Protection of Vulnerable Customers

Utility Low Income Assistance Programs

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Overview of New York Programs

• Annual Funding:
  Funding May 2014 - $129.7 million
  Funding YE 2009 - $65.0 million
  Funding YE 2005 - $37.0 million

• Number of Participants:
  May 2014 – 1,128,000 (11.6% of residential utility customers)
  Participants YE 2009 - 730,000
  Participants YE 2005 - 587,000

• Types of Low-Income Assistance Programs in New York
  – Broad-based discounts
  – Targeted Assistance
Benefits Per Participant

• Average annual benefit of $120 per participant

• Benefits for heating customers average approximately 10% of total bill

• Targeted programs provide a wider range of benefits
  – Central Hudson -- income-based credit up to $1800 per year
  – National Fuel Gas -- up to 40% total bill discount

• Portfolio of Programs
  – 5 of New York’s 7 major energy utilities use both broad-based and targeted approaches
  – Vast majority of funding (84%) is provided for broad-based programs
NYSPSC’s On-Going Work

- Continue to review program funding for utilities within rate cases.

- Continue to balance additional funding for low-income assistance programs with impacts on non-participants.

- Continue to reflect best practices. For example:
  - implement low-income gas discounts volumetrically where practical
  - arrears forgiveness programs should provide some allowance for missed payments by participants

- Continue to monitor all programs to ensure they are operating as intended.