deposit <input type="checkbox"/> Most Recent IRS Form 1099 <input type="checkbox"/> Calculate lump sums received by dividing the total amount by 12 months |
| No Income | | <input type="checkbox"/> Self-Declaration of Income Worksheet (Appendix IV) <input type="checkbox"/> An IRS tax transcript or an IRS Verification of Non-Filing Letter may be provided by the customer at the discretion of the LDA |

| Deductions: | | |
|-------------|--|--|
| Category: | Type: | Acceptable Documentation of Income: |
| Deductions | <input type="checkbox"/> Health Insurance Premiums (Dental and Vision Insurance) <input type="checkbox"/> Short-and Long-Term Disability Premiums (AFLAC, supplemental, etc). <input type="checkbox"/> Prescription plans <input type="checkbox"/> Health Care Spending Accounts <input type="checkbox"/> Medicaid Spend Down (deductibles) <input type="checkbox"/> Medicare Part B <input type="checkbox"/> Medicare Part D (RX premium) | <input type="checkbox"/> Copy of Premium Statement showing payment <input type="checkbox"/> Proof of Payment i.e. cancelled check or paystub |
| | <input type="checkbox"/> Child Support paid-out | <input type="checkbox"/> Proof of Payment i.e. cancelled check or paystub identifying garnishment |
| | <input type="checkbox"/> Attorney fees for estate or trust settlements | <input type="checkbox"/> Proof of Payment i.e. cancelled check |
| | <input type="checkbox"/> Self-employment IRS allowable business expenses | <input type="checkbox"/> Most recent filed copy of IRS Form 1040 <input type="checkbox"/> Self-Employment Income and Expense Form and IRS Verification of Non-Filing Letter (if applicable) |
| | <input type="checkbox"/> Reimbursement for work expenses (i.e. travel, mileage, meals, etc.) | <input type="checkbox"/> Pay Statement |

| Excluded Income: | | |
|---|---|--|
| Category: | Type: | Acceptable Documentation of Income: |
| Excluded Income* *Only documented if the household's total Eligible Income (Countable Income - Deductions) is below the required threshold. | <input type="checkbox"/> Gifts | <input type="checkbox"/> Signed statement from provider of gift indicating amount and frequency, provider name, address and phone number |
| | <input type="checkbox"/> Loans <input type="checkbox"/> Education assistance (grants stipends for tuition/books) | <input type="checkbox"/> Official notification of loan on institution letterhead including loan amount and repayment terms from issuing financial institution <input type="checkbox"/> Signed statement from lender indicating amount and payment terms, lender's name, address and phone number <input type="checkbox"/> School documentation demonstrating education assistance amount |
| | <input type="checkbox"/> Child Support Received <input type="checkbox"/> Stipends for foster care <input type="checkbox"/> Adoption Assistance | <input type="checkbox"/> Award/Benefit Letter, or Payment Printout/statement from issuing agency, Pay Statement or copy of canceled check or bank statement |
| | <input type="checkbox"/> Agent Orange Pension | <input type="checkbox"/> Payment Printout/statement from issuing agency |
| | <input type="checkbox"/> Service Connected Veterans Disability, VA Compensation/Dependent Indemnity Compensation (DIC) | <input type="checkbox"/> Statement from Issuing Agency <input type="checkbox"/> Award Letter with Benefit Amounts <input type="checkbox"/> Bank Statement (if income type is specified) <input type="checkbox"/> Special Monthly Compensation (SMC), Person Care Services/Caregiver Stipend Program |
| | <input type="checkbox"/> Work programs for people with disabilities (i.e., work programs for the blind or disabled) <input type="checkbox"/> Transportation allowances (WIOA) <input type="checkbox"/> Volunteers in Service to America Stipend (VISTA) <input type="checkbox"/> Work allowances (work requirement to receive OWF assistance) <input type="checkbox"/> Title V wages (i.e. senior employment programs) <input type="checkbox"/> Ohio waiver program (Medicaid benefit for caregiver) | <input type="checkbox"/> Award/Benefit Letter, or Payment Printout/statement from issuing agency, Pay Statement |

| Excluded Income Continued: | | |
|----------------------------|--|---|
| Category: | Type: | Acceptable Documentation of Income: |
| Excluded Income | <input type="checkbox"/> Income earned by dependent minors | <input type="checkbox"/> All pay stubs received 30 days from the date of the application that include gross and year-to-date amounts received <input type="checkbox"/> Completed and signed Employment Verification Form (Appendix VI) |
| | <input type="checkbox"/> Tax refunds/rebates | <input type="checkbox"/> Most recent IRS Form |
| | <input type="checkbox"/> Military allowances for subsistence | <input type="checkbox"/> Award/Benefit Letter, or Payment Printout/statement from issuing agency |
| | <input type="checkbox"/> Prevention retention and contingency (i.e. emergency services, rental asst.) <input type="checkbox"/> FEMA, cash payments <input type="checkbox"/> Title III Disaster relief emergency assistance | <input type="checkbox"/> Award/Benefit Letter, or Payment Printout/statement from issuing agency |
| | <input type="checkbox"/> Proceeds from reverse mortgage | <input type="checkbox"/> Payment Printout/statement from issuing agency |
| | <input type="checkbox"/> Fair market value of service in lieu of rent | <input type="checkbox"/> Signed statement from the Landlord <input type="checkbox"/> Lease/Rental Agreement |

APPENDIX C
SMALL GAS COMPANIES PIPP

| | Grandfathered PIPP (10% of monthly household income) | PIPP Plus 6% monthly household income | Will accept new Enrollees | Re-enroll on Grandfathered PIPP | Alternative Arrearage Credit Program |
|--------------------------------------|---|--|--|--|---|
| Arlington Natural Gas | Yes | No | No | No | No |
| Brainard Gas Company | Yes | No | No | No | No |
| Eastern Natural Gas | No | Yes | Yes | No | Yes |
| Glenwood Energy of Oxford* | No | Yes | Yes | No | Yes |
| Northeast Ohio Natural Company | No | Yes | Yes | No | Yes |
| Ohio Cumberland Gas | Yes | No | No | No | No |
| Ohio Gas Company | No | Yes | Yes | No | Yes |
| Ohio Valley Gas** | No | Yes | Yes | Yes | Yes |
| Orwell Natural Gas Company | Yes | No | No | No | No |
| Piedmont Gas Company | Yes | No | No | No | No |
| Pike Natural Gas | No | Yes | Yes | No | Yes |
| Sheldon Gas Company | Yes | No | No | No | No |
| Southeastern Natural Gas | No | Yes | Yes | No | Yes |
| Waterville Gas and Oil Company | Yes | No | No | No | No |

APPENDIX D

DEFINITION OF TERMS

Anniversary Date - The calendar date by which the PIPP Plus customer must be current on his/her installment payments to remain on the PIPP Plus program for the next year. The customer will have one billing cycle to make up any missed installment payments to remain on the program. Additionally, the customer's 1/24th credit will be recalculated at this time. The amount will not change if the customer has made on-time and in-full payments the previous 12 months. This date will be on the monthly utility bill.

Reverification Date- The actual date on which the customer completed documentation of household income. Reverification must occur no more than 12 months from the previous reverification date. Since the customer is required to re-verify any change in household size and income, the customer's reverification date may change from year to year.

PIPP Plus Annual Verification Date - The calendar date at or about 12 months from the customer's most recent reverification date.

PIPP Plus Default - The amount the customer owes in missed monthly PIPP Plus installments. (E.g., customer's PIPP amount is \$50.00 per month and the customer has not paid for two months, the PIPP default is \$100.00).

Graduate PIPP Plus Default - The amount the customer owes in missed monthly Graduate PIPP Plus installments. (E.g., customer's Graduate PIPP amount is \$72.00 per month and the customer has not paid for two months, the Graduate PIPP default is \$144.00). **The time period is not extended to participate in the Graduate PIPP Plus.**

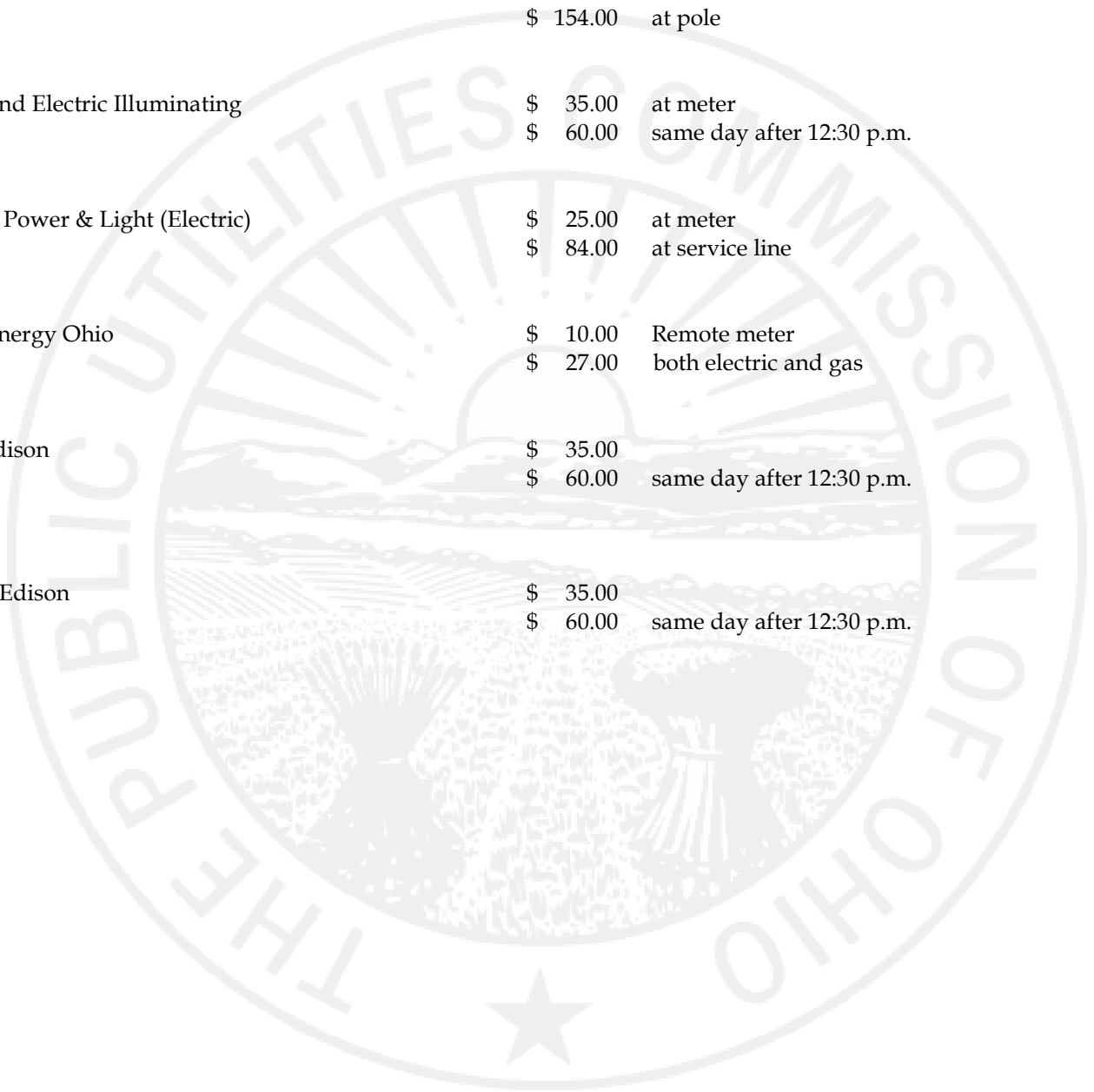
PIPP Plus Arrears - The customer's arrearage as of the customer's PIPP Plus enrollment date. This amount will increase or decrease depending on the customer's future on-time payments. The customer is not obligated for the amount as long as he/she remains current on PIPP Plus. (E.g., customer owes the company \$850.00, prior to going on PIPP Plus, the customer makes his/her first PIPP Plus payment of \$50.00 the remaining \$800.00 is the PIPP Plus arrears).

Total Account Balance - The full amount of the customer's bill, which includes all charges that the customer currently owes the company. If the customer remains current on PIPP Plus, at no time shall the total account balance become due. If the customer becomes ineligible for PIPP, due to a change in income or household size, he/she would then be eligible for the Graduate PIPP Plus program.

Total Balance Due - Utility companies may use this term interchangeably, as the total account balance or the total balance due to keep service on. (E.g., a customer's total balance could be \$5,000; however, the total balance due to keep service on could be \$200).

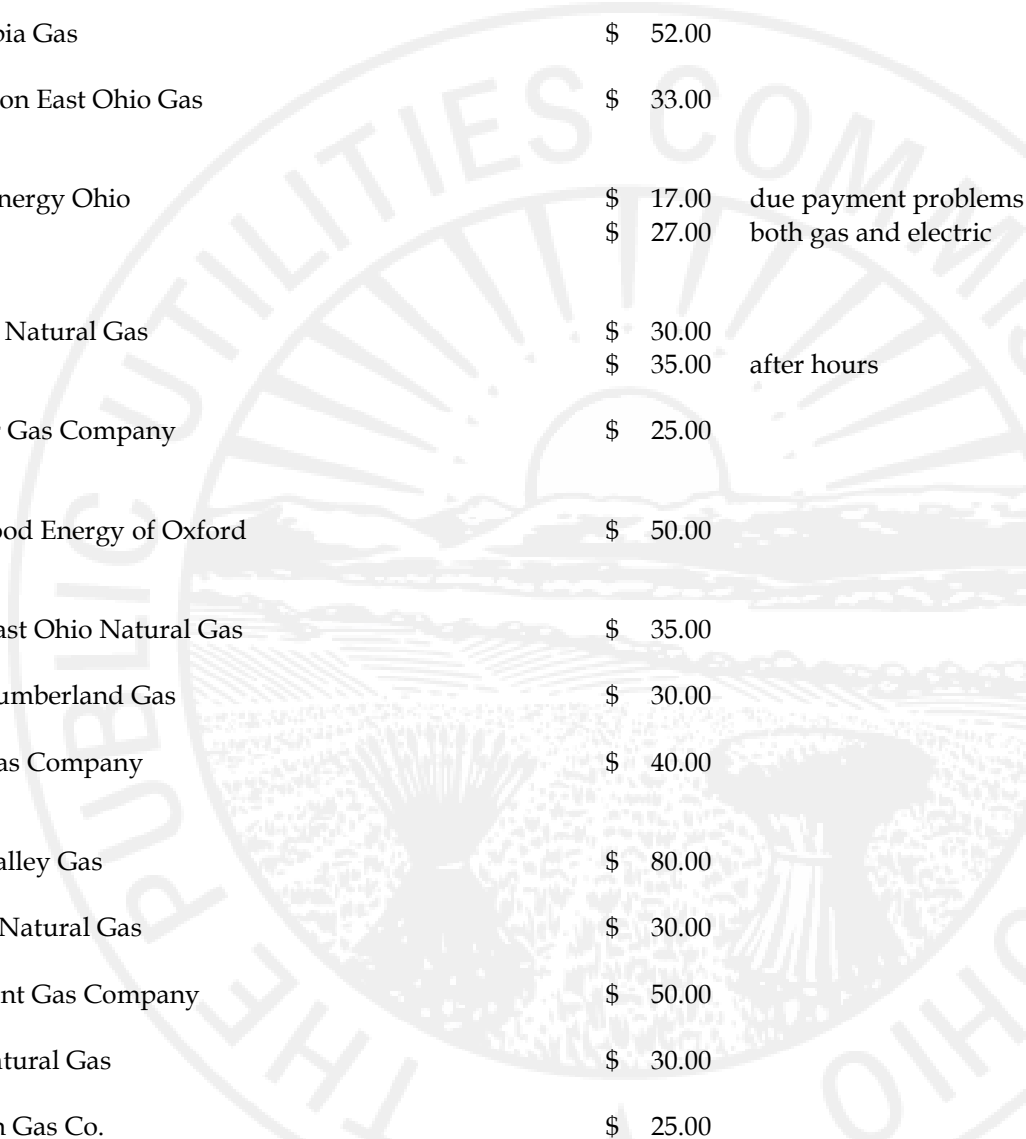
These definitions are to be used as a guide to help you understand the terms that are used interchangeably by utility companies when discussing account information. In all cases, please ask the company representative to explain the term that is being used to discuss the customer's account.

APPENDIX E
ELECTRIC COMPANIES RECONNECTION CHARGES
(Subject to Change Upon Commission Approval)



| | | |
|---------------------------------|-----------|---------------------------|
| AEP Ohio | \$ 53.00 | |
| | \$ 154.00 | at pole |
| Cleveland Electric Illuminating | \$ 35.00 | at meter |
| | \$ 60.00 | same day after 12:30 p.m. |
| Dayton Power & Light (Electric) | \$ 25.00 | at meter |
| | \$ 84.00 | at service line |
| Duke Energy Ohio | \$ 10.00 | Remote meter |
| | \$ 27.00 | both electric and gas |
| Ohio Edison | \$ 35.00 | |
| | \$ 60.00 | same day after 12:30 p.m. |
| Toledo Edison | \$ 35.00 | |
| | \$ 60.00 | same day after 12:30 p.m. |

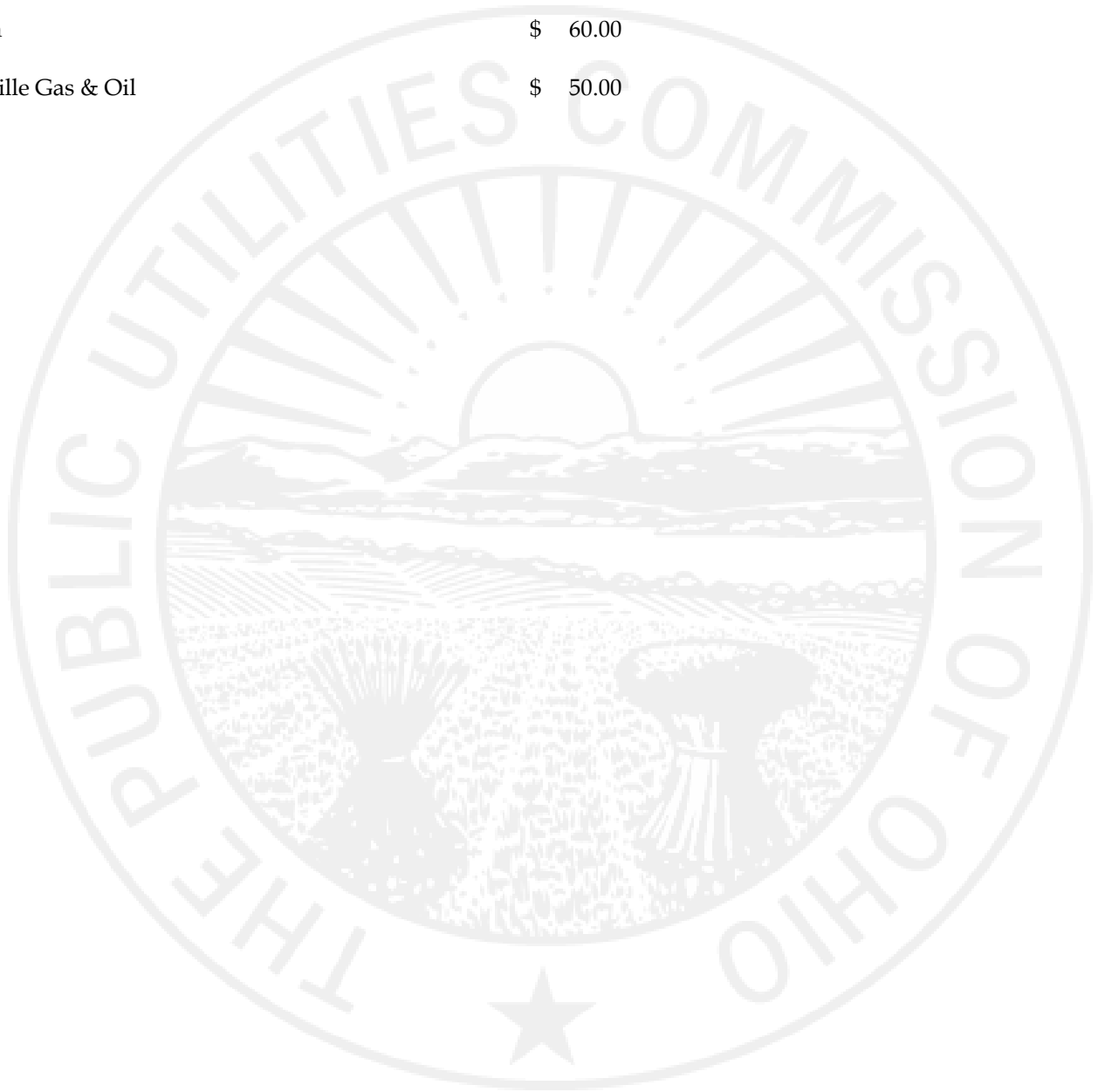
APPENDIX F
GAS COMPANIES RECONNECTION CHARGES
 (Subject to Change Upon Commission Approval)



| | | |
|----------------------------|----------|-----------------------|
| Arlington Gas | \$ 21.00 | |
| Brainard Gas | \$ 25.00 | |
| | \$ 37.50 | after hours |
| Columbia Gas | \$ 52.00 | |
| Dominion East Ohio Gas | \$ 33.00 | |
| Duke Energy Ohio | \$ 17.00 | due payment problems |
| | \$ 27.00 | both gas and electric |
| Eastern Natural Gas | \$ 30.00 | |
| | \$ 35.00 | after hours |
| Foraker Gas Company | \$ 25.00 | |
| Glenwood Energy of Oxford | \$ 50.00 | |
| Northeast Ohio Natural Gas | \$ 35.00 | |
| Ohio Cumberland Gas | \$ 30.00 | |
| Ohio Gas Company | \$ 40.00 | |
| Ohio Valley Gas | \$ 80.00 | |
| Orwell Natural Gas | \$ 30.00 | |
| Piedmont Gas Company | \$ 50.00 | |
| Pike Natural Gas | \$ 30.00 | |
| Sheldon Gas Co. | \$ 25.00 | |

APPENDIX F
GAS COMPANIES RECONNECTION CHARGES
(Subject to Change Upon Commission Approval)

| | |
|----------------------|----------|
| Suburban Natural Gas | \$ 20.00 |
| Swickard Gas Co. | \$ 30.00 |
| Vectren | \$ 60.00 |
| Waterville Gas & Oil | \$ 50.00 |





The Public Utilities Commission of Ohio

180 E. Broad Street
Columbus, Ohio 43215
(800) 686-PUCO (7826)

Chairman
Sam Randazzo

Commissioners
M. Beth Trombold
Lawrence K. Friedeman
Dennis P. Deters
Daniel R. Conway

| 2014 STATE-BY-STATE RATEPAYER FUNDED LOW-INCOME ENERGY ASSISTANCE AND ENERGY EFFICIENCY | | | |
|---|-----------------|-------------------|-----------------|
| State | Rate Assistance | Energy Efficiency | Total |
| Alabama | \$1,733,283 | \$0 | \$1,733,283 |
| Arizona | \$51,514,973 | \$4,394,227 | \$55,909,200 |
| Arkansas | \$0 | \$275,564 | \$275,564 |
| California | \$1,403,200,000 | \$390,700,000 | \$1,793,900,000 |
| Colorado | \$10,675,168 | \$7,455,567 | \$18,130,735 |
| Connecticut | \$26,357,482 | \$29,396,267 | \$55,753,749 |
| Delaware | \$400,000 | \$400,000 | \$800,000 |
| District of Columbia | \$9,870,524 | \$6,099,890 | \$15,970,414 |
| Georgia | \$23,489,716 | \$2,750,000 | \$26,239,716 |
| Idaho | \$0 | \$2,255,097 | \$2,255,097 |
| Illinois | \$64,100,000 | \$11,668,214 | \$75,768,214 |
| Indiana | \$7,264,720 | \$6,996,341 | \$14,261,061 |
| Iowa | \$0 | \$6,210,739 | \$6,210,739 |
| Kentucky | \$2,982,799 | \$0 | 2,982,788 |
| Maine | \$8,121,857 | \$3,273,335 | \$11,395,192 |
| Maryland | \$62,300,000 | \$34,976,592 | \$97,276,592 |
| Massachusetts | \$123,969,642 | \$38,545,744 | \$162,515,386 |
| Michigan | \$50,000,000 | \$30,626,383 | \$80,626,383 |
| Minnesota | \$18,459,657 | \$8,190,253 | \$26,649,910 |
| Mississippi | \$850,000 | \$752,951 | \$1,602,951 |
| Missouri | \$0 | \$2,897,877 | \$2,897,877 |
| Montana | \$5,105,824 | \$3,090,679 | \$8,196,503 |
| Nevada | \$5,667,477 | \$3,076,218 | \$8,743,695 |
| New Hampshire | \$15,220,892 | \$5,016,103 | \$20,236,995 |
| New Mexico | \$0 | \$846,325 | \$846,325 |
| New Jersey | \$234,339,731 | \$31,700,000 | \$266,039,731 |
| New York | \$120,400,000 | \$59,325,256 | \$179,725,256 |
| North Dakota | \$0 | \$13,200 | \$13,200 |
| Ohio | \$334,638,817 | \$65,909,369 | \$400,548,186 |
| Oklahoma | \$12,000,000 | \$9,084,760 | \$21,084,760 |
| Oregon | \$21,063,985 | \$11,724,663 | \$32,788,648 |
| Pennsylvania | \$360,846,482 | \$48,619,871 | \$409,466,353 |
| Rhode Island | \$9,873,150 | \$21,192,491 | \$31,065,641 |
| Texas | \$392,409,318 | \$25,592,915 | \$418,002,233 |
| Utah | \$5,375,671 | \$1,040,345 | \$6,416,016 |
| Vermont | \$2,171,836 | \$932,679 | \$3,104,515 |
| Washington | \$44,558,252 | \$6,592,174 | \$51,150,426 |
| West Virginia | \$0 | \$1,485,264 | \$1,485,264 |
| Wisconsin | \$43,200,000 | \$36,836,700 | \$80,036,700 |
| Total | \$3,472,161,245 | \$919,944,053 | \$4,392,105,298 |
| Source: https://liheapch.acf.hhs.gov/Supplements/2014/supplement14.htm | | | |
| Notes: Energy Efficiency totals for Missouri, New Mexico, North Dakota and West Virginia are from NASCSP's Weatherization Assistance Program Funding Survey PY 2014. Mississippi and Oklahoma rate assistance are estimates for 2014. | | | |



EVALUATION OF DUKE ENERGY'S HELPING HOME FUND

October 15, 2017



EXECUTIVE SUMMARY

Between 2015 and 2017, Duke Energy worked with the North Carolina Community Action Association (NCCAA) and Lockheed Martin to administer the Helping Home Fund, a program helping low-income customers improve their health and safety and manage their energy costs.

Duke Energy was the funding sponsor, with Duke Energy Carolinas and Duke Energy Progress providing a total of \$20 million to support appliance replacement, health and safety measures, weatherization, and heating/cooling replacement and repair in participating homes. NCCAA was chosen as the program administrator and contracted with Lockheed Martin to assist with implementation.

In all, the Helping Home Fund reached 3,516 homes with an average of \$5,151 in performed work per home. The Helping Home Fund was designed to leverage additional funding as well, including the State Weatherization Assistance Program (NCWAP), which consists of U.S. Department of Energy (DOE) Weatherization Assistance Program (WAP) and Low Income Home Energy Assistance Program (LIHEAP) funds, the PNC Home Beautification Fund, and funds from the North Carolina Housing Finance Agency (NCHFA). Without the Helping Home Fund, more than 40 percent of the participating homes would have been deferred due to funding limitations and program guidelines in the NCWAP. During the time period that the Helping Home Fund was operating, the program spent \$20 million. Leveraged funding included:

- **NCWAP: \$17 million**
- **PNC Home Beautification: \$250,000**
- **NCHFA: \$234,000**

Funds were also leveraged from other private funding sources, such as the City of Raleigh and City of Charlotte Urgent Repair Programs, but we were unable to obtain data on their funding levels.

Duke Energy had an interest in understanding the full impact of the program, including leveraging opportunities, and economic and non-energy impacts, such as health, safety and comfort. A number of approaches were taken for this effort. First, the team developed two surveys that were distributed to participating homeowners and service providers. The surveys gauged views of the Helping Home Fund and how people thought the program impacted the lives of families and the larger community. Second, a review of prior research evaluated the monetized values of potential energy and non-energy benefits associated with the program.

Results from the surveys demonstrated that both homeowners and service providers had a very favorable view of the Helping Home Fund. Homeowners noted that they felt safer, more comfortable and healthier in their homes, and reported financial savings that would allow them to pay for other necessities. Service providers applauded the program for its flexibility, staff and communication. Furthermore, the literature review of other low-income weatherization programs revealed that homeowners experienced a variety of non-energy benefits. Conservative estimates in the literature found monetized values for these benefits to be between \$4,500 and \$10,000 per home.

With the success of the program and the merger between Duke Energy and Piedmont Natural Gas, an additional \$2.5 million will be used for a similar program to provide assistance to even more income-qualified families in North Carolina.

The Helping Home Fund reached 3,516 homes with an average of \$5,151 in performed work per home.



INTRODUCTION

As a result of the Duke Energy North Carolina rate cases in 2013, Duke Energy allocated \$20 million (\$10 million from Duke Energy Carolinas [DEC] and \$10 million from Duke Energy Progress [DEP]) to assist low-income customers. For both utilities, the \$10 million was allocated in the following ways: \$3 million was used for health and safety measures and appliance replacement (for DEP, some of these funds also went toward weatherization; DEC has a separate weatherization program), and \$7 million was used for heating/cooling system replacement and repair. The actual breakdown of the funds at the time of this report can be seen in **Table 1**.

The program provided income-qualified customers with repairs and energy efficiency upgrades at no cost.

This program, known as the Helping Home Fund, ran from January 2015 to May 2017. The goal of the funding was to assist low-income customers. Duke Energy saw an opportunity to provide assistance that did not currently exist by providing health and safety repairs, new energy-efficient appliances, and heating systems to help homeowners manage energy costs and increase their disposable income. To meet this

goal, the Helping Home Fund worked primarily through weatherization service providers as well as other non-profit agencies that serve families at or below 200 percent of federal poverty guidelines. The program provided income-qualified customers with repairs and energy efficiency upgrades at no cost.

The Helping Home Fund was funded by Duke Energy and administered by the North Carolina Community Action Association (NCCAA). NCCAA partnered with Lockheed Martin, who provided the database for data tracking and reporting, and quality assurance (QA) and quality control (QC). The Helping Home Fund was designed to leverage the State Weatherization Assistance Program (NCWAP) and other public/private funding sources. The funds were allocated to local North Carolina weatherization service providers and several non-profit agencies who completed the projects and were reimbursed once the work was completed. The program was allowed to use 10 percent of the funding for administrative purposes, with 5 percent going to the administrator and 5 percent to the service providers.

The monies were transmitted in total to the NCCAA to manage and deposited at PNC Bank. As a result, PNC Bank suggested that the NCCAA apply for a grant from their foundation, which ultimately provided another \$250,000 for Helping Home Fund recipients for external beautification or maintenance, such as painting, roof repairs or landscaping.

TABLE 1 • HELPING HOME FUND BREAKDOWN

| | DEC | DEP | TOTAL |
|------------------------------------|--------------|-------------|--------------|
| APPLIANCE REPLACEMENT | \$950,343 | \$620,399 | \$1,570,742 |
| HEALTH & SAFETY | \$1,765,387 | \$873,998 | \$2,639,385 |
| HEATING/COOLING REPLACEMENT/REPAIR | \$6,395,779 | \$6,388,239 | \$12,784,018 |
| WEATHERIZATION TIER 1 | | \$100,217 | \$100,217 |
| WEATHERIZATION TIER 2 | | \$1,018,932 | \$1,018,932 |
| PROJECT TOTAL | \$9,111,509 | \$9,001,785 | \$18,113,294 |
| AVERAGE PER HOUSE | | | \$5,151 |
| ADMINISTRATION | \$928,344 | \$928,344 | \$1,856,688 |
| OVERALL TOTAL | \$10,039,853 | \$9,930,129 | \$19,969,982 |

INTRODUCTION

Because of federal regulations, the NCWAP has a limited amount of funding it can use per house for health, safety and energy measures. If repair monies were not available from either federal or local sources, the home would be deferred. The Helping Home Fund filled this gap, allowing the NCWAP to serve customers who would have otherwise been deferred by service providers by providing the funding to make the needed repairs. Furthermore, North Carolina weatherization agencies' energy efficiency improvements waitlist had been experiencing lengthy delays, and customers were not getting work scheduled or completed. The funding provided additional services to customers and helped to leverage federal and state funds for maximum customer benefit and impact.

The Helping Home Fund focused on four main components:

- 01 • Health and safety
- 02 • Appliance replacement
- 03 • Weatherization (in DEP territory only)
- 04 • Heating/cooling system replacement and repair

In DEC territory, homes already had access to weatherization through the existing energy efficiency Weatherization Program.

LM Captures is Lockheed Martin's tracking and reporting system that service providers used to enter the individual home data for the program. The database required comprehensive data input for customer, home and project details to determine eligibility and track program expenditures and measure level detail by project type. All program activities, including QA/QC and reimbursement request/fulfillment, were also reported.

Funds for health and safety were originally capped at \$800 per home, but due to customer needs learned throughout the program, the limit was later raised

to \$3,000. Health and safety measures included bath fans, vapor barriers, roof repairs, electrical/plumbing repairs, ingress/egress repairs, range repair and replacement, and water heater repair and replacement. Appliance replacement also started with an allotment of \$800 per home, but this amount was increased to \$2,000. This work included replacing inefficient appliances with ENERGY STAR® refrigerators, clothes washers, clothes dryers and room air conditioners.

Weatherization services were broken down into two tiers.

TIER 1

Tier 1 weatherization was for homes using < 7 kilowatt-hours (kWh) per square foot, < \$0.23 per square foot oil/liquid propane (LP) gas heat, or < \$0.38 per square foot oil/LP gas heat and water heating. Up to \$600 was allotted for the following measures:

- ✓ Heating system tune-up and cleaning
- ✓ Heating system repair
- ✓ Water heater wrap and pipe wrap for electric water heaters
- ✓ Cleaning or replacement of electric dryer vents
- ✓ ENERGY STAR-certified compact fluorescent lamps (CFLs)
- ✓ Low-flow showerheads and aerators
- ✓ Weatherstripping doors and windows
- ✓ Energy education

INTRODUCTION

TIER 2

Tier 2 weatherization was provided to homes using ≥ 7 kWh per square foot, $\geq \$0.23$ per square foot oil/LP gas heat, or $\geq \$0.38$ per square foot oil/LP gas heat and water heating. Here, up to \$4,000 was provided for the following:

-  Tier 1 services
-  Attic insulation
-  Air sealing
-  Duct sealing/repair
-  Wall insulation
-  Crawl space insulation
-  Floor insulation

Since heating/cooling systems account for the majority of an energy bill, 70 percent of the monies were allocated to improve customers' heating systems. The intent was to decrease customers' energy use, thereby providing them with more disposable income. Existing electric furnaces, electric baseboards, and oil or propane systems were replaced with high efficiency heat pumps (minimum 14 Seasonal Energy Efficiency Ratio [SEER] and 8.2 Heating Seasonal Performance Factor [HSPF]). In addition, many homes were found to have elderly residents with wood stoves, and new heating systems and ductwork were installed in these situations as well.

A maximum of \$10,000 could be used for heating/cooling system replacement and repair (\$6,000 max for heating/cooling and an additional \$4,000 to upgrade electrical and/or install new ductwork). Consistent with Tier 2 weatherization, heating/cooling system replacement and repair required energy usage per year to meet the following requirements:

- ≥ 7 kWh per square foot,
- $\geq \$0.23$ per square foot oil/LP gas heat, or
- $\geq \$0.38$ per square foot oil/LP gas heat and water heating.

High efficiency mini splits were allowed when a home did not have a centrally ducted system or the duct repairs exceeded an estimated threshold. Funds could also be used to upgrade the electrical system or repair/replace duct systems. All of the ductwork had to be insulated and sealed with mastic. Homes also had to have been weatherized as part of the installation of a new heating/cooling system, requiring proper sizing of the system.

STUDY DESCRIPTION AND METHOD

As the Helping Home Fund was nearing completion, Duke Energy had an interest in understanding the impacts of non-energy benefits among program participants and implementation service providers. Non-energy benefits can include a wide variety of improvements, such as those to economics, health, safety, quality of life and comfort. Studying and documenting these benefits helps determine the true cost-effectiveness of home energy programs and interventions.

In performing the analysis, the first step was to narrow down the array of potential non-energy benefits to specific ones to evaluate within the Helping Home Fund. The team selected health,

safety, comfort, improved disposable income, and economic sustainability/community impact.

To measure these impacts, two surveys were developed (see Appendix I). One survey went to participating homeowners, and a second survey was administered to the service providers that implemented the program measures and coordinated the work. To supplement the survey results and further characterize the outcomes of the Helping Home Fund, the team conducted a literature review to monetize the non-energy benefits. The results of this component of the program can be found later in the report.

NON-ENERGY BENEFITS

| | | |
|---|-------------------------|---|
|  | HEALTH | Health included measures such as the number of doctor's visits, decreased asthma symptoms and other homeowner health effects. |
|  | SAFETY | Safety included homeowners' accessibility or ability to move about their homes, as well as electrical and durability issues. |
|  | COMFORT | Comfort addressed whether occupants felt that their homes were more comfortable. |
|  | DISPOSABLE INCOME | Disposable income looked at whether the Helping Home Fund provided homeowners with additional income to spend on other necessities. |
|  | ECONOMIC SUSTAINABILITY | Economic sustainability/community impact included effects on service provider employment and home deferrals, among others. |

PROGRAM SUMMARY

The Helping Home Fund served 3,516 homes with an average of two projects each (e.g., appliance replacement, heating/cooling system replacement/repair, health and safety measures). Homeowner incomes had to be below 200 percent of federal poverty guidelines to participate. The homes were assessed by local service providers serving low-

income customers to determine what measures were most appropriate. The work was then completed by either service provider-based crews or subcontractors.

The homes were reported and tracked on a project level. Table 2 shows the average dollars spent per project category.

TABLE 2 • AVERAGE DOLLARS SPENT PER PROJECT

| | APPLIANCES | HEALTH & SAFETY | HEATING/COOLING REPLACEMENT/ REPAIR | WEATHERIZATION TIER 1 | WEATHERIZATION TIER 2 | TOTAL |
|--------------------|-------------|-----------------|-------------------------------------|-----------------------|-----------------------|--------------|
| TOTAL SPENT | \$1,570,742 | \$2,639,385 | \$12,784,018 | \$100,217 | \$1,018,932 | \$18,113,294 |
| NUMBER OF PROJECTS | 1,676 | 2,731 | 1,878 | 323 | 488 | 7,096 |
| PROJECT TOTAL | \$937 | \$966 | \$6,807 | \$310 | \$2,088 | \$2,553 |

Through the heating/cooling system replacements and repairs, more than 1,300 homes went from non-functioning to functioning heating systems (Table 3).

TABLE 3 • PRE-RETROFIT HEATING BREAKDOWN OF HOMES RECEIVING HEATING REPLACEMENT

| EXISTING FUEL TYPE | NUMBER FUNCTIONING | NUMBER NON-FUNCTIONING | TOTAL |
|--------------------|--------------------|------------------------|-------|
| WOOD | 7 | 26 | 33 |
| ELECTRICITY | 410 | 1,060 | 1,470 |
| KEROSENE | 9 | 9 | 18 |
| NATURAL GAS | 1 | 14 | 15 |
| OIL/LP | 107 | 222 | 329 |
| NO HEAT | 0 | 13 | 13 |
| TOTAL | 534 | 1,344 | 1,878 |

Note. All heating types converted to heat pumps with a SEER of 14 or greater.

The majority of homes (92 percent) were single-family detached and mobile homes. The remaining were multifamily units and townhomes or condominiums (Table 4).

TABLE 4 • BREAKDOWN OF HOMES SERVED BY THE HELPING HOME FUND

| | SINGLE-FAMILY DETACHED | MOBILE HOME | MULTIFAMILY (5+ UNITS) | MULTIFAMILY (2-4 UNITS) | TOWNHOME/ CONDO | TOTAL |
|-----------------|------------------------|-------------|------------------------|-------------------------|-----------------|-------|
| NUMBER OF HOMES | 2,362 | 858 | 196 | 67 | 33 | 3,516 |

PROGRAM SUMMARY

The subset of customers that responded to the homeowner survey provided information regarding the number of children, elderly, and individuals with disabilities or respiratory illness (Table 5). With these varying degrees of vulnerability, it can be difficult for occupants to stay in their homes. The Helping Home Fund was able to provide services to populations that may not have otherwise been reached.

TABLE 5 • HELPING HOME FUND SURVEY RESPONSE

| OCCUPANT CATEGORY | NUMBER OF OCCUPANTS |
|--|---------------------|
| UNDER THE AGE OF 18 | 112 |
| OVER THE AGE OF 60 | 275 |
| IDENTIFY AS DISABLED | 237 |
| IDENTIFY AS HAVING A RESPIRATORY ILLNESS | 171 |

Note. Included data from 317 survey respondents.

The Helping Home Fund spending on each participating home ranged from \$114.32 to \$19,825.31, with an average of \$5,151. Additional funding sources were used on these homes as well, including the NCWAP, PNC Home Beautification and the NCHFA (Table 6). NCWAP funds were used

“We are no longer cold during the winter and hot in the summer.”

for heating/cooling systems and weatherization, while PNC Home Beautification focused on exterior improvement, such as landscaping, painting and roofing. NCHFA funds were used for heating/cooling systems, weatherization and structural repairs. Therefore, although a house received an average of \$5,151 through the Helping Home Fund, additional work may have been performed thanks to these other funding sources.

TABLE 6 • HELPING HOME FUND LEVERAGED FUNDS (2015-2017)

| SOURCE | AMOUNT LEVERAGED |
|-------------------------------------|------------------|
| NCWAP (INCLUDES DOE WAP AND LIHEAP) | \$17,321,491 |
| PNC HOME BEAUTIFICATION | \$250,000 |
| NCHFA | \$234,000 |

Note. Unable to obtain data for amount leveraged from other private funding.

To ensure that measures were installed correctly and funding was properly documented, randomly selected QC inspections were performed on completed jobs. At least 10 percent of homes with health and safety projects, appliance replacement or weatherization measures received QC, along with at least 25 percent of homes with heating/cooling system replacements and repairs.

QC inspectors conducted monitoring visits to evaluate effectiveness, safety, workmanship and compliance with program guidelines. They also addressed educational opportunities with local providers and customers during the on-site verification process. The process included a paper file review as well as an on-site visit with representation from a service provider. All measures installed with Duke Energy funds were verified to be present and compliant with work orders and materials invoiced. The quality of the workmanship was also evaluated, and QC inspection results were documented and discussed.

All QC documentation, on-site inspection details, reports and actions were uploaded into LM Captures. QC return visits were minimal, and all issues were addressed.

SURVEYS

The surveys sought to gauge the non-energy benefits and impacts of the Helping Home Fund. The full surveys, as well as responses from homeowners and service providers, can be found in Appendices I-III.

Homeowner Survey

The homeowner survey was designed to understand how the Helping Home Fund affected program occupants. Homeowners were randomly selected, and outbound calls were conducted by Duke Energy's call center for approximately one month. A total of 901 homeowners were contacted, with 317 completing the survey (a 35 percent completion rate).

The homeowners overall had a highly positive view of the Helping Home fund. Ninety-two percent of respondents reported feeling safer in their homes, and 81 percent said they have better home accessibility (e.g., getting into and out of the home). Additionally, 91 percent said the improvements from

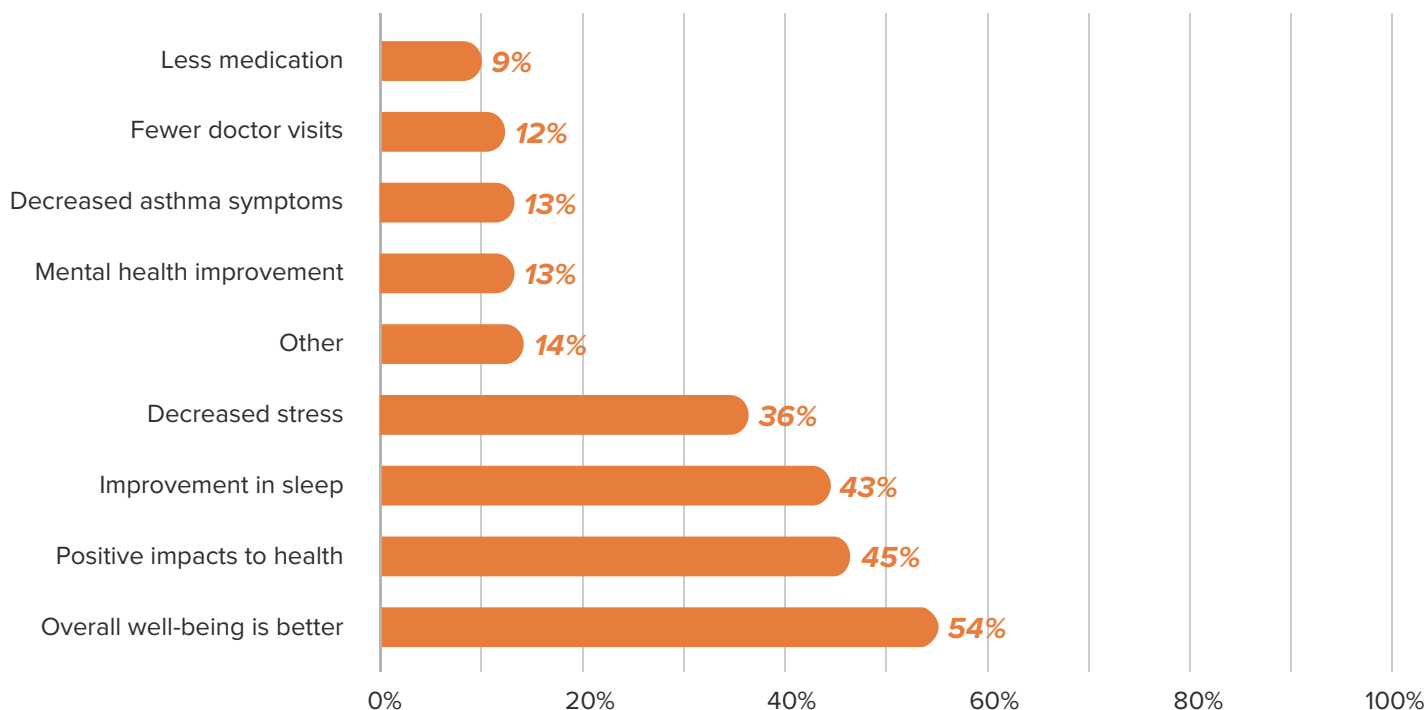
the Helping Home Fund made it possible for them to stay in their current location, and 96 percent responded that their lives have been made easier in some form. "They did a good job and it really helped me a long way," said one homeowner. "They put windows in my home so it feels warmer and I truly appreciate everything that you all did."

"My light bill has been a lot lower, so that helps me have extra money. My water bill has been lower too. It has been a lot better than in years past."

Forty-nine percent of respondents indicated that the Helping Home Fund upgrades definitely allowed them to have more money available to pay for other necessities, while an additional 29 percent said they somewhat did.

FIGURE 1 • HOMEOWNER SURVEY RESPONSES

Survey question: Have you (or any family members) noticed any positive health impacts due to the upgrades to your home? Check all that apply.



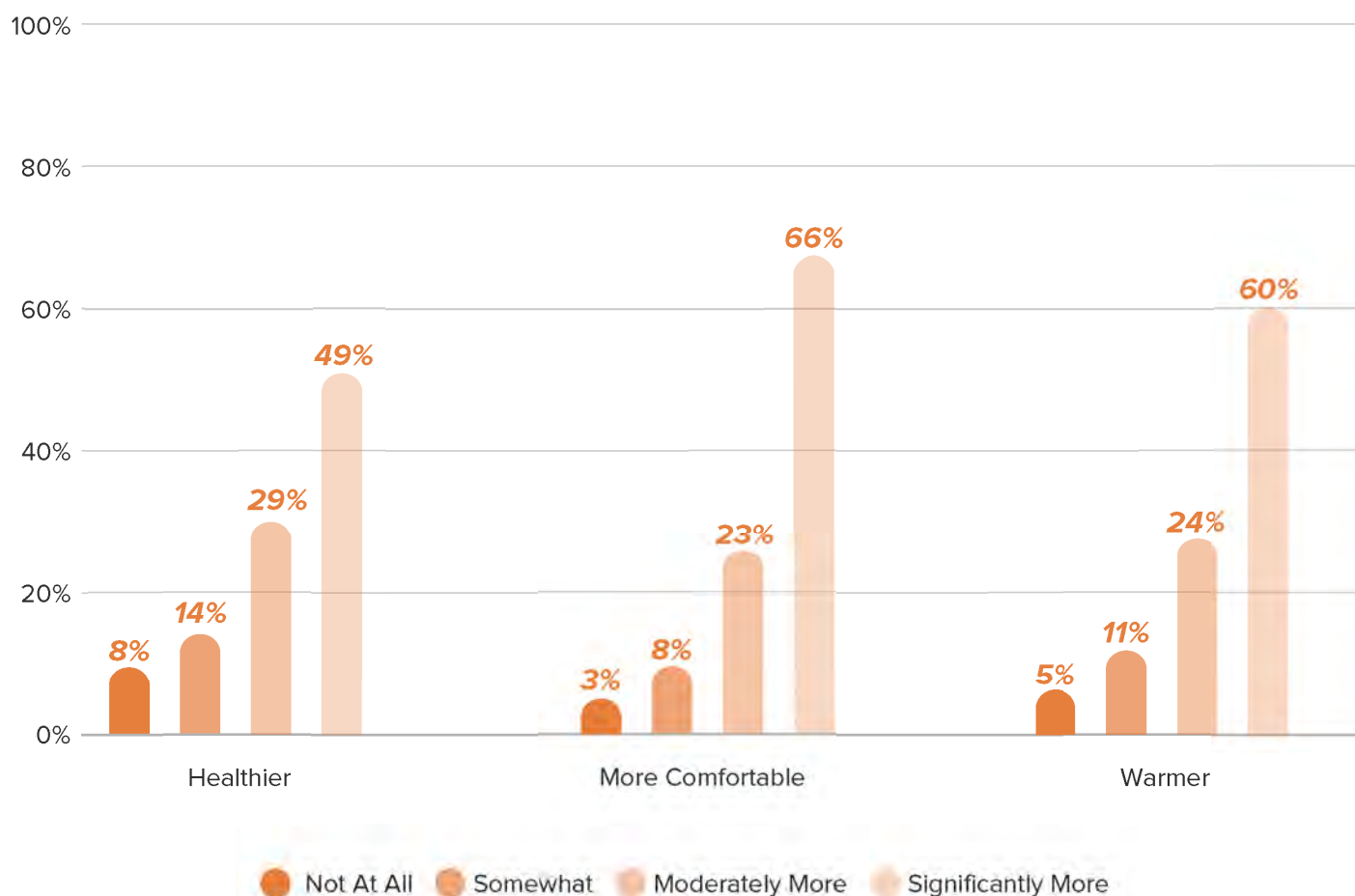
SURVEYS

Homeowners reported a number of positive health impacts for themselves and their families, including better overall well-being, sleep improvement and decreased stress (Figure 1). “If it wasn’t for Duke I

could still be in the hospital. Heat affects me very bad with my medical condition so to feel cooling has made a world of difference. I am now able to keep my body temperature down,” reported one homeowner. Likewise, homeowners said they generally feel healthier, more comfortable and warmer as a result of

FIGURE 2 • HOMEOWNER SURVEY RESPONSES

Survey question: Are you healthier / more comfortable / warmer in your home because of the improvements made?



SURVEYS

Service Provider Survey

The service provider survey was developed to assess the effects of the Helping Home Fund on participating service providers, their crews and subcontractors, and the homeowners they served. Twenty-four participating service providers were sent the survey via email, and all responded. The service providers had a very positive view of the Helping Home Fund. They applauded the staff, communication, benefits to homeowners, flexibility and reimbursement process. According to one service provider, “Overall, (the) Helping Home Fund has been both impactful for the community and rewarding for our agency to serve others in need. We would love to be considered for future opportunities.”

In particular, service providers praised the Helping Home Fund for its effect on low-income homeowners: Every provider responded that the program had a positive influence. They reported that an average of 44 percent of the homes they worked on through the Helping Home Fund would have otherwise been deferred.

Fifty-four percent of respondents felt there was a strong positive influence of the Helping Home Fund on the local community. In terms of service provider hiring, 46 percent of service providers indicated that the program affected staff employment, 4 percent said it somewhat did, and 50 percent said it did not.

The most commonly completed measures by service provider-based (i.e., agency-based) crews included insulation and air sealing, duct sealing and structural repairs to roofs, stairs, railings and windows (Table 7). Subcontractors also performed substantial work. Service providers reported that during 2015 and 2016, subcontractors were hired to help complete over 90 percent of jobs, which included electrical work, heating/cooling system repair or replacement, and plumbing (Table 7). All service providers noted that the quality of the contractor crews was either good or excellent, and most (83 percent) did not have difficulty finding contractors to work on homes. When there was difficulty, it was typically regarding electrical contractors.

“It has allowed us to serve more people in our counties that would not have gotten any service this fiscal year.”

The service providers reported receiving funding from a variety of sources in addition to the Helping Home Fund. As noted earlier, more than \$17 million was leveraged from the NCWAP, NCHFA and PNC Home Beautification, as well as other undisclosed funding sources. Service providers noted some variability and uncertainty in funding over the last five years. One

TABLE 7 • SERVICE PROVIDER SURVEY RESPONSES

Survey question: What measures did you install with an agency-based crew? What measures did you install using subcontractors? Check all that apply.

| MEASURE | NUMBER OF SERVICE PROVIDERS USING AGENCY-BASED CREWS | NUMBER OF SERVICE PROVIDERS USING SUBCONTRACTORS |
|------------------------------------|--|--|
| PLUMBING | 2 | 19 |
| ELECTRICAL | 2 | 23 |
| HEATING/COOLING REPAIR/REPLACEMENT | 2 | 22 |
| INSULATION/AIR SEALING | 13 | 13 |
| DUCT SEALING | 13 | 11 |
| STRUCTURAL REPAIRS | 11 | 13 |

SURVEYS

service provider stated, “With the support of (the) Helping Home Fund, we were able to expand service delivery to Duke Energy Progress customers. Our agency’s primary funding source was limited for FY 2017; therefore, Helping Home Funds were leveraged

and resulted in more customers receiving home improvements to support energy use reduction and for some improved health conditions. In addition, the opportunity to complete appliance replacement might not have happened without Helping Home Funds.”

MONETIZING NON-ENERGY IMPACTS

To get a better understanding of the monetization of non-energy impacts of the Helping Home Fund, we examined prior studies and program analyses. We relied heavily on a study conducted by Tonn, Rose, Hawkins, and Conlon (2014), which monetized non-energy benefits from the DOE WAP. This study was relevant for a number of reasons, including its focus on low-income housing and the overlap in non-energy measures being explored. It also used a robust sample size, attributing results to more than 80,000 homes.

Tonn et al. (2014) used a variety of approaches to monetize the non-energy impacts. The researchers evaluated pre- and post-weatherization survey data, relied on objective cost data from existing databases where available, and then performed monetization exercises to calculate the lifetime benefit over 10 years. The researchers categorized their results into three tiers based on the reliability of the outcomes. Tier 1 estimates were the most reliable, followed by Tiers 2 and 3. Tonn et al. also considered the value of lives saved in their analyses.

We also included data from a literature review from Schweitzer and Tonn (2003). The researchers reviewed approximately 25 articles; some were reports that presented primary research from

previous weatherization programs, and others used a meta-analytic approach to examine multiple studies. This effort led to a large set of non-energy benefits, many of which were not addressed by Tonn et al. (2014). Using the available data from the prior literature, Schweitzer and Tonn selected a point estimate for individual non-energy benefits to represent an average value that could be applied to nationwide weatherization programs. In this case, monetized values were calculated using a lifetime benefit over 20 years.

Tables 8 through 12 contain the relevant non-energy benefit monetization estimates from Tonn et al. (2014) and Schweitzer and Tonn (2003). We took certain steps to err on the side of caution with the data to avoid overestimating the monetized values. For Tonn et al., we de-rated their Tier 2 estimates (by 50 percent) and Tier 3 estimates (by 75 percent). We also did not take into account the value of lives saved. For Schweitzer and Tonn, when calculating the monetized value of all non-energy impacts, we only took into account the environmental benefit associated with natural gas, the lower value, and not electricity. All estimates were converted to 2017 dollars using historical consumer price index data.

MONETIZING NON-ENERGY IMPACTS

TABLE 8 • MONETIZATION OF ECONOMIC AND SOCIAL BENEFITS

Tonn et al. (2014) and Schweitzer and Tonn (2003)

| NON-ENERGY BENEFIT | MONETIZED VALUE FROM TONN ET AL. (2014) VALUES BASED ON 10-YEAR LIFETIME BENEFIT | MONETIZED VALUE FROM SCHWEITZER AND TONN (2003) VALUES BASED ON 20-YEAR LIFETIME BENEFIT |
|---|---|---|
| INCREASED PROPERTY VALUE | | \$244.80 |
| DIRECT AND INDIRECT EMPLOYMENT | | \$1,089.36 |
| AVOIDED UNEMPLOYMENT BENEFITS | | \$159.12 |
| NATIONAL SECURITY | | \$436.56 |
| REDUCED MOBILITY | | \$378.08 |
| LOST RENTAL | | \$1.36 |
| IMPROVED WORKPLACE PRODUCTIVITY (SLEEP) | \$512.17 | |
| IMPROVED HOUSEHOLD PRODUCTIVITY (SLEEP) | \$375.44 | |
| FEWER MISSED DAYS AT WORKS | \$227.62 | |
| WATER/SEWER SAVINGS | | \$368.56 |
| REDUCED NEED FOR SHORT-TERM LOANS | \$39.99 | |
| REDUCES TRANSACTION COSTS | | \$50.32 |
| TOTAL | \$1,155.22 | \$2,728.16 |

TABLE 9 • MONETIZATION OF HEALTH AND SAFETY BENEFITS

Tonn et al. (2014) and Schweitzer and Tonn (2003)

| NON-ENERGY BENEFIT | MONETIZED VALUE FROM TONN ET AL. (2014) VALUES BASED ON 10-YEAR LIFETIME BENEFIT | MONETIZED VALUE FROM SCHWEITZER AND TONN (2003) VALUES BASED ON 20-YEAR LIFETIME BENEFIT |
|--|---|---|
| CO POISONING* | \$4.19 | |
| FEWER FIRES | \$50.04 | \$92.48 |
| FEWER ILLNESSES | | \$74.80 |
| THERMAL STRESS (COLD) | \$194.28 | |
| THERMAL STRESS (HEAT) | \$95.79 | |
| ASTHMA RELATED | \$2,270.09 | |
| REDUCED NEED FOR FOOD ASSISTANCE | \$940.16 | |
| INCREASED ABILITY TO AFFORD PRESCRIPTIONS | \$1,090.01 | |
| REDUCED LOW-BIRTH WEIGHT BABIES FROM HEAT-OR-EAT COMPROMISE | \$55.96 | |
| TOTAL | \$4,700.52 | \$167.28 |

MONETIZING NON-ENERGY IMPACTS

TABLE 10 • MONETIZATION OF UTILITY SERVICE BENEFITS

Tonn et al. (2014) and Schweitzer and Tonn (2003)

| NON-ENERGY BENEFIT | MONETIZED VALUE FROM TONN ET AL. (2014) VALUES BASED ON 10-YEAR LIFETIME BENEFIT | MONETIZED VALUE FROM SCHWEITZER AND TONN (2003) VALUES BASED ON 20-YEAR LIFETIME BENEFIT |
|---|---|---|
| CARRYING COST OF ARREARAGES | | \$77.53 |
| BAD DEBT WRITE-OFF | | \$121.04 |
| FEWER SHUTOFFS AND RECONNECTIONS FOR DELINQUENCY | | \$10.88 |
| AVOIDED RATE SUBSIDIES | | \$28.56 |
| INSURANCE SAVINGS | | \$1.36 |
| REDUCED GAS SERVICE EMERGENCY CALLS | | \$137.36 |
| FEWER NOTICES AND CUSTOMER CALLS | | \$8.16 |
| TRANSMISSION AND DISTRIBUTION LOSS REDUCTION | | \$65.28 |
| AVOIDED SHUTOFFS AND RECONNECTIONS | | \$23.12 |
| TOTAL | \$0 | \$473.29 |

TABLE 11 • MONETIZATION OF ENVIRONMENTAL BENEFITS

Tonn et al. (2014) and Schweitzer and Tonn (2003)

| NON-ENERGY BENEFIT | MONETIZED VALUE FROM TONN ET AL. (2014) VALUES BASED ON 10-YEAR LIFETIME BENEFIT | MONETIZED VALUE FROM SCHWEITZER AND TONN (2003) VALUES BASED ON 20-YEAR LIFETIME BENEFIT |
|-----------------------------|---|---|
| AIR EMISSIONS - ELECTRICITY | | \$1,324.64 |
| AIR EMISSIONS - NATURAL GAS | | \$435.20 |
| OTHER BENEFITS | | \$745.64 |
| TOTAL | \$0 | \$2,505.48 |

TABLE 12 • MONETIZATION OF ALL NON-ENERGY BENEFITS

Tonn et al. (2014) and Schweitzer and Tonn (2003)

| NON-ENERGY BENEFIT | MONETIZED VALUE FROM TONN ET AL. (2014) VALUES BASED ON 10-YEAR LIFETIME BENEFIT | MONETIZED VALUE FROM SCHWEITZER AND TONN (2003) VALUES BASED ON 20-YEAR LIFETIME BENEFIT |
|--------------------|---|---|
| ALL | \$5,856 | \$4,550 |

Note. The total monetized value from Schweitzer and Tonn (2003) excludes air emissions associated with electricity.

MONETIZING NON-ENERGY IMPACTS

The two studies reveal that weatherization and other energy efficiency upgrades can produce a wealth of non-energy benefits with values in the thousands of dollars. At the same time, it is worth noting the lack of overlap in the impacts that Tonn et al. (2014) and Schweitzer and Tonn (2003) examined. Therefore, the overall value of non-energy benefits may be even higher than those reported here.

Given the similarities in the housing stock, occupants and measures installed in the Tonn et al. (2014) and Schweitzer and Tonn (2003) studies when compared to the Helping Home Fund, it is possible to assume that participants in the Helping Home Fund received a similar level of non-energy benefits. Even with our conservative estimates, the non-energy benefits associated with the Helping Home Fund, then, could approach an average of \$10,000 per home (the sum of the total non-energy benefits from the two studies). Indeed, the homeowner survey results confirm that those participating in the program did receive non-energy benefits, from health improvements to enhanced comfort and increased ability to stay in their homes. These benefits can be

particularly important for occupants who are children, elderly, or have disabilities, respiratory illness or asthma.

The Helping Home Fund was not designed to reduce overall energy use but rather to provide other benefits to low-income customers, such as improved health, comfort and safety. For example, approximately 35 percent of the homes had non-functioning heating systems and the program was able to provide new systems to these customers. The program also provided new washers, dryers and room air conditioning units, since other programs typically did not address this. However, because the program highly leveraged the NCWAP, we can assume that these customers would also receive energy benefits. Based on the literature review, DOE WAP achieves average lifetime energy savings of \$4,890 per home (Tonn, Carroll et al. 2014).

Table 13 summarizes the average costs and benefits for participating homes based on total invested funds and estimated benefits from the literature review.

TABLE 13 • SUMMARY OF COSTS AND BENEFITS FOR HELPING HOME FUND

| | AVERAGE PRESENT VALUE PER HOME | PRESENT VALUE FOR TOTAL HOMES |
|---|--------------------------------|-------------------------------|
| ENERGY BENEFITS (COST SAVINGS) ¹ | \$5,115.33 | \$17,985,500 |
| NON-ENERGY BENEFITS ² | \$10,312.83 | \$36,259,910 |
| ECONOMIC AND SOCIAL | \$3,883.38 | \$13,653,964 |
| HEALTH AND SAFETY ³ | \$4,775.32 | \$16,790,025 |
| UTILITY SERVICE | \$473.29 | \$1,664,088 |
| ENVIRONMENTAL ⁴ | \$1,180.84 | \$4,151,833 |
| TOTAL BENEFITS | \$15,428.16 | \$54,245,410 |
| TOTAL COSTS | \$10,124.37 | \$35,597,294 |
| HELPING HOME FUNDS | \$5,151.68 | \$18,113,294 |
| LEVERAGED FUNDS | \$4,972.69 | \$17,484,000 |

1. Value based on Tonn, Carroll et al. (2014)

2. Value (and subcategories below) based on summed benefits of Tonn et al. (2014) and Schweitzer and Tonn (2003)

3. Uses the lower monetized estimate of fewer fires, from Tonn et al. (2014)

4. Excludes air emissions associated with electricity from Schweitzer and Tonn (2003)

CHALLENGES AND LESSONS LEARNED

- The NCCAA was the appropriate choice for administering these funds, forming a valuable relationship with Duke Energy. The NCCAA provided access to a network of service providers who were already intricately involved in low-income communities across the state. These service providers were able to quickly access homeowners who met the requirements for participation in the Helping Home Fund. The NCCAA also saw value in being involved with individual agencies throughout the implementation of the program, getting to know their particular challenges and strengths. With this experience and data, the NCCAA is able to provide recommendations to the NCWAP to improve overall performance.
- The NCCAA collaborated with Lockheed Martin to assist with the administrative duties of the program. Lockheed Martin is a strong partner, providing invaluable recommendations for program implementation, QC and data documentation. In addition, Lockheed Martin oversaw key communication and training with service providers that kept the program running smoothly. The ability to adapt and be flexible with service providers, who had varying degrees of experience with implementing programs, was essential.
- Funding levels for individual measures (health and safety - \$800 and appliances - \$800) were initially too low, resulting in huge requests for exceptions. As a result of these requests, funding for health and safety was increased to \$3,000 per home and appliances to \$2,000 per home in 2016.
- Funding allocation for administrative costs (5 percent) was insufficient for some of the service providers; however, this could not be changed due to the regulatory filing.
- Delays in obtaining contracts and funding between the service providers and the NCWAP caused issues with completing projects in a timely manner.
- While the data collection process was thorough, some data was not collected during this initial spending cycle but was later learned through the customer surveys. In the future, the Helping Home Fund may consider including the following in data collection:
 - **Number of occupants by age group (to capture number of elderly/children)**
 - **Number of occupants with asthma or disabilities**
 - **Tracking of leveraged funds per home**
 - **Tracking of when measures are installed**
 - **Pre-retrofit survey of homeowners**
- Now that the service providers have been oriented and trained to the program, it should be less costly for them to support the program.
- Based on some of the homeowner surveys, it was determined that they did not realize Duke Energy had funded some of their repairs. While a brochure was developed and available for the agencies to provide homeowners, its use may have dwindled over time. There is an opportunity for better marketing of the program to both homeowners and local communities.
- There were mixed reviews of LM Captures, which is understandable when working with a network of providers with varying degrees of experience with technology and availability of local resources. Role-based dashboard reports provided updates for status and planning. The NCCAA and Lockheed Martin worked closely with service providers to provide one-on-one customer service and support during program launch

CHALLENGES AND LESSONS LEARNED

and throughout the program. Feedback from service providers has resulted in ongoing updates to LM Captures, including easily identified required fields, less data entry on the home page, additional options in drop-down selections and revisions to heating/cooling data entry fields.



Programs such as the Helping Home Fund are not designed to pass energy efficiency tests. Therefore, the utility only receives funds in special cases, such as during rate cases or mergers. However, evaluating non-energy benefits in addition to traditional energy benefits can help determine the true cost-effectiveness of these programs, and allow the utility to capture the benefits such a program can offer.



Weatherization service providers are limited in the funds they can spend on health and safety measures, causing many homes to be deferred each year. Working closely with service providers ensured that they used the Helping Home Fund monies in the anticipated manner. This funding source, along with others such as the NCHFA's

Single Family Rehab program, works well with WAP so that homes can be retrofit, and homeowners benefit from access to multiple programs that can address different needs. As one example, the Macon County Housing Department "was able to use the monies from the Helping Home Fund in conjunction with other programs such as the Urgent Repair Program, LIHEAP Heating and Air Repair and Replacement Program (HARRP), Single Family Rehab Program and the Weatherization Program."



Leveraging other programs, while a benefit, was also a challenge for some service providers. It took time for providers to learn how to effectively use different funding sources on the same homes. To help them get up to speed, the Helping Home Fund used multiple methods to train service providers, including webinars, on-site training and ongoing mentoring. Overall, they found that one-on-one training was more effective than group training. The QC field visits were an additional training opportunity for service providers.

NEXT STEPS

The Helping Home Fund recently received an additional \$2.5 million when Duke Energy merged with Piedmont Natural Gas. This money will go toward a similar program and will be used in the following ways: \$800 for heating/cooling repair and/or maintenance, \$3,000 for health and safety, and \$2,000 for appliance replacement (refrigerators, washers, dryers, room air conditioners and dehumidifiers). Duke Energy decided to reduce the

allocation toward heating/cooling systems due to the limited funding, and to allow the funds to be available over a 12-18 month period.

With the success of the Helping Home Fund, the team is sharing its experience with stakeholders around the country so that others may learn from it and build upon it.

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ABBREVIATIONS AND ACRONYMS

| | |
|-------------------------|--|
| DEC | Duke Energy Carolinas |
| DEP | Duke Energy Progress |
| DOE | Department of Energy |
| HHF | Helping Home Fund |
| HSPF | Heating Seasonal Performance Factor |
| LIHEAP | Low Income Home Energy Assistance Program |
| LM Captures | Database developed and maintained by Lockheed Martin |
| kWh | Kilowatt-hours |
| LP | Liquid Propane |
| NCCAA | North Carolina Community Action Association |
| NCHFA | North Carolina Housing Finance Agency |
| NCWAP | North Carolina (State) Weatherization Assistance Program |
| PNC Home Beautification | Fund offered by PNC bank |
| QA | Quality Assurance |
| QC | Quality Control |
| SEER | Seasonal Energy Efficiency Ratio |
| WAP | Weatherization Assistance Program |

APPENDIX I • SURVEYS

HOMEOWNER SURVEY

Intro Section: (Provide context and explain the value of participating in the survey)

Hello, my name is ____ and I am calling on behalf Duke Energy. I'm calling today because your household participated in a program to receive free home improvements through the XXX Weatherization Agency. As part of this program, a contractor would have come into your home and installed free energy saving products and made home improvements. We would like to take just a few minutes to ask you a few questions.

Are you the person in your household who is most familiar with the improvements that were made to your home?

- ☐ Yes ☐ Don't know
☐ No ☐ Refused

We're speaking with customers who have participated in the program to complete a short survey to learn about their experience and satisfaction with the program. This is not a sales call, and all of your responses will be kept confidential.

Homeowner questions

1. How many children under the age of 18 currently live in the home?
2. How many people over the age of 60 currently live in the home?
3. How many residents in your household identify as disabled?
4. How many residents in your household identify as having a respiratory illness (e.g., asthma)?
5. Can you recall any of the weatherization improvements that were specifically made to your home?
6. Are you aware that the Duke Energy Helping Home Funds were used in your home?
7. If yes, do you know which improvements were paid for by HHF?
- 8-10. Are you healthier / more comfortable / warmer in your home because of the improvements made?
☐ Not at all ☐ Moderately more
☐ Somewhat ☐ Significantly more
11. Have the upgrades to your home allowed you to have more money available to pay for other necessities?
☐ Definitely ☐ Somewhat ☐ No
12. Have you (or any family members) noticed any positive health impacts due to the upgrades to your home? Check all that apply.
☐ Positive impacts to health, Less doc visits, overall well-being is better, mental health improvement, improvement in sleep, decreased stress, less medication, decreased asthma symptoms, Other (fill in the blank)
13. Have the improvements made on your house made it possible for you to remain at home (as opposed to needing to move to another location)?
☐ Yes ☐ No
14. Has your life been made easier through these upgrades?
☐ Yes ☐ No
15. Do you have better accessibility or access to your home because of these upgrades (e.g., ability to get in and out of your home)?
☐ Yes ☐ No
16. Do you feel safer in your home (e.g., from injury due to durability issues)?
☐ Yes ☐ No ☐ Somewhat
(If yes or somewhat, please describe)
17. Any other comments regarding Duke Energy's Helping Home Fund you would like to share?

That is all the questions I have today. Thank you so much for your time and have a great day.

APPENDIX I • SURVEYS

Service Provider Survey

Duke Energy launched the Helping Home Fund in North Carolina in January 2015. This fund was designed to assist low-income customers with managing their energy costs while also addressing health and safety. As the first round of funding comes to a close, we are reaching out to participating Weatherization Agencies to hear your feedback. We want to learn about your experience with the program, as well as gather data on how the program impacted local communities. We sincerely appreciate you taking the time to provide responses to the following questions.

Service provider questions

1. Contact Info:
 - ☐ Name
 - ☐ Agency
2. Has the Helping Home Fund had a positive impact on the low-income homeowners that you serve?
 - ☐ Yes, Somewhat, No
3. Have you noticed any positive effects on the local community (beyond the occupants of the homes) from your participation in the Helping Home Program?
 - ☐ Yes, Somewhat, No
4. What % of homes were you able to work on that would have been deferred because of the Helping Home Fund?
5. Did the Helping Home Program have an impact on how many staff your agency employed during the program years?
 - ☐ Yes, Somewhat, No
6. What types of funding does your agency receive on an annual basis? Check all that apply.
 - ☐ LIHEAP
 - ☐ NCHFA
 - ☐ DOE Weatherization
 - ☐ Utility Funds
 - ☐ PNC Beautification Funding
 - ☐ Private Funds
 - ☐ Other (_____)
7. Has that funding varied over the last five years? If yes, please explain to what degree it has varied.
8. What measures did you install with an agency-based crew?
 - ☐ Plumbing
 - ☐ Electrical
 - ☐ HVAC Repair or Replacement
 - ☐ Insulation/Air Sealing
 - ☐ Duct Sealing
 - ☐ Structural Repairs (Roof, Stairs, Railing, Windows)
9. Did the Helping Home Fund impact your ability to retain an agency-based work crew?
 - ☐ Yes, Somewhat, No
10. What measures did you install using subcontractors?
 - ☐ Plumbing
 - ☐ Electrical
 - ☐ HVAC Repair or Replacement
 - ☐ Insulation/Air Sealing
 - ☐ Duct Sealing
 - ☐ Structural Repairs (Roof, Stairs, Railing, Windows)
11. How was the overall quality of contractor crews?
 - ☐ Excellent / Good / Fair / Poor (If fair or poor, please explain what was lacking)
12. Did your agency have difficulty finding local contractors to work on homes?
 - ☐ Yes, Somewhat, No
13. If yes, any suggestions of what could help remedy this situation?
14. If yes, how did this affect what work was completed?

APPENDIX I • SURVEYS

15. If yes, what type of contractors did you having trouble finding?
 - Plumbing
 - Electrical
 - HVAC Repair or Replacement
 - Insulation/Air Sealing
 - Duct Sealing
 - Structural Repairs (Roof, Stairs, Railing, Windows)
16. What percentage of jobs did you hire subcontractors to help you complete the work in 2015 and 2016?
17. If the Helping Home Fund was to be continued as a program, what improvements / changes would you suggest?
18. What worked well about the program?
19. Were there any houses or families that stood out with regard to the impact you observed from participation in the program?
20. Is there anything you want to tell us about your experience with this program?
21. Can we contact you with additional questions?
If yes, Name, email address, phone number.

APPENDIX II • HOMEOWNER RESPONSES

I really like the program. Years before I didn't know about different things to make my home efficient. I have told people about it too. I feel like Duke Energy really tried to help people. Thank you so much.

.....

I am so amazed by all Blue Ridge took care of for me with my new ac, the insulation, the moisture barrier the sensor for carbon monoxide and the replacing of my duct work. I am also happy to learn that Duke Energy had a hand in this too. Kudos to Duke Energy. Keep doing what you all doing. I have a testimony about everything that was done for me. I am so grateful. Mr. Dale and his crew were amazing. They did an outstanding job. They gave me a sense of everything going to be alright. The inspector was also great and offered his number to if anything should go wrong with my unit to call him. They did everything they said and much much more. This program is great for older disabled people like me. Anytime you need live customer data or feedback, please call me because I have nothing but good things to say about Blue Ridge and Duke Energy.

.....

I just want to say everybody was nice and good to me. I thank you all. I love my new ac unit. I didn't know Duke Energy was responsible for doing that. I don't have to worry about that being done anymore. This is a good thing to have and I am thankful.

.....

It was very helpful and nice to know assistance is out there for people who may be in a struggle. This is wonderful program also for older customers or those with health issues. I was more concerned with the efficiency of my home and the insulation has been great since added. I'm not worried about how often my units cycles on and off.

.....

Everybody was so kind that came out. Very polite and were courteous to take off their shoes and not track dirt into the home. They also cleaned up after

themselves. Very thoughtful. I am thankful for the good Lord to make something like this available to me. The agency also helped replace the faucets and I got light bulbs. I am very thankful for this program. I'm not sure if anything can be done or if someone can direct me, but I am in need of windows. The windows I have now are terrible. I'm using duct tape and plastic to close them shut. I would just love if someone could help guide me to a agency or a program that can help me with my windows.

.....

I thank God for the program. Really overwhelmed with joy and happiness that there was such a program available to help me.

.....

Appreciate this program so much. Helped me because I would have had to find another job to have to done some of the things that were done, especially the new heat pump that was installed. I was blessed with this program and to be able to qualify. I am thankful. It didn't push me into anymore debt and although I am on a fixed income at 73 yrs. old I can still pay my bills and not scraping to make ends meet.

.....

It's the best thing that happened to me, I couldn't afford to have these structure repairs done.... wonderful thing to happen to me it's highly blessing that fell on me!!! the best thing that could have happened for me! So grateful and thankful

.....

All of them were very nice people. I am definitely appreciative of having an electrical heating system in my house. I feel safer now since I don't have to mess with the kerosene heating and worrying about it tipping over or not changing the filter or the possibility o hit burning down more house.

APPENDIX II • HOMEOWNER RESPONSES

Where the back porch was they built steps with a handrail... I was very appreciative, I needed the work done and had no idea how I was going to do it, I was so happy to qualify for the program.... it was a blessing.... I said my prayers and this happened... I really appreciate it....

I am so grateful.....when the contractors came out to my house - I cried.... I was so thankful..... I just want to thank everyone at duke energy from the bottom of my heart!! I don't have to worry about spinning my air unit by hand....it would freeze up and we would have to cut it off by the breakers.... old a/c unit finally stopped running... I had everyone in my family send a letter to the agency thanking them for everything....I send them Christmas cards, send them thank you notes.....

I thought my light bill would come down....but it hasn't.... put insulation in the roof, I appreciate all of the improvements that were done..... thankful for the help.... did a lot of work....

I appreciate the program and I would recommend it to anyone. You guys did such a wonderful job, from the bottom of my heart.

I'm so grateful...I. would like to say thank you from the bottom of my heart... it was getting to the crisis mode where I thought I would have to move..

They put insulation in attic, fixed heat ducts so heat would go down... it's a good thing to help people, it's a good fund if people don't have the income to put stuff in...it's good.

The contractors that were used were excellent, the approach, communication, they were a great group.

I would like to say thank you for the program, its been a life saver...

I think this is a great program. It helped me and my family. I hope more funding becomes available to help other families.

I must say that everyone who came out I was well pleased with. They were all kind mannered and promised to be here and was here at the time given. I am very happy with all things done and happy for my new ac unit. The guy who installed my new system explained everything to me very well.

The crew was great. I hope Duke will be about to continue this service. It has a lot of benefits to the community and I appreciate being able to have had the opportunity. I was out of work during the time my new system was installed so I am thankful. This program is one of the Best programs Duke offers and is an excellent service.

I am surprised that they were able to install my new heat and cool unit in my home because I have an old mill house so I am very grateful that they managed to install it. They did a great job. Everyone was nice and cleaned up after themselves. The inspectors were nice too. I wish I had money to contribute to this fund to help others in need because it is hard when you need improvements and don't have the money or means to pay for it. I am thankful Duke has a program like this and the weatherization agencies.

APPENDIX II • HOMEOWNER RESPONSES

I just think is Godsend. It is such a wonderful program for senior citizens, someone who is disabled that cannot afford to help themselves.

I'm on equalized payment and my bill went from 193 to 120 dollars per month... that extra savings can pay for another bill... I was flabbergasted when I qualified for the program, my heat pump was replaced, washing machine is great, (this machine wrings out clothes so less drying) replaced every light bulb... they were fabulous, couldn't believe it... I work at a non-profit organization, it was unreal, it I hadn't been worked there i wouldn't have known about the program.

Power bill has gone from 500 to 200 dollars per month. We were using space heaters to heat the home & a window unit to cool the home. I'm 100% satisfied that they helped me as much as they did!

My mother doesn't have to worry about buying oil this winter or using a space heater, which is dangerous. Many people do not know about this program and its because of the line of work I am in to why I found out. This has been a life saver. I do not live with my mother but my brother and I were there when everything was being done and I don't know what we would have done without this program because financially we don't have the money to have made these sort of upgrades. My mother is elderly and it gives her now a sense of being safer, warmer and saving money. She can also stay in her own home and not in a living facility. This program saved our lives and we thank you so much.

Having the new windows make me feel safer. Overall I feel better and I am grateful and thank you all.

It was just wonderful and I thank and appreciate it. It's fantastic that Duke can set aside funds to help people like myself that is on a fixed income and elderly. I am a widower and I can't thank you all enough for my new air conditioning system. I am very appreciative of everything and Duke.

The program has done a lot for a lot of people in the neighborhood. I hope that the program continues and help others. My light bill is very very good. I really enjoy the way it is. I hope they decide to do more of this program, especially for senior people who can't afford it. It really came in handy.

It's a great program to help people. I always worked and made it on my own and I have been very independent and then had a lot of medical issues. I have been in a pretty bad shape, and my stuff went out, so I was glad for that program.

I think is a great program for people who really need it. Sometimes is hard to make meets end, so anything that you can do to lower the electric bill, so I think you should do more of these programs.

I really want to thank you for having the program. It helped very much. I am in a lot of medications, so this helped me a lot. I have told people that Duke Energy helped me a lot and that's why I feel better. My bill also decreased and is very nice now.

The whole process was painless. I couldn't have asked for a better set of people. Mark and David were exception. They were great. Neat and courteous. I was so appreciative I cooked them a little something to say thanks.

APPENDIX II • HOMEOWNER RESPONSES

I never knew that Duke Energy was involved. The people that worked on the house they were some of the best people ever. The people that were hired were great people.

.....

I think the program is amazing, for citizens who pay taxes like myself. These improvements allow me to tell others about this program. It's great. I am truly blessed.

.....

They did so much!!! I think it's a real good program who need assistance.. when winter comes I'll really get the benefits.... appreciate the program, a really good program.... the people who administrated the program did a great job! They let me know all of the information.

.....

I just think the program is wonderful. They did so much for us. Me and my sister live here and we are getting out there in age, fixed income, and we couldn't have done any of this without you guys. We don't have to worry about things breaking down. We know that we will be able to stay here for a long time. It is just wonderful!

.....

They all did a fantastic job with the upgrades. After they finished my evaluation my refrigerator went out 4 days later, and it wasn't included.... thank the lord for that program and I was eligible for it. it's a great thing you do for people who can't afford those things, i don't know what i would have done... all the guys were very nice and friendly and everything I'm glad to be a duke energy customer.

.....

Thanks a lot, if it weren't for the upgrades I don't know what me and my mom would do, keep

the program going... most definitely... if you can help anybody else like you've helped us, please continue. It was amazing for us!! It was an amazing experience.. the people that did the work were very considerate of me and my home...

.....

I think Duke Energy is good, everything is great, all the upgrades, I couldn't ask for anything any better thanks to duke power, what would we do without them.

.....

Door is a lot more secure, windows are more secure.... previously on windy days you could actually hear the wind blowing inside, it was so bad the wind would move the blinds... there was a lack of sealing previously... I'm glad to know Duke Energy was behind a lot of it.... this place really needed it (public housing).

.....

I think it is a good program for people that are on social security and can't afford big bills. Everyone who came out was really nice and I thank Duke Energy for helping me.

.....

The little boys that the installed the equipment were really nice, they did a good job.. Ms. Cannon wanted to make sure everyone got involved with the installation got an A+ After my a/c was installed I told my girls "I believe I've went to heaven when I woke up."

.....

It has made a world of difference... wasn't aware Duke Energy HHF was involved.. couldn't believe I was eligible for all this equipment... I want to thank Duke Energy for being a company that has helped a consumer, feels very very good!! Absolutely remarkable...

APPENDIX II • HOMEOWNER RESPONSES

Don't have to use plug in heat, feel safer now.... not worried about fires as much, fire/gas alerts system make customer feel safer... Duke Energy has done a wonderful job to help the seniors, a lot of customers can't afford a heating/cooling system, we didn't have the money to put in heating/cooling system. The people who installed the system did a good job, cleaned up before they left.... appreciate washer/dryer, appreciate that..... customer really appreciates everything to the highest..... they removed a lot of stuff from the bottom of the house and they had it all removed... can't complain about any of the services.

Feel safer in home because old heaters were bought from Walmart and they weren't as safe. The HHF has been a blessing, it has made our lives so much easier... Hopefully others can benefit from this program... our electric bills have been cut in 1/2...

I appreciate everything that was done. I appreciate it so much that I wrote thank you letters to everyone with Community Action Opportunities. I am very thankful. I used to burn oil and I didn't have to spend the money this year. They also upgraded my wiring to get the new heat pump in. They took good care in what they did and with me.

I am glad that Duke Energy had the funds to help and assist the disabled. It helped me tremendously. It has helped my bill a lot. It has decreased my bill for about \$100 or so.

I am just glad that it was available and we qualified for it, for our HVAC. It was really expensive for us because of kerosene.

I am so thankful for everything that was done for me. Everyone who came out from each of the companies were very professional. Even the Inspectors were nice and not snobs. They assured me that all the electrical work was done correctly. They even installed a smoke and gas detector alarm.

I appreciate the new appliances, because they are more energy efficient. I know down the line they will help me with the electric bill. I greatly appreciate it.

Customer says he and his mother are on disability and it was blessing, and they really appreciated what Duke has done for them.

My personal opinion, I think this program is a blessing. I think that DE is one of the most wonderful companies to help people who are disabled. My husband passed away last year from cancer and this program helped me so much. I am so thankful.

I am greatly thankful for Duke Energy and this type of program. I was in shocked that I could apply and actually got accepted. They replaced my washer and dryer and my ac unit. They also gave me a refrigerator. My house was hot and moldy previous to the improvements and had deteriorated and had critters. I feel healthier overall. If it wasn't for Duke I could still be in the hospital. Heat affects me very bad with my medical condition so to feel cooling has made a world of difference. I am now able to keep my body temperature down. This is a mobile home so it isn't very efficient to begin with. Thank Duke and the weatherization Action Pathways for everything.

Everyone that was sent out was professional from start to finish. From the first inspector to the final inspection inspector. This was very convenient and mindful and everyone was friendly. Definitely keep

APPENDIX II • HOMEOWNER RESPONSES

this type of system around. I hope it can extend across the nation to others in need. I recommend it. Sad to hear that our fearless leader is trying to take programs away like this but I am grateful that it is available. Thank you so much for taking the time out to call to ask about my experience.

.....

I would tell anyone that has the opportunity to do this to please do it immediately. Be careful who you said yes to, but if you know if it is a program that Duke Energy is responsible for, then they will take care of you.

.....

I can breathe a lot better. You all did such a good job. Thank you all for doing this. I am so pleased. Everyone was so nice and the entire thing was enjoyable.

.....

Keep program up. Elderly people need it. After you work all your life then to end up on a fixed income it's hard when things need to be fixed. Sometimes you have to choose to do without meds or maybe food depending on how bad it gets. I thank you all for doing this and keep it up.

.....

Thankful for heat pump and thankful overall for everything that was done and is coming out to her home. During the winter customer feels a lot warmer and during the summer hot months she is a lot cooler. She has noticed breathing better although she doesn't have an issue breather. The quality of the air is better. In the past she has used fans but now feels better overall during the hot days.

If it wasn't for Duke Energy I don't know where I would have been this winter. With previously having to use a wood burner for heat which caused my sons breathing issues I am thank you to Duke for installing a new heat and cool system. I am tickled to death and so pleased of all the work that was done. I am so happy that Duke cares about people who need help and from the bottom of my heart I am thankful.

.....

I was not aware Duke Energy money was used towards the improvements in my home so knowing this is great and I appreciate you all so much. I also like the tips you send out on think that can be done in the home to save money like hanging the clothes to dry instead of using the dryer.

.....

I sure appreciate the things that were done because it helped to better the household. To have a better heating and cooling unit helped a greater deal. They also did the cracks and the bathrooms which was good too.

.....

I have nothing negative to say about my experience. The air conditioning company (Mr. Richard) was awesome. Make note that Mr. Richard explained that this was one of the biggest jobs they have done. It was starting from scratch. No insulation in the attic, no central heat or cool. They also added vent in bathroom and a main breaker. I am so very grateful and thankful and happy to recommend this is anyone I know. I had to wait 2-3 years for this and I am thankful my home had all these improvements made. Tell the program manager that this was exceptional for Duke and the other workers to do.

.....

They did a good job and it really helped me a long way. They put windows in my home so it feels warmer and I truly appreciate everything that you all did. One person in here asthma is as bad and overall we feel good and is comfortable. Thank you so much.

APPENDIX III • SERVICE PROVIDER RESPONSES

WARM was able to assist so many families with these funds. We are so grateful, and wish there were more funds to continue to help so many more families that are in need.

We worked very hard within a short time frame to spend the original allocation, plus the additional funds we requested and received. In about a two year period, we installed over 175 heating systems, a great many appliances, and health & safety and weatherization measures. In spite of all that was accomplished, the need exists for that much more to be done.

It has been an great program for all our eligible clients.

We look forward to continuing to work with Duke, it has been an outstanding opportunity for our agency as well as the customers that have been touched by this program. It has given us the opportunity to bundle services with other agencies to serve customers and provide additional measures in the home.

This was a great program, but the need is still great (10x).

The program support team was very helpful in assisting us from the start to finish and we were able to leverage the funding to provide needed services to the low-income folks CADA serves.

This was one of the best programs we have administered to assist homeowners with appliances. (2x).

The staff at NCCAA and the Martin group were very helpful and easy to work with. The requests for exceptions were processed quickly as were agency reimbursements. This program was a win-win for all involved.

Overall, HHF has been both impactful for the community and rewarding for our agency to serve others in need. We would love to be considered for future opportunities.

Joel Groce with NCCAA did an outstanding job administering the dollars.

This has been a great program. The Duke HHF staff were great and very knowledgeable. Payments were also processed timely.

The HHF program has helped offset many program expenses and has allowed us to continue working longer through the year until the new contract is completed and/or funding is released.

CONTRIBUTORS

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North Carolina Community Action Association

Joel Groce

Sharon Goodson



advanced
energy

Testimonials

██████████ is a Columbus County resident that applied for weatherization due to the high cost of heating and cooling her home. ██████████ qualified for the HVAC replacement program through Duke and was able to get an energy efficient heat pump installed. ██████████ stated, “I don’t have to seek assistance anymore with filling my tank to heat my home. I am very pleased with all of my services.”



Old Unit



New Energy Efficient Unit



Non-Functioning CO Detector



New CO Detector



Old Thermostat



New Energy Efficient Thermostat

Helping Homes Fund gives Hickory woman her first heating and AC system ...

By KJ HIRAMOTO khiramoto@hickoryrecord.com

Sep 9, 2016



Janet Lutz of Brookford adjusts her thermostat to her new heating and cooling system from Duke Energy's Helping Home Fund.



Janet Lutz of Brookford has already started covering her new refrigerator from Duke Energy's Helping Home Fund with photos of her grandchildren.

HICKORY – The thermostat at Janet Lutz’s house in Hickory has remained at exactly 72 degrees Fahrenheit throughout the summer. While Lutz insisted she is comfortable with the temperature setting in spite of some of the hottest and most humid days during previous summer, it was also due in part to her being overwhelmed by the technology.

“I’m scared to touch the buttons,” Lutz said jokingly. “But it feels great around the house. ... My sister also told me to keep the fans in the living room going to keep the air flowing.”

Before having the thermostat installed in her house, Lutz had never owned a heating and air conditioning system.

“I’ve always had my wood stove for over 40 years,” Lutz said. “I made my boys go out buy a loaf of wood, stack a pile outside, bring some inside the kitchen and we’d heat it with a stove.”

Thanks to the collaborative efforts between Duke Energy and Blue Ridge Community Action (BRCA), Lutz’s days of making her grandsons gather wood to generate heat around the house is over.

Lutz was among the families selected by BRCA as one of the recipients of Duke Energy’s Helping Home Fund.

Helping Home Fund is a program that offers free assistance for income-qualified Duke Energy customers with up to \$10,000 in energy efficiency upgrades. After receiving a complete home energy assessment, they also receive assistance and counseling to help the families save on their future energy bills.

BRCA’s role is to administer the home improvements for the chosen Duke Energy customers as soon as the non-profit organization receives the allocations from Helping Home Funds. They identify the clients who apply for the program, send out contracted auditors to test the home then the auditors send the reports back to BRCA, which then follows up with a select group of clients based on their eligibility scores.

BRCA Energy Director Shawna Hanes said the program operates in a team effort with all the contracted partners and Duke Energy all playing their own roles.

“We have qualified contractual partners that we had carefully selected which we are glad to have with us,” Hanes said. “And we would not have been able to install the system (in Lutz’s home) if it weren’t for the funding received by Duke Energy.”

In addition to assessment and counseling, chosen families like Lutz’s receive services from the program such as health and safety repairs and installation of home ventilation systems.

And for Lutz’s case, she received repairs on her home windows and a refrigerator as additional services provided by the program.

Lutz said ever since the installations for the series of home improvements were completed several months ago, she had been pleasantly surprised to see her house is a lot more energy efficient, evident by the noticeable difference in her monthly Duke Energy bills.

“When we used the wood around the house, it went around \$200 a month,” Lutz said. “Now it’s between \$120 to \$140. ... Now I can spend the extra money on the boys’ school supplies and (school) uniforms.”

Lutz said the new heating system in the house has enabled her to give her two grandsons -- Daniel, 15, and Nick, 11 -- extra time in the evenings by not having to make them go out to gather wood for the stove. But as a result, she did add more chores around the house for the boys.

“They’re not going to sit around,” Lutz said jokingly. “Daniel likes to cook so I have him prepare the main dishes, and Nick likes to bake pastries and I get him to organize the Bible shelves.”

All jokes aside, Lutz said the series of home improvements and installations have helped the family immensely, especially for her two grandsons. They've struggled with asthma when their house was in its previous conditions.

“They’re nowhere near as affected by it now,” Lutz said. “I couldn't be more thankful for Helping Home Fund.”

Hanes said seeing the families experience improvements to not only their home utility systems, but also to the quality of their lives makes her job that much more fulfilling.

“It’s always exciting to see all the work get done,” Hanes said. “It keeps our staff motivated when they get a chance to see these families smile in-person.”

Application Process

Although BRCA is nearing the end of its Duke Energy HHF allocation period, Hanes said she encourage clients to apply for services since they will continue to provide weatherization services to low-income families. Hanes said if a client is unable to come to the BRCA office locations, our organization’s service workers could make a home visit when possible.

For more information on the weatherization services, visit their website at <http://www.brcainc.org/weatherization>. The Weatherization Services page provides more information about how weatherization helps low income families save energy and money and also informs clients on how to qualify for weatherization. Applicants must qualify for weatherization in order to qualify for the Duke funds.

Duke Energy's Helping Home Fund aides Lincolnton woman



MATT CHAPMAN
Staff Writer

Duke Energy launched its Helping Home Fund in January of last year and has since provided more than 2,000 families in North Carolina with up to \$10,000 of energy efficiency upgrades at no cost to the customer.

The Helping Home Fund is a \$20 million program funded by Duke Energy shareholders that was authorized through an agreement with the N.C. Public Staff and approved by the N.C. Utilities Commission in 2013. It serves families at or below 200 percent of federal poverty guidelines and helps income-qualified customers with upgrades that include the replacement of outdated washers and dryers, HVAC replacements, insulation and other weatherization benefits.

Duke Energy contracted the N.C. Community Action Association to administer the \$20 million of funding through 28 agencies across the state. In Lincoln County, more than \$58,000 from the Helping Home Fund has been administered through I Care Inc., a private non-profit that works to expand economic security for vulnerable families.

Patrenia Fair is one of the Lincoln County residents who has been helped by this collaboration between Duke Energy and I Care. She spent years living through sweltering summers and harsh winters in a home without a properly functioning heating and cooling system. Fair lacked the

disposable income to make the required fixes and the problems snowballed as the use of space heaters and window air conditioning units drove her energy costs through the roof.

“I thank God for these people who have helped me,” Fair said while fighting back tears. “I’m glad that they came by to see about me and cared enough to come check on me.”

Fair applied for the program through I Care and as a Duke Energy customer was eligible for assistance through the Helping Home Fund. Work began on her home in April as I Care replaced her electric baseboard heating and installed a brand new heat pump. In addition to the new heating system, Fair’s home also received weatherization upgrades and the fund provided her with a new, energy efficient refrigerator to help save additional money each month.

“I’ve been in this job for almost seven years and I’ll never forget the first home I went into,” Rick Stotts of I Care said. “It was a mobile home and it was in the winter time and it was freezing cold in there. I saw this young girl laying on the sofa with a bunch of blankets over her and I didn’t realize it right away, but she had a little baby under there trying to keep it warm. I have a real soft spot for older folks and kids. They’re so appreciative for what you do for them and you can see the difference it makes in their lives.”

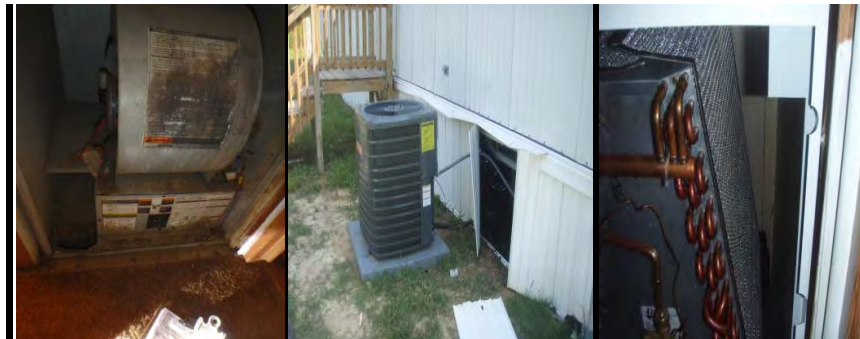
The Helping Home Fund is a one-time program, meaning that once the \$20 million has been spent the program is over. However, Duke Energy representatives are working on putting a similar initiative together sometime in the near future

“We are a very large company, but we want to try to reach out to everybody and have a conversation,” Duke Energy program manager Casey Fields said. “If it means that we can make a big enough change in someone’s life that you get emotional or you feel good about it, it makes my job much, much better at the end of the day. This is a phenomenal program and this is the right thing that we’re doing and it’s what we should be doing.”

Image courtesy of Matt Chapman

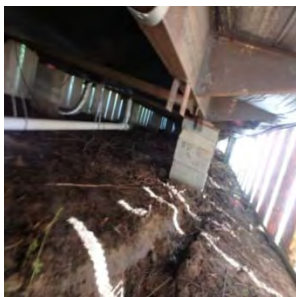
The customer was in need of energy saving measures for his mobile home. He is disabled and has limited income, which made it difficult to get much needed measures done to his home. [REDACTED] was grateful for all the assistance that Action Pathways along with Duke Energy's Helping Homes Funding provided to his home. [REDACTED] was very pleased with all the services he received by from weatherization program and has already seen a change in the way his home feels.

[REDACTED]'s Home



Old System

New Energy Efficient System



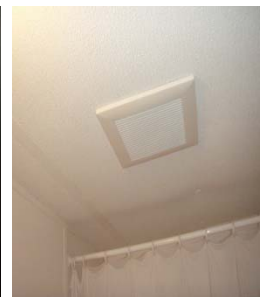
No Vapor Barrier



Vapor Barrier



Old Bath Fan



New Bath Fan

Since the start of the Duke Helping Homes program we have helped over 125 families in Macon County addressing health and safety issues and installing energy efficient appliances and heating systems to reduce their energy usage and monthly bills.

The health and safety part of the program enabled us to install handicap ramps, grab bars and do much needed porch repairs so that our clients could stay in their homes. Also we were able to install new heating and air conditioning systems where they were non-existent or beyond repair. This was so very important to our clients on oxygen and with health issues.

██████████ is one of our clients with health issues and cannot endure extreme cold or heat. She is very comfortable in her home now with her new heating and air system and does not have to go stay with relatives as she did in the past.

██████████ is a client who is on oxygen and installing a new heating and air system to his home eliminated the wood burning stove. He could no longer lift the logs and a dangerous situation was eliminated.

██████████ was in a nursing home and could not return home until a handicap ramp was installed. She is now able to be in her own home.

██████████ was in desperate need of a handicap ramp and since his wife is on oxygen, we were able to replace the propane system with a heat pump and install the handicap ramp.

██████████ was in need of porch repairs and a handicap ramp. He is now able to enter and exit his home safely and can stay there for many more years.

██████████ **and his wife** are both disabled and have a young child. They are truly grateful for the handicap ramp and heating and air system.

██████████ lives alone in a very rural area and was in need of a handicap ramp. She was in a nursing home and couldn't return home. We were able to install the needed ramp and also install a mini split heating system for her. She is now able to be at home.

So many of our clients have commented about how their lives have been changed for the good and how happy they are to see the reduction in their energy bills due to the appliance replacement program and HVAC replacement program.

Macon County Housing Department was able to use the monies from the Helping Home Fund in conjunction with other programs such as the Urgent Repair Program, HARRP, Single Family Rehab Program and the Weatherization Program.

We wish the program would be continued as there are many elderly, disabled and single parent families here who would benefit from being able to switch from wood burning stoves and the expensive propane heating to the energy efficient heat pumps.

Various Success Stories from Duke Energy's Helping Home Fund

██████████
Wilmington, NC

To Duke Energy Helping Home Fund:

How will I ever be able to thank you for kindness & generosity in helping us to get a new HVAC system put in. After living over a decade without heat and air, it had pretty much become a way of life for us to live in one room during cold and hot days. Using an electric heater to stay warm was neither safe or efficient. As students (trying to improve our lives) we would sit and do homework with hat, coat, & gloves on. For us, it was a normal way of life for many years. However, thanks to your Home fund and giving back to the community, Wilmington Area Rebuilding Ministry, Inc. was able to see to it that we were matched with you to be a recipient of your gift. It has changed our life overnight to have this new system in place. Thank you again and WARM for your kindness & especially for the volunteers at WARM for treating us with dignity & respect.

██████████
Durham, NC

[Received Air Sealing and Mechanical Ventilation]

This letter is to thank you for the amazing and wonderful maintenance work that was done to bring my home up to standard. I would never have been able to pay or save for the service that Your Company did for me. The company is a God Sent for Seniors.

I would like to thank the people (men) who performed the service, they were ██████████, the Auditor, ██████████, and the other two men from Charlotte, NC who did the electric work. They were very polite, friendly and respectable to me and my home. After the work was completed they checked to see if everything was working or performing correctly.

Again, Thank all of You.

██████████ [HVAC Replacement]

To whom it may concern. We just wanted to thank you for all you did for us. We could not have afforded this ourselves. It's good to know that in this messed up world we live in today, there is still people with goodness in them. I believe God will bless and prosper your company for what you do. We appreciated all your crews that came out. God bless you and good luck in the future.

██████████
Willow Spring, NC

[HVAC Replacement – Mechanical Ventilation]

Thank you for the weatherization of our home. The things did have definitely made a difference in our electric bill. We are so appreciative for the services that you provided because they were needed so badly and we could not afford to have any of the work done.

The gentlemen from your organization and the service providers from Therma Direct, Carolina Weatherization, and Lowe's were so respectful and extremely courteous.

[Redacted]
[Plumbing repairs & HVAC Repairs]

Wanted to say thank you so very much for help in facilitating all the repairs on my home. Already seeing a difference in energy bills. I have nothing but good things to say about your agency. Hope you all keep up the great work.

[Redacted]
Zebulon, NC
[HVAC Replacement]

My deepest appreciation to all administrators of Wake County Weatherization and Duke Energy Progress Heat/AC Assistance Programs. Because of your programs, I was blessed to get my Heat and AC needs met for only 25% of the total cost which was paid by my landlady.

[Redacted]
Henderson, NC

I would like to express my appreciation for this program. It has really helped me a lot. I would not have been able to have this work done without your help. My house has never been better.

The works were very professional and kept me informed on what was going on. They had to rework the duct work, install insulation, replaced attic steps, replaced roofing (ceiling tiles) and installation of the unit. There "wore" the best. Without this program, a lot of families would be without heat or air and a comfortable place to live.

[Redacted]
Just wanted to thank you and let you know how much I appreciate all that you all have done for me. The heating and cooling unit works great, and the washer and dryer are great, makes doing laundry a pleasure. All who came to my house to install everything, were so very very nice. I have never had that many new things that I didn't have to make monthly payments on. What a blessing.

Homeowner serviced by Coastal Community Action in New Port, NC

[Redacted] [Executive Director of Coastal Community Action] called this morning after receiving a call from a lady who had been helped through the Helping Home Fund. This lady was a retired teacher who because of sickness was no longer able to work. She had replaced the roof on her home before her funds ran out. She has been without heat for a very long time. The actual work will not be completed until tomorrow, but the lady was so overwhelmed with the kindness shown to her that she called [Redacted] and talked for over an hour. She said that she had never been treated as kind and was so appreciative of the professional staff at Coastal.

[Redacted]
Mount Airy, NC

Dear [Redacted] /Weatherization and Duke Power,

Just a note to say THANK YOU, so much, All of you, for my new A/C unit and the free installation of same. I've worked hard all my life and it is so much appreciated. To find people willing to help me so much in my older, non-working time and age. And what a year to get such a blessing – So hot!

██████████
Fuquay Varina, NC

I just had to thank you and your company for caring about our community and seniors. I have been so afraid of falling “again” in the winter with 2 inches of ice on my stairs, not even able to get out of my home. Through the money you gave to Senior Weatherization I am now much safer going in and out of my home. I am more than grateful for your helping me! I will be praying for God's blessings to overtake you and your company and your family.

You truly have been used by God to answer my prayers to keep me safe Thank you one million times

██████████
Charlotte, NC

I wanted to take this time to thank you for your service in making sure I have received my new GE Appliances, what a difference it has made in my home. Having appliances that are not only brand new, but are updated and just simply beautiful.

Thank you for your Help and the Change it has made in my life.

██████████
Raleigh/Durham

Season Greetings,

I did not want another day to go pass without me giving you all this big appreciative love email!! I am speechless and so grateful for all the work that was done to my home! I came to you with lots of concerns and not to mention a \$1200.00 light bills for two months. My family barely made it through the year because there was only money for the basics but God!!! There was no way I could have ever afford to do any of the work you all did! I am less stressed because my power bill has been cut down tremendously, we all sleep safe at night because you have installed smoke detectors and carbon monoxide detectors, I won't have animals crawling in the crawl space and it was fully insulated as well, and although it's not the last thing you all did but you all got rid of my 1980s refrigerator and blessed us with a new one. I am emotional right now just writing this email! If I ever was wavering in my faith, I am reminded every time I opened the front door and step inside my warm and cozy home 2 things-God has angels on earth and He is still performing miracles.

██████████
Boonville, NC

From the agency that served ██████████

I had a delightful telephone call from [REDACTED] and wat to shar it. [REDACTED] is an elderly lady. She's an expressive person and has a jolly attitude and outlook about most things.

She called me to let me know Lowe's delivered her new refrigerator at 8:08am Tuesday morning. She said she "had no idea it would be so big and so pretty and so nice! That's a rich lady's refrigerator! I have never had a refrigerator I didn't have to buy on credit, make payments on, and do without, in order to get it. I'll be 83 next Wednesday and I think this is my birthday present from heaven! I don't know if other people call you to thank you for their refrigerators and let you know how nice they are, but I had to. I want to thank each one of you that had anything to do with helping me get my new refrigerator and heat pump. My house is nice and warm now!"

Success Story from Charlotte Area Fund

Good Afternoon [REDACTED],

I really did not know what I was going to do! For almost 5 years, my washing machine had been leaking, it took more than 2 hours for 1 load of clothes to dry, my refrigerator made a "humming" noise, and my oven door was broken.... the whole house was falling apart and honestly so was I!

I was barely making enough money to survive and just the thought of trying to replace worn out broken appliances was almost too much to bare. And then.... I read the article in the *Charlotte Area Fund Spring 2016 Newsletter* about the Charlotte Area Fund and Duke Energy Replacement Appliance Assistance Program and like an **angel** you helped a struggling resident obtain new appliances!

[REDACTED], you made the process so easy, you completed the paperwork quickly, and you were very professional. The contractor and the delivery personnel you sent to my home were extremely professional, courteous and completed the job in a timely manner. I thank the Good Lord for this program. I can now cook in a new modern oven, wash my clothes in an energy efficient washer and it only takes about **15 minutes for a load to dry!!**

I am so overjoyed at receiving these appliances words can hardly express my joy and gratitude!!

Thank you so much [REDACTED], the Charlotte Area Fund, and Duke Energy for this awesome program.

God Bless you once again.

POSTED ON [SEPTEMBER 7, 2016](#) BY [STOKES NEWS](#)

Couple benefit from Duke Energy's Helping Home Fund

By Amanda Dodson - adodson@civitasmedia.com



Anthony and Lydia Prysock, a retired couple living in the Walnut Tree community, were the recipients of home upgrades through Duke Energy's Helping Home Fund.

Anthony and Lydia Prysock, a retired couple living in the Walnut Tree community, were the recipients of a new high efficiency heating and cooling heat pump, a washer and dryer, and safety measure upgrades to their home through the Helping Home Fund. The two-year initiative, launched in January of 2015 by Duke Energy, reduces the burden of energy costs and electricity for families in North Carolina. The \$20 million community investment pays up to \$10,000 per household for repairs, new appliances, retrofitting for efficiency, and other electricity costs based on household income.

Last winter, the Prysock's were paying nearly \$400 a month using baseboard heating, a grueling amount for the couple who are on a fixed income. While they've slowly completed home renovations over the years, there was a mounting list of more to do.

"I noticed one of my neighbors down the street was having a heat pump put in and I asked the contractor to write up an estimate of how much it would cost at our house," Prysock said. "But as I was talking to the young lady, she told me about this program and I gave them a call."

After doing some research, Prysock realized he and his wife were eligible for Duke Energy's Helping Home Fund, and the program would easily cut his power bill in half.

"We applied and went through the process. I'm really thankful for this and for Duke Energy giving to our area. This is how you rebuild communities. What little money we did have we redid the cabinets and put on a new roof. It would have been a long time before we could have done anything like this."

The Helping Home Fund has invested over \$175,000 in Stokes County and helped 55 families receive energy-saving upgrades at no charge to income-qualified customers.

"The Prysock's are one of more than 2,000 families we've helped all over North Carolina. We've spent almost \$10 million dollars and we still have about another \$10 million," explained Lisa Parrish, Duke Energy's Government and Community Relations Manager. "We have great organizations we work with like YVEDDI that just know how to get it done."

Tommy Eads, the weatherization director from YVEDDI, said the program has been flooded with applicants and said when considering homes, they look at household size, yearly kilowatts usage, and income.

"We've done several houses on this street and some others close by. There's 334 projects that we have either started or completed in homes from Stokes, Surry, Yadkin and Davie. We service all four counties with the state and the Duke Energy program," Eads said. "It's great to be able to help the community. I feel like we get to be a part of making a difference one homeowner at a time."

Amanda Dodson can be reached at 336-813-2426 or on Twitter at AmandaTDodson.

June 12, 2015

Governor Pat McCrory
Office of the Governor
20301 Mail Service Center
Raleigh, NC 27699-0301

Dear Governor McCrory,

My heating and air conditioner quit working in January. I purchased some little heaters that kept me warm. I was employed for many years and was a single parent of two children. Unfortunately, I had to retire sooner than expected and being independent made that a hard transition. I called several companies for estimates and realized faith was my only solution. My daughter contacted an agency by the name of Coastal Community Action Inc, specifically its Weatherization Assistance Program and the Heating and Air Repair and Replacement Program. It was an answer to prayer! I called and spoke with [REDACTED] at Coastal Community, and she had me send in the necessary paper work to see if I qualified. She was very kind and helpful. My daughter had originally spoke with her boss, [REDACTED] and he talked with me and was very helpful, explaining the process that would take place. Next [REDACTED] the auditor, came to my house to inspect my whole house to see what could be done to weatherize my home. He was very precise checking throughout my home, and he explained how different things would be beneficial. I called and talked with [REDACTED] who is in charge of the whole program. She told me something that really stuck in my heart. She had presented a three hour presentation to get the funds and grants to help people. I had much gratitude that she had accomplished receiving the grants that would be a gift to so many people. I have never received such help so I am very appreciative. Then they sent the crew out to weatherize my home and to put in an exhaust fan, to wrap my hot water heater, to put a new shower head on, and carbon monoxide detection. They also put insulation around the duct work. These guys were very mannered and it was obvious there was great team work. These guys were [REDACTED], [REDACTED], [REDACTED] [REDACTED] came to inspect their final job. These guys were awesome!

Coastal Community Action Inc. used an electrician, [REDACTED] with For A Electric and he was a super gentleman. They selected McLeans Heating and A/C, owner [REDACTED], whose workers were [REDACTED] and [REDACTED]. They installed a new unit and duct work. I was very pleased with their work and kindness.

I wanted to express my gratitude and share the great blessing I received and felt you should be aware of this wonderful organization and the gracious grants offered by Coastal Community Action! I would be so happy if you could acknowledge my appreciation to each one that has made my life more comfortable and efficient. I want to thank Duke Energy for their assistance and the other donors at Coastal Community Action who made the grants possible.

Sincerely,

[REDACTED]

.cc Coastal Community Action, CEO Lynn Good (Duke Energy)

April 28, 2016

Blue Ridge Community Action Inc.
601 East Fifth Street Ste. 255
Charlotte NC 28202

To Whom It May Concern,

My name is [REDACTED]. I have been a life long resident of the Stanly County area. During this time I made choices in my life that did not reflected a thoughtful planned out success for my future. So I struggled financially. Unfortunately, I never qualified to receive any of the grant money that was allotted to Stanly County to help those who were in need of assistance.

During my life in Stanly County I was blessed to have a son with disabilities which required total care. This job was the love and joy of my life for twenty years. Within that time I was attending school to get a degree which would increase pay, so I can better provide for my children. I had to drop out of school and had to let go many jobs because of my responsibility at home. He passed in 2009, and life itself was a struggle. At one point of my I had no hope nor did it even matter whether I got it together or not. One day, God, just gave me a want- to- live spirit again. So I found jobs that lasted short term and applied for assistance many times. This was very embarrassing and degrading because the people made you feel you just wanted a hand-out. The workers made you feel like scum. After being rejected many times, you have a fear of even seeking help. When it was cold I would put cover up to block off rooms so we would stay in one area of the house, using a space heater. When it was too hot, we would visit someone or mess around in stores until it cool off to go home. I heard about you through a friend at the Community Action in Albemarle. At my wits end I fearfully applied at the Blue Ridge Community Action.

My vocabulary does not even extend far enough to express what my heart truly feels for the blessing you gave my daughter and I. For two years we have been without heat and air. As a single parent making minimum wage and not forty hours a week, I had to prioritize which bills got paid and I just couldn't seem to fit this in my budget during that time. Through Gods power we survived.

I truly thank God for this program, and especially to one of your workers [REDACTED]. The compassionate spirit and concern was of one I have never experienced. Never once did I feel as though I was being seconded guessed about any information, nor made me feel inferior concerning my needs. Out of all the rejections and mistreatments were worth the reward of compassion we received.

Our hats off to you guys and our hands up to God for his mighty acts he showed through you as workers. Continue to show his love and he will continue to bless this business and each one individually for what you do for others.

Thanks,

[REDACTED]

Team effort helps keep man in home

Tim Reaves
reporter@thefranklinpress.com

Kenneth Cruse stood proud on his porch on West Old Murphy Road on Thursday.

"You don't know how much I appreciate it, folks," he said to a group of people from the county who helped him stay in his home.

Cruse, 64, is the beneficiary of a number of emergency repairs, weatherization and energy efficiency upgrades to his 86-year-old home. Over the last two years, he's seen his house repainted, his roof replaced, electrical service upgraded and the installation of an HVAC system, water heater, oven and insulation.

Cruse said the equipment upgrades and weatherization improvements have cut his power bill in half.

"It's quieter, it's warmer, I enjoy it now," he said. "I don't have to sit around in a sweat suit."

Duke Energy contributed about \$10,000 from its \$20 million statewide Helping Home Fund for a new stove, the rails on the porch and various weatherization upgrades, said Lisa Parrish, government and commu-

nity relations manager for the company. Other funding came from the North Carolina Housing Finance Agency. World Changers did much of the housework on Cruse's home, including the new porch.

"This is probably one of the best examples of a public-private partnership," said John Fay, housing director for Macon County Housing Department (MCHD). "It's really a melding of funds and effort by many different organizations. ... It was really great, because we got to do so much here."

Cruse is the third generation of his family to own the house, and he's lived there for 32 years. But propane expenses and electrical inefficiencies were pushing him to the breaking point.

"The way the house was set up before the intervention, there was no way," he said. "It's the only way I could've stayed in it."

Cruse, who lives on Social Security Disability and Supplemental Security Income, said he had no insulation in his home and an old gas furnace that seemed ready to catch on fire.

"Over the years, things

happened, things just deteriorated," he said.

He said a friend of his let him know about MCHD, so he filled out an application to see if he qualified for any of the funding. It's typical of most MCHD clients, Fay said. They usually hear about the agency and its programs from friends and family members or local medical or senior services. Then they come to the MCHD office on Old Murphy Road and fill out an application. Staff members look at a number of factors, including income level and problem severity to prioritize the work. MCHD has 250 homes that need some kind of repairs or weatherization upgrades.

"We make that determination and match the work with the capabilities," Fay said. "And sometimes we don't have those. Sometimes we end up having to use, for instance, Habitat for Humanity, Macon Baptist Association, various people in the community that are volunteers."

The work on Cruse's home represents a broader philosophy that places value on letting seniors age in place, Fay said.



Press photo/Tim Reaves
Kenneth Cruse pulls a pan out of an oven, which he received as part of Duke Energy's Helping Home Fund.

"It's important for people to be able to be around the things that they have comfort with and to be able to feel at home and not have to worry about it falling in on them," he said.

MCHD is located at 1419 Old Murphy Road, Franklin. Housing help is available for those who qualify. For more information, call 828-369-2605.

Norlina, NC - Warren County

To whom this may concern,

I wanted to send this letter of appreciation to Franklin Vance Warren and all of the companies that contributed to helping us make our home energy efficient, as well as, safe and livable. For the 2 years that we have had our home, it did not have a heating source. We used kerosene to stay warm in the winter and it was awful. My four children and myself developed asthma and breathing issues that we never had prior to using kerosene. The smell of the kerosene was so strong sometimes that it made our eyes water. We couldn't afford to do anything else besides the kerosene at that time. We finally invested in propane as our heating source, but it didn't heat up the whole house, so we used electric heaters as well. I am so thankful and grateful for the FVW programs because with their help, we were able to qualify for a program that installed central heating and air in our home and a gas pump that has now been such a blessing. With all of the work that the electricians and heating and cooling guys did, we would've never been able to afford such quality work and installation of this system. Not only did they help us in regards to our new heating source, but they also installed more insulation, installed a carbon monoxide detector, installed new shower heads, fixed holes in our walls, sheet rocked around our windows all in effort to help save us from wasting money by making our home energy efficient. They did so much and worked hard to make sure it was done correctly and with love. I can't imagine how my children and I, health would be today, if FVW hadn't been there for us. The most frustrating thing as a parent, is to watch your kids get sick while trying to protect them from freezing to death. It was like torture, to know that you had to do what you had to do to keep us all warm, while sacrificing our extended health in the process. I had to give my children breathing treatments daily, they suffered from headaches, nausea, and low energy and I believe it was from that kerosene. But now, they don't complain about headaches, they haven't had any breathing treatments since, and they are full of healthy energy. We are all happier and warm throughout the entire house. I now have peace of mind and deep gratitude in my heart for the program that I believe saved my families life. Thank you again for all of your help and investments into making our living situation better. Miracles&Blessings.

With Love,

[REDACTED]

**Duke Energy Carolinas
Response to
North Carolina Public Staff Data Request
Data Request No. NCPS 171**

Docket No. E-7, Sub 1214

**Date of Request: January 28, 2020
Date of Response: February 10, 2020**

☐

CONFIDENTIAL

☒

NOT CONFIDENTIAL

Confidential Responses are provided pursuant to Confidentiality Agreement

The attached response to North Carolina Public Staff Data Request No. 171-4, was provided to me by the following individual(s): Max McClellan, Senior Rates & Regulatory Strategy Analyst, and was provided to North Carolina Public Staff under my supervision.

Camal O. Robinson
Senior Counsel
Duke Energy Carolinas

Request:

4. For each program identified in question 3 above, please provide:
- a. The amount of ratepayer funds involved in providing and administering each program.
 - b. The amount of shareholder funds involved in providing and administering each program outside of ratepayer funds.
 - c. The total dollars spent for each program in 2018 and 2019.
 - d. The number of customers participating in each program for 2018 and 2019.

The Company's response should provide a comprehensive view of the activities, funding, and customer involvement associated with each program. If the information is not readily available or calculable, the Company's response should explain any proxy calculation each Company used to estimate the data being requested.

Response:

Energy Efficiency Programs:

Please see attachment PS DR 171-4 (EE).xlsx for specific information relating to DEC and DEP's income-qualified EE programs listed in response to PS DR 171-3(a). For detailed information regarding all of the Company's DSM/EE programs listed in 171-3(a), please see the Direct Testimony and Exhibits of Robert P. Evans in Docket Nos. E-7, Sub 1192 and E-2, Sub 1206.



Shareholder Programs:

Please see attachment PS DR 171-4 (Shareholder).docx for information relating to the programs listed in response to PS DR 171-3(d) and (e).



The Company will supplement this response with information relating to the programs listed in PS DR 171-3(b) and (c) as soon as possible.

4. For each program identified in question 3 above, please provide:
- The amount of ratepayer funds involved in providing and administering each program.
 - The amount of shareholder funds involved in providing and administering each program outside of ratepayer funds.
 - The total dollars spent for each program in 2018 and 2019.
 - The number of customers participating in each program for 2018 and 2019.

| | Item 4 a. | | Item 4 b. | | Item 4 c. | | Item 4 d. | |
|--|-------------------------------|-------------------------------|------------------------------|------------------------------|-------------------------------------|-------------------------------------|--------------------------------------|--------------------------------------|
| | 2018 NC Ratepayer Funds | 2019 NC Ratepayer Funds | 2018 Shareholder Funds | 2019 Shareholder Funds | 2018 Total Dollars Spent (NC) | 2019 Total Dollars Spent (NC) | 2018 NC Participants ² | 2019 NC Participants ² |
| Energy Efficiency Program ¹ | | | | | | | | |
| DEC Neighborhood Energy Saver | \$ 2,575,366 | \$ 2,594,041 | \$ - | \$ - | \$ 2,575,366 | \$ 2,594,041 | 7,074 | 6,625 |
| DEC Weatherization | 2,126,997 | 2,772,353 | - | - | 2,126,997 | 2,772,353 | 787 | 958 |
| DEP Neighborhood Energy Saver | 1,579,230 | 1,424,876 | - | - | 1,579,230 | 1,424,876 | 1,984 | 2,722 |
| DEP Weatherization Pilot | - | 23,321 | - | - | - | 23,321 | - | 1,308 |

¹ Please note that all residential energy efficiency programs target customers, which could include customers with affordability issues.

The listed programs are those that were specifically designed to assist low income customers.

² Participants defined as number of measures.

4. For each program identified in question 3 above, please provide:
- The amount of ratepayer funds involved in providing and administering each program.
 - The amount of shareholder funds involved in providing and administering each program outside of ratepayer funds.
 - The total dollars spent for each program in 2018 and 2019.
 - The number of customers participating in each program for 2018 and 2019.

Reponse: Shareholder Programs

DEC Shareholder Program: Helping Home Fund

| | 2018 | 2019 |
|---------------------------|-----------------|--------------------|
| B. Administration Cost | \$ 248,248.10 | No Available Funds |
| C. Total Dollars Spent | \$ 1,434,715.56 | No Available Funds |
| D. Number of Participants | 642 | No Available Funds |

DEP Shareholder Program: Helping Home Fund

| | 2018 | 2019 |
|---------------------------|---------------|----------------|
| B. Administration Cost | \$ 132,108.66 | \$ 177,825.82 |
| C. Total Dollars Spent | \$ 644,381.20 | \$1,135,275.65 |
| D. Number of Participants | 377 | 358 |

DEC Shareholder Program: Share the Warmth

| | 2018 | 2019 |
|---------------------------|-------------|-------------|
| B. Administration Cost | \$18,300 | \$18,300 |
| C. Total Dollars Spent | \$908,300 | \$1,068,300 |
| D. Number of Participants | 6167 | 6148 |

DEP Shareholder Program: Energy Neighbor Fund

| | 2018 | 2019 |
|---------------------------|-------------|-------------|
| B. Administration Cost | N/A | N/A |
| C. Total Dollars Spent | \$494,000 | \$534,000 |
| D. Number of Participants | 3300 | 3100 |

DEC Shareholder Program: Rate Case Settlement Funds¹

| | 2019 |
|---------------------------|-------------|
| B. Administration Cost | \$6,100 |
| C. Total Dollars Spent | \$4,006,100 |
| D. Number of Participants | 10,261 |

¹ One-time payment of rate case settlement funds to local agencies distributed September 1, 2018.

Statement of Position and Comment Letter

Ms. M. Lynn Jarvis
Chief Clerk
North Carolina Utilities Commission
4325 Mail Service Center
Raleigh, NC 27699-4300

RE: Docket No. E-7, Sub 1213
Duke Energy Carolinas, LLC's Petition for Approval of Prepaid Advantage Program

Dear Ms. Jarvis:

The North Carolina Justice Center (NCJC), and co-authors listed below, submit this comment letter regarding Docket No. E-7, Sub 1213, *Duke Energy Carolinas, LLC's Petition for Approval of Prepaid Advantage Program*, hereinafter Prepaid Program. After carefully reviewing the petition, we believe the Prepaid Program should not be approved.

We recognize that the Prepaid Program proposal has one design characteristic that would make it superior to similar programs in other jurisdictions; namely, it is our understanding, that Duke will not charge a fee for processing utility payments, nevertheless, due to other program aspects we do not believe the program should be approved.

Objections to the Prepaid Program Design

At its heart, to operate as proposed in the petition, the Prepaid Program institutes two significant changes over current payment methods;

- 1) rapid remote disconnection from electric service for non-payment; and,
- 2) coupled with a waiver of all rules and protections for disconnections provided by Rule R12-11 (a) (b) (f through n) as well as additional Rules R8-8, R8-20(b), (c), and (d), R8-44(4)(d), R12-8, R12-9(b)(c) and (d)

It is essential, especially for low-income customers that face frequent financial hardship, to maintain existing procedures and protections when dealing with disconnections. It is a significant and harmful policy change for any payment program to be allowed to operate without these procedures and protections.

Not only will elimination of current procedures reduce the time that low-income rate payers have to maintain electric service while dealing with a financial crisis, but if the customer is also

behind on payment for phone, email and/or texting services that are being used as an alternative to current notification requirements, the customer will not receive notice of pending shut-offs.

Data Accessibility, Alerts and other Benefits Should Be Made Available to All Customers

As regards the other aspects of the Prepaid Program, we believe that Duke should offer these program design elements to all customers regardless of the type of payment service they utilize. Most of the purported beneficial aspects of the Prepaid Program could be made available to all residential customers where technically possible, for example:

- See usage and electricity costs on a daily basis from anywhere via the web — even with their Smartphone;
- Set notification preferences, receive notifications and view the account information 24 hours a day, 7 days a week;
- Potentially avoid bill surprises at the end of an unusual weather month, or even be informed during the month of unusual weather or other circumstances that may be driving electric usage higher than they anticipate, such as an equipment malfunction; and
- Have service reconnected faster through remote capability if service is disconnected.¹

In addition, other characteristics of the Prepaid Program can and should be offered to all residential customers regardless of the manner in which they pay for service. For example, every customer should if desired have:

- 1) Phone, text and/or email alerts when predesignated energy consumption levels and/or the cost of energy used has reached a certain level
- 2) Phone, text and/or email alerts with forecasts of anticipated energy consumption and/or the cost of associated energy consumed

The advantages of access to data alone should not be a basis for the adoption of a prepaid program as these elements where the meters and technology exist can and should be offered independent of payment options.

It's also important to point out that customers can prepay their accounts now if they so choose. There is nothing prohibiting customers from prepaying their account under current payment systems.

¹ Duke Energy Carolinas, LLC's Petition for Approval of Prepaid Advantage Program, Docket No. E-7, Sub 1213 at page 4.

Where remote disconnection technology exists, disconnection fees should be eliminated on all payment options since the true cost of disconnections is lower with remote disconnection technology.

Finally, there is the question of whether customers should earn interest on the funds held by the utility in a prepay program or whether customers should receive a lower rate when participating in a prepaid program. In any case, the utility should not be able to financially benefit from the proceeds related to holding customer funds, and instead, some tangible benefit should be given to participating customers if a prepaid program is approved.

Equal Payment Plans are Optimal Design for Low-Income Rate Payers

Many housing and consumer credit counselors in North Carolina recommend that their clients opt for Equal Payment Plans.² Equal Payment Plans, where anticipated energy costs are averaged over the year, provide customers with the significant benefit of a regular and predictable monthly utility payment. The optimal payment plan for low-income rate payers would be to combine Equal Payment Plans with access to real time energy consumption and cost data, as well as energy usage and cost alerts. Prepayment plans, however, if approved as proposed, will eliminate the current procedures and protections that help protect customers when dealing with disconnections and consumers will not have the predictive benefit of Equal Payment Plans.

Other Entities and Parties Recommending Consumer Protections in Prepay Programs or Objecting to Prepay Programs Generally

We are not alone in our concerns regarding the potential negative impacts and design of Prepaid Programs.

The National Association of State Utility Consumer Advocates, for example, has adopted a resolution, *Urging States to Require Consumer Protections as A Condition for Approval of Prepaid Residential Gas and Electric Service*, which proposes 12 consumer protections (see attached as exhibit 1), most of which are not part of this proposed Prepaid Program.³

The Office of Consumer Advocate, in the Commonwealth of Pennsylvania opposed a recent prepay proposal.⁴

² Louise Mack, President/CEO, Prosperity Unlimited Inc.

³ National Association of State Utility Consumer Advocates, Resolution 2011-3.

⁴ PECO Energy Company Pilot Plan for an Advance Payment Program and Petition for Temporary Waiver of Portions of the Commission's Regulations with Respect to that Plan, Commonwealth of Pennsylvania, Docket No. P-2016-2573023.

A recent Prepaid program proposal in Missouri, *Application for Approval of Flex Pay Program Pilot and Request for Associated Variances*, was withdrawn by the applicant.⁵

A prepaid program was rejected by the California Public Utilities Commission in part for the proposed program's inadequate disconnection notification procedures:

“We also take note of Consumer Groups’ logical inference that, depending on the communications means chosen (e.g., text message, automated phone message, or e-mail), customers on the proposed Prepay Program might receive no advance notice of termination at all since customers who are behind on their electric bills may also be behind on their internet or phone bills. We find that such an outcome is unacceptable.”⁶

Concerns Regarding Existing Prepayment Programs Impacts on Low-Income Customers

Relatively few studies examining prepayment programs exist, however, the Electric Power Research Institute (EPRI) has studied aspects of at least one prepaid program, M-Power, Arizona’s Salt River Project prepayment program.⁷ The study showed that between 2007 and 2010 the average median income of program participants was \$27,600 in 2007 and dropped to \$17,900 in 2010.⁸ The average income was \$33,200 in 2007 and dropped to \$24,400 in 2010.⁹ The study stated that “M-Power customers compared to all other residential customers were more likely to be relatively young, have families, be relatively low-income, be low electricity consumers, live in apartments, have been SRP customers for less than five years, and have unsatisfactory or “new” credit ratings.”¹⁰

As stated, we are especially concerned with the potential negative impacts this proposed Prepaid Program would have on low-income rate payers that would not have existing protections against disconnections. The EPRI study demonstrates the distinct possibility that this proposed program, intentionally or not, could end up being used predominately by vulnerable low-income customers.

⁵ Motion for Expedited Treatment and Request to Withdraw Application for Approval of Flex Pay Program Pilot and Request for Associated Variances, Before the Public Service Commission of the State of Missouri, File No. EO-2015-0055, April 24th, 2018.

⁶ California Public utilities Commission, *Decision Addressing The Application And The Motions To Adopt Partial Settlements*, Application 11-10-002 (Jan. 23, 2014), at page 54, available at <http://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M086/K541/86541422.PDF>

⁷ *Paying Upfront: A Review of Salt River Project’s M-Power Prepaid Program*, Electric Power Research Institute, October 2010 at v Abstract.

⁸ Id at page 4-6 Table 4-3.

⁹ Id at page 4-6 Table 4-3.

¹⁰ Id at page 4-6.

Conclusion and Recommendations

We appreciate the opportunity to comment with regards to the proposed Prepaid Program and recommend that the Commission not approve the program or in the alternative, if a prepaid program is approved, that the commission maintain protections for program participants provided by existing Rules R12-11 (a) (b) (f through n), and other essential Rules and require Duke to adopt additional consumer protections including each of those contained in The National Association of State Utility Consumer Advocates, resolution, *Urging States To Require Consumer Protections As A Condition For Approval Of Prepaid Residential Gas And Electric Service*.

Sincerely;

Alfred Ripley
Director of the Consumer, Energy and Housing Project
North Carolina Justice Center
224 S. Dawson St.
Raleigh, NC 27611

Louise Mack
Executive Director
Prosperity Unlimited
1660 Garnet St.
Kannapolis, NC 28083

Samuel Gunter
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EXHIBIT ONE

NATIONAL ASSOCIATION OF STATE UTILITY CONSUMER ADVOCATES

RESOLUTION 2011-3

URGING STATES TO REQUIRE CONSUMER PROTECTIONS AS A CONDITION FOR APPROVAL OF PREPAID RESIDENTIAL GAS AND ELECTRIC SERVICE

Whereas, the National Association of State Utility Consumer Advocates (“NASUCA”) has a long-standing interest in issues and policies that affect the access of residential consumers to essential gas and electric services; and

Whereas, some gas and electric utilities have sought to replace traditional credit-based service to some residential customers with prepaid service delivered through prepayment meters or digital meters with remote connection and disconnection capabilities; and

Whereas, prepaid gas and electric service requires customers to pay in advance for their service, with prepaid account balances decreasing as service is delivered; and

Whereas, automated and remote disconnection of service can and does occur when prepaid account balances are depleted; and

Whereas, experience in the United States and United Kingdom demonstrates that prepaid metering and prepaid billing (1) is targeted toward and concentrated among customers with low or moderate incomes that are facing service disconnections for nonpayment, (2) results in more frequent service disconnections or interruptions, and (3) is delivered at a higher rate than traditional credit-based service;¹ and

Whereas, most of the current state consumer protection requirements regarding the disconnection of service were not developed in anticipation of prepaid services, and such protections may be bypassed or eliminated when services are provided on prepaid basis; and

Whereas, proponents of prepaid service have sought legislation in at least one state providing that automated, remote disconnection of service upon depletion of prepaid account balances be considered a voluntary termination of service by the customer and not a disconnection by the utility subject to consumer protection laws and regulations regarding the disconnection of service;² and

Whereas, the proliferation of digital meters with remote connection and disconnection capabilities makes implementation of prepaid service more feasible economically for utilities; and

Whereas, prepaid utility service reduces or eliminates utility incentives to negotiate effective, reasonable payment agreements and to implement effective bill payment assistance and arrearage management programs; and

Whereas, increased service disconnections of vital gas and electric service that come with implementation of prepaid service and prepaid metering threaten the health and safety of customers, particularly those who are most vulnerable to the effects of a loss of service, including the elderly, disabled and low-income families, as detailed and documented in a companion resolution encouraging

state legislatures and state public utility commissions to institute programs to reduce the incidence of disconnection of residential gas and electric service based on nonpayment; and

Whereas, utilities offering prepaid service benefit financially from reduced cash working capital requirements, uncollectibles amounts and credit and collections risk; and

Whereas, utilities in at least one state require customers to pay deposits for a customer prepayment device or system;³ and

Whereas, providers of residential electric service in at least one state impose additional fees on customers choosing to make payments more frequently than once every thirty days and under other circumstances;⁴ and

Whereas, in at least one instance, a company has reportedly gone out of business after receiving prepayment funds from customers, resulting in large unpaid fines and more distressingly in an undetermined number of customers having lost their money;⁵

Now, therefore, be it resolved, that NASUCA continues its long tradition of support for the universal provision of essential residential gas and electric service for all customers;

Be it further resolved, that proposals by utility companies that seek to replace traditional credit-based service to some residential customers with prepaid service delivered through prepayment meters or digital meters with remote connection and disconnection capabilities should not be approved unless they guarantee that current consumer protections are not bypassed or eliminated and that adequate and comparable consumer protections are developed and in place. At a minimum, if prepaid services are offered, a utility should be required to satisfy each of the following conditions:

- (1) All regulatory consumer protections and programs regarding disconnection limitations or prohibitions, advance notice of disconnection, premise visits, availability of payment plans or deferred payment agreements, availability of bill payment assistance or arrearage forgiveness, and billing disputes are maintained or enhanced;
- (2) In the event that the billing credits of a customer receiving prepaid residential electric or natural gas service are exhausted, the customer shall be given a reasonable disconnection grace period, after which the customer shall revert to traditional, credit-based service, subject to all rules and customer protections applicable to such service;
- (3) Prepayment households include no one who is
 - (a) income-eligible to participate in the federal Low Income Home Energy Assistance Program (LIHEAP); or
 - (b) protected under state law from disconnection for health or safety reasons;
- (4) Prepaid service is only marketed as a purely voluntary service and is not marketed to customers facing imminent disconnection for non-payment;

- (5) Utilities offering prepaid service also offer effective bill payment assistance and arrearage management programs for all customers, including customers with arrearages who choose prepayment service;
- (6) Rates for prepaid service are lower than rates for comparable credit-based service, reflecting the lower costs associated with reduced cash working capital requirements, uncollectibles amounts and shareholder risk affecting a utility's return on equity;
- (7) Utilities demonstrate the cost effectiveness of any proposed prepaid service offerings through a cost versus benefit analysis and reveal how costs will be allocated among various classes of customers;
- (8) Prepayment customers are not subjected to any security deposits or to additional fees of any kind, including but not limited to initiation fees or extra fees assessed at any time customers purchase credits;
- (9) Utilities ensure there are readily available means for prepayment customers to purchase service credits on a 24-hour a day, seven-day a week basis;
- (10) Prepayment customers can return to credit-based service at no higher cost than the cost at which new customers can obtain service;
- (11) Payments to prepaid accounts are promptly posted to a customer's account so as to prevent disconnection or other action adverse to the customer under circumstances in which the customer has in fact made payment; and
- (12) Adequate financial mechanisms are developed and in place within the state to guarantee that funds prepaid by customers are returned to the customers who prepaid them if and when a company becomes insolvent, goes out of business or is otherwise unable to provide the services for which the funds were prepaid;

Be it further resolved, that the implementation of prepaid service programs should be monitored to ensure that it does not in practice result in an increased rate of service disconnections for non-payment;

Be it further resolved, that utilities implementing prepaid service programs should track and report to the state regulatory commission separately for credit-based and prepayment customers each of the data points delineated in the companion resolution urging the states to gather uniform statistical data on billings, arrearages and disconnections of residential gas and electric service;

Be it further resolved, that NASUCA authorizes its Executive Committee to develop specific positions and take appropriate actions consistent with the terms of this resolution. The Executive Committee shall advise the membership of any proposed action prior to taking action if possible. In any event the Executive Committee shall notify the membership of any action pursuant to this resolution.

Submitted by Consumer Protection Committee

Approved June 28, 2011

San Antonio, Texas

Abstention: Tennessee

[1] "SRP's prepaid electricity plan found to have higher rates," The Arizona Republic, (July 11 2010), www.azcentral.com/private/cleanprint/?1299004402750; Electric Power Research Institute, "Paying

Upfront: A Review of Salt River Project's M-Power Prepaid Program, (October 2010); Talbot, "Prepayment meters: A scourge penalizing the poor" (June 2009), <http://www.energychoices.co.uk/prepayment-meters-a-scurge-penalising-the-poor.html>; Centre for Sustainable Energy and National Right to Fuel Campaign, "Counting the Hidden Disconnected," (1998).

[2] See 2011 Iowa Proposed Legislation, House Study Bill158, <http://coolice.legis.state.ia.us/Cool-ICE/default.asp?Category=billinfo&Service=Billbook&menu=false&hbill=hsb158>.

[3] "Paying Upfront" A Review of Salt River Project's M-Power Prepaid Program," EPRI, Palo Alto, CA: (2010), <http://www.srpnet.com/environment/earthwise/pdfx/spp/EPRIMPower.pdf>.

[4] Biedrzycki, "New Fees On Residential Electric Bills Complicate Cost Comparisons For Consumers Shopping For A Better Deal And Penalize Those Who Save Electricity And Those Struggling To Pay Their Bill" (February 2011), <http://www.scribd.com/doc/49467979/Fees-Report-FINAL-2232011>.

[5] Texas Public Utility Commission, News Release, "PUC orders \$3.7 million in penalties: two former retail electric providers fined millions (Jan. 14, 2010), <http://www.puc.state.tx.us/nrelease/2010/011410.pdf>; "Consumer group: Electricity companies have big fees hidden in small print," KHOU11 Houston (April 30, 2011) , <http://www.khou.com/news/local/Consumer-group-Electricity-companies-have-big-fees-hidden-in-small-print-121014164.html>.

June 28th, 2011 | Categories: [Consumer Protection](#)

**Duke Energy Carolinas
Response to
North Carolina Public Staff Data Request
Data Request No. NCPS 171**

Docket No. E-7, Sub 1214

**Date of Request: January 28, 2020
Date of Response: February 7, 2020**

☐

CONFIDENTIAL

☒

NOT CONFIDENTIAL

Confidential Responses are provided pursuant to Confidentiality Agreement

The attached response to North Carolina Public Staff Data Request No. 171-5, was provided to me by the following individual(s): Max McClellan, Senior Rates & Regulatory Strategy Analyst, and was provided to North Carolina Public Staff under my supervision.

Camal O. Robinson
Senior Counsel
Duke Energy Carolinas

Request:

5. For each Duke Energy affiliate outside of North Carolina (i.e Florida, Indiana, Kentucky, Ohio, and South Carolina), please provide:
- A list of residential rate schedules/tariffs that address affordability, including those that offer any form of kWh usage or rate reduction to qualifying low income or elderly customers. Please include web links for each.
 - The eligibility requirements associated with each rate schedule/tariff that qualify customers for these discounts.
 - A brief history of each rate schedule/tariff indicating when they were originally approved and any changes to the programs since.
 - Web links or copies of the orders originally approving these rate schedules/tariffs.

Response:

DEC-SC

- a) Residential rate schedules/tariffs that address affordability:
- DEC (South Carolina) does not address affordability programs within its regulated residential tariffs or schedules.
- b) Eligibility requirements associated with each rate schedule/tariff:
- n/a
- c) Brief history of each rate schedule/tariff:
- n/a
- d) Web links or copies of the orders originally approving these rate schedules/tariffs:
- n/a

DEP-SC

a) Residential rate schedules/tariffs that address affordability:

- DEP (South Carolina) does not address affordability programs within its regulated residential tariffs or schedules.

b) Eligibility requirements associated with each rate schedule/tariff:

- n/a

c) Brief history of each rate schedule/tariff:

- n/a

d) Web links or copies of the orders originally approving these rate schedules/tariffs:

- n/a

DEF

a) Residential rate schedules/tariffs that address affordability:

- DEF does not address affordability programs within its regulated residential tariffs or schedules.

b) Eligibility requirements associated with each rate schedule/tariff:

- n/a

c) Brief history of each rate schedule/tariff:

- n/a

d) Web links or copies of the orders originally approving these rate schedules/tariffs:

- n/a

DEI

a) Residential rate schedules/tariffs that address affordability:

- DEI does not address affordability programs within its regulated residential tariffs or schedules.

b) Eligibility requirements associated with each rate schedule/tariff:

- n/a

c) Brief history of each rate schedule/tariff:

- n/a

d) Web links or copies of the orders originally approving these rate schedules/tariffs:

- n/a

DEK

a) Residential rate schedules/tariffs that address affordability:

- DEK does not address affordability programs within its regulated residential tariffs or schedules.

b) Eligibility requirements associated with each rate schedule/tariff:

- n/a

c) Brief history of each rate schedule/tariff:

- n/a

d) Web links or copies of the orders originally approving these rate schedules/tariffs:

- n/a

DEO

a) Residential rate schedules/tariffs that address affordability:

- Rate RSLI (electric), https://www.duke-energy.com/_media/pdfs/for-your-home/rates/electric-oh/sheet-no-36-rate-rsli-oh-e.pdf?la=en
- Rate RSLI (gas), https://www.duke-energy.com/_media/pdfs/rates/oh/sheetno34ratersliohgratecase1213.pdf?la=en
- Rate RFTLI (gas), https://www.duke-energy.com/_media/pdfs/rates/oh/sheetno36raterftliohgratecase1213.pdf?la=en

b) Eligibility requirements associated with each rate schedule/tariff:

- Please see the links included in the response to DEC PS DR 171-5a.

c) Brief history of each rate schedule/tariff:

- Please see the case numbers included in the response to DEC PS DR 171-5d.

d) Web links or copies of the orders originally approving these rate schedules/tariffs:

- Please see the PUCO docket search at <https://dis.puc.state.oh.us/>. For gas, see Case 07-0589. For electric, see Case 08-0709.

RATE RSLI

RESIDENTIAL SERVICE – LOW INCOME

APPLICABILITY

Applicable to up to 10,000 electric customers who are at or below 200% of the Federal poverty level and who do not participate in the Percentage of Income Payment Plan (PIPP). Applicable to electric service other than three phase service, for all domestic purposes in private residences and single occupancy apartments and separately metered common use areas of multi-occupancy buildings in the entire territory of the Company where distribution lines are adjacent to the premises to be served.

Residences where not more than two rooms are used for rental purposes will also be included. Where all dwelling units in a multi-occupancy building are served through one meter and the common use area is metered separately, the kilowatt-hour rate will be applied on a "per residence" or "per apartment" basis, however, the customer charge will be based on the number of installed meters.

Where a portion of a residential service is used for purposes of a commercial or public character, the applicable general service rate is applicable to all service. However, if the wiring is so arranged that the service for residential purposes can be metered separately, this rate will be applied to the residential service, if the service qualifies hereunder.

For customers taking service under any or all of the provisions of this tariff schedule, this same schedule shall constitute the Company's Standard Service Offer.

TYPE OF SERVICE

Alternating current 60 Hz, single phase at Company's standard secondary voltage.

NET MONTHLY BILL

Computed in accordance with the following charges:

1. Distribution Charges
 - (a) Customer Charge \$2.00 per month
 - (b) Energy Charge \$0.031482 per kWh

2. Applicable Riders

The following riders are applicable pursuant to the specific terms contained within each rider:

Sheet No. 77, Rider ETCJA, Electric Tax Cuts and Jobs Act Rider

Sheet No. 80, Rider ESRR, Electric Service Reliability Rider

Sheet No. 83, Rider OET, Ohio Excise Tax Rider

Sheet No. 84, Rider PF, PowerForward Rider

Sheet No. 86, Rider USR, Universal Service Fund Rider

Sheet No. 88, Rider UE-GEN, Uncollectible Expense – Electric Generation Rider

Sheet No. 89, Rider BTR, Base Transmission Rider

Sheet No. 97, Rider RTO, Regional Transmission Organization Rider

Filed pursuant to an Order dated December 19, 2018 in Case No. 17-0032-EL-AIR before the Public Utilities Commission of Ohio.

Issued: April 5, 2019

Effective: January 2, 2019

Issued by Amy B. Spiller, President

NET MONTHLY BILL (Contd.)

Sheet No. 101, Rider DSR, Distribution Storm Rider
Sheet No. 103, Rider DCI, Distribution Capital Investment Rider
Sheet No. 104, Rider DR-IM, Infrastructure Modernization Rider
Sheet No. 105, Rider DR-ECF, Economic Competitiveness Fund Rider
Sheet No. 108, Rider UE-ED, Uncollectible Expense – Electric Distribution Rider
Sheet No. 110, Rider AER-R, Alternative Energy Recovery Rider
Sheet No. 111, Rider RC, Retail Capacity Rider
Sheet No. 112, Rider RE, Retail Energy Rider
Sheet No. 115, Rider SCR, Supplier Cost Reconciliation Rider
Sheet No. 119, Rider EE-PDRR, Energy Efficiency and Peak Demand Response Recovery Rate
Sheet No. 122, Rider DDR, Distribution Decoupling Rider
Sheet No. 126, Rider PSR, Price Stabilization Rider

MINIMUM CHARGE

The minimum charge shall be the Customer Charge as stated above.

BILLING PERIODS

For purposes of administration of the above charges, the summer period is defined as that period represented by the Company's billing for the four (4) revenue months of June through September. The winter period is defined as that period represented by the Company's billing for the eight (8) revenue months of January through May and October through December.

LATE PAYMENT CHARGE

Payment of the total amount due must be received in the Company's office by the due date shown on the bill. When not so paid, an additional amount equal to one and one-half percent (1.5%) of the unpaid balance is due and payable.

The late payment charge is not applicable to:

- Unpaid account balances of customers enrolled in income payment plans pursuant to Section 4901:1-18-04(B), Ohio Administrative Code; and
- Unpaid account balances for services received from a Certified Supplier.

TERMS AND CONDITIONS

This rate is available upon application in accordance with the Company's Service Regulations.

The supplying and billing for service and all conditions applying thereto are subject to the jurisdiction of the Public Utilities Commission of Ohio and to the Company's Service Regulations currently in effect, as filed with the Public Utilities Commission of Ohio.

Filed pursuant to an Order dated December 19, 2018 in Case No. 17-0032-EL-AIR before the Public Utilities Commission of Ohio.

Issued: April 5, 2019

Effective: January 2, 2019

Issued by Amy B. Spiller, President