



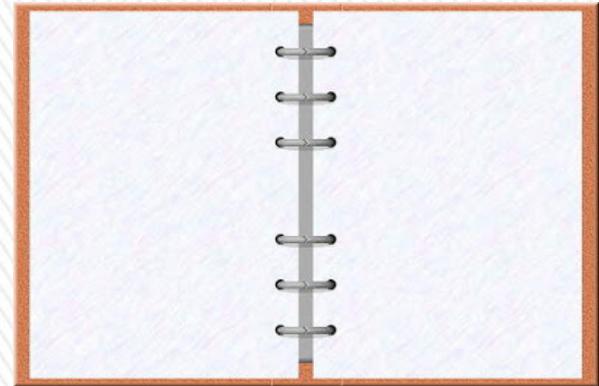
# ORANGE & ROCKLAND LOW INCOME PROGRAM



CUSTOMER ENERGY SERVICES  
TINEESHA MCMULLEN

# AGENDA

- **Customer Energy Services Overview**
- **Low Income Programs Overview**
- **Low Income Implementation Plan**
- **PSC Changes to LI Program**
- **O&R Proposed Implementation Plan Details**



# CUSTOMER ENERGY SERVICES (CES) OVERVIEW

- Retail Access
- Energy efficiency (EE) and renewables
  - Small Business Direct Install
  - Commercial & Industrial Program
  - Efficient Products
  - HVAC Program
- Demand-Response
- REV Demonstration and the Marketplace
- Low income programs
- Assist stakeholders with the various programs



# LOW INCOME PROGRAM OVERVIEW

- Home Energy Assistance Program (HEAP) assists household
- O&R's provides a monthly bill credit to gas and electric customers that receive HEAP
- EH-\$27; ENH-\$17; GH-\$17; GNH-\$6
- Total budget of \$4.5M
- Neighborhood Fund and People for People Fund
- EmPower low income EE program administered by NYSERDA



# PSC CHANGES TO LI PROGRAM

- PSC requires customers spend up to 6% annual income on utility bills
- Tier structure created and proposed by PSC

STAFF PROPOSED MONTHLY CREDIT AMOUNTS FOR O&R						
	HEAP PAYMENT	AVERAGE INCOME	ELECTRIC CREDIT		GAS CREDIT	
Tier 1	\$350	\$35,327	\$35	\$35	\$9	\$3
Tier 2	\$375	\$28,018	\$55	\$55	\$22	\$3
Tier 3	\$400	\$20,709	\$76	\$76	\$36	\$3
Tier 4	DSS	N/A	\$57	\$57	\$25	\$3

- Requirement for budget billing with an option to opt-out (Tier 4 customers who bills are paid by Dept. of Social Services are exempt)
- Utilities implement educational efforts
- PSC proposed O&R increase credits from \$4.5M to \$14.6M annually to serve 11,000 customers



# O&R PROPOSED IMPLEMENTATION DETAILS

- Proposed three-year EE and behavioral program to reduce bills by 20 percent
  - \$4.5 million annual spending for 3 years for new EE program
  - After 4 years, credit spending reduces
  - Serve 6,600 O&R low income customers in 3 years
- Reduce O&R program costs by partnering with NYSERDA and Simple Energy
- Introduce a behavioral platform with targeted messaging
- Improve customer outreach and education regarding conservation awareness



# QUESTIONS

