ORANGE & ROCKLAND
LOW INCOME PROGRAM

CUSTOMER ENERGY SERVICES
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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

<table>
<thead>
<tr>
<th>Tier</th>
<th>HEAP Payment</th>
<th>Average Income</th>
<th>Electric Credit</th>
<th>Gas Credit</th>
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<tbody>
<tr>
<td>Tier 1</td>
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<td>Tier 4</td>
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- 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