Welcome!
We will be starting soon.
The Low-Income Forum on Energy Presents:

Creating a Nonprofit Hub for Energy Assistance

Jennifer Gremmert, Energy Outreach Colorado

January 19, 2017
1:30 p.m. – 2:30 p.m. ET
LIFE, the Low-Income Forum on Energy, is a unique statewide dialogue that brings together organizations and individuals committed to addressing the challenges and opportunities facing low-income New Yorkers as they seek safe, affordable and reliable energy.

Supported by the New York State Public Service Commission and the New York State Energy Research and Development Authority (NYSERDA), the LIFE dialogue encourages an interactive exchange of information and collaboration among the programs and resources that assist low-income energy consumers.

Working to help low-income New Yorkers address energy issues.
→ Monthly webinars

**Wednesday, February 22, 2017 @ 1:30-2:30 p.m. ET**

*Building Better Energy Efficiency Programs for Low-Income Households*
Ariel Drehobl, American Council for an Energy Efficient Economy

**Thursday, March 23, 2017 @ 1:30-2:30 p.m. ET**

*What Can PACE Financing Do for Affordable Housing?*
Mark Thielking, Energize NY and Jeanine Baney, Drum Hill Senior Living

→ Monthly email newsletter

Sign up at nyserda.ny.gov/LIFE – “Join the email list.”

→ Social media

LinkedIn: Low-Income Forum on Energy
Twitter: @LIFEnys
Find more information on the website
nyserda.ny.gov/LIFE

Join the mailing list
nyserda.ny.gov/LIFE – “Join the email list.”

Newsletter suggestions, webinar ideas, event announcements
LIFE@nyserda.ny.gov

Contact LIFE
Phone: 866-697-3732 – Request “Low-Income Forum on Energy”
Email: LIFE@nyserda.ny.gov
Asking and Responding to Questions

Welcome!
We will be starting soon.

Type into the text field and click “send.”
Technical Difficulties or Contacting the Host

Click on the “Chat” icon to activate the chat function.
Low-Income Forum on Energy
Creating a Nonprofit Hub for Energy Assistance
January 19, 2017
Agenda

• History of Energy Outreach Colorado (EOC)
• EOC Programs and Funding
• EOC Energy Efficiency Program Overview and Processes
• Enrollment Success
• Case Studies
• Key Factors for Success
• Concluding Remarks and Questions
About Energy Outreach Colorado (EOC)

- Statewide nonprofit; founded in 1989
- Mission – To ensure all Coloradans have access to affordable home energy.
- Budget is $25 million in 2016-17; 22 staff
- Raised nearly $300 Million to support low-income families
- Programs: Bill Payment Assistance, Energy Efficiency Projects, Energy Education and Advocacy
- One stop shop for energy assistance and efficiency
- Strong public/private partnerships
- Advocacy plays key role in organization’s success
Colorado’s Energy Environment

- LiHEAP operates Nov-April; 165% FPL; serves 85,000 annually
- WX; 200% FPL; serves 2,500 annually
- EOC; up to 80% AMI; serves approximately 22,000; some duplication with LiHEAP
- PIPP Program in place; serves 19,000; 6% energy burden; must receive LiHEAP to be eligible
- EOC serves additional 4,500 with efficiency programs (MF and SF); 38 nonprofit facilities
- Behavior change addressed in all programs
- One combo utility (70% of state); three other IOUs; 24 REAs’ 33 MUNIs; propane; wood; three appointment PUC; OCC
Unique Factors about EOC

• Created in statute but private nonprofit – lots of flexibility
• Significant funding opportunities over the years
  – Settlements from decommissioning of nuclear power plant; spent fuel rod settlement
  – Unclaimed utility funds flow to organization; deposits and refunds; unclaimed LiHEAP – in vendor agreement
  – Fines from quality services plans
  – Late payment fees
  – State severance tax funds
• Historically, we’ve been at the right place at the right time
## Energy Outreach Colorado Programs and Funding

<table>
<thead>
<tr>
<th>Bill Payment Assistance</th>
<th>Energy Efficiency Projects</th>
<th>Efficiency Education &amp; Advocacy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utility Bill Check off Programs</td>
<td>Utility DSM Contracts</td>
<td>Individual and Corporate donors</td>
</tr>
<tr>
<td>Residential Late Fees – Xcel Energy</td>
<td>State Weatherization Funds – Multi-family buildings</td>
<td>Contracts with Affordable Housing Developers and Housing Authorities</td>
</tr>
<tr>
<td>Severance Tax Operational Funds – State funds – ON HOLD</td>
<td>Crisis Intervention Program – LIHEAP Funds</td>
<td>Utility contracts</td>
</tr>
<tr>
<td>Individual Donors – 25,000</td>
<td>City and County of Denver – franchise fee negotiation</td>
<td></td>
</tr>
<tr>
<td>Corporations and Foundations</td>
<td>Oil and gas producers</td>
<td>Individual and Corporate donors</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Energy Outreach Colorado Efficiency Programs

<table>
<thead>
<tr>
<th>Multi-family Affordable Housing</th>
<th>Nonprofit Energy Efficiency Program</th>
<th>Single Family</th>
</tr>
</thead>
<tbody>
<tr>
<td>Centrally heated and individually heated buildings – more than 5 units</td>
<td>Commercial buildings – shelters, food banks, transitional housing, administrative offices</td>
<td>CARE – up to 80% AMI Coordinate with State Weatherization Program</td>
</tr>
<tr>
<td>Statewide provider for State Weatherization Program</td>
<td>City and County of Denver</td>
<td>Crisis Intervention Program – LIHEAP - Furnace replacement and repair</td>
</tr>
<tr>
<td>Also working with Rural Electric Cooperatives and Municipal Utilities</td>
<td>Large energy users that have not been targeted historically</td>
<td>Propane conversion program  - Atmos Energy, Colorado Natural Gas - Rural communities – DSM funds</td>
</tr>
<tr>
<td>Ability to decrease customer bills; deal with split incentives</td>
<td>Used to “band aiding” systems</td>
<td>Creates unique access points to customers</td>
</tr>
</tbody>
</table>
PROGRAM QUALIFICATIONS

LEAP

1. Low Income Energy Assistance Program

You are eligible if...
- You are a U.S. citizen or legal resident of Colorado
- You pay heating costs to an energy provider or your rent includes cost of heating
- Your gross monthly household income is within guidelines.

LEAP Income Guidelines

<table>
<thead>
<tr>
<th>Household Size</th>
<th>Monthly</th>
<th>Annual</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$1,634</td>
<td>$19,608</td>
</tr>
<tr>
<td>2</td>
<td>$2,203</td>
<td>$26,436</td>
</tr>
<tr>
<td>3</td>
<td>$2,772</td>
<td>$33,264</td>
</tr>
<tr>
<td>4</td>
<td>$3,341</td>
<td>$40,092</td>
</tr>
<tr>
<td>5</td>
<td>$3,911</td>
<td>$46,932</td>
</tr>
<tr>
<td>6</td>
<td>$4,480</td>
<td>$53,760</td>
</tr>
<tr>
<td>7</td>
<td>$5,050</td>
<td>$60,600</td>
</tr>
<tr>
<td>8</td>
<td>$5,622</td>
<td>$67,464</td>
</tr>
</tbody>
</table>

WEATHERIZATION

2. Weatherization Assistance Program

You are eligible if...
- You qualify for LEAP or meet all other LEAP qualifications except income but meet the income guidelines listed below.
- Your home needs to be weatherized.

Weatherization Income Guidelines

<table>
<thead>
<tr>
<th>Household Size</th>
<th>Monthly</th>
<th>Annual</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$1,962</td>
<td>$23,540</td>
</tr>
<tr>
<td>2</td>
<td>$2,655</td>
<td>$31,860</td>
</tr>
<tr>
<td>3</td>
<td>$3,348</td>
<td>$40,180</td>
</tr>
<tr>
<td>4</td>
<td>$4,042</td>
<td>$48,500</td>
</tr>
<tr>
<td>5</td>
<td>$4,735</td>
<td>$56,820</td>
</tr>
<tr>
<td>6</td>
<td>$5,428</td>
<td>$65,140</td>
</tr>
<tr>
<td>7</td>
<td>$6,122</td>
<td>$73,460</td>
</tr>
<tr>
<td>8</td>
<td>$6,815</td>
<td>$81,780</td>
</tr>
</tbody>
</table>

CARE

3. Colorado Affordable Residential Energy Program

You are eligible if...
- Your household income is below 80% of your county’s area median income (guidelines listed below).
- There is a CARE agency serving your county (counties listed below).
- You are a current customer of a CARE utility provider.

CARE Income Guidelines

<table>
<thead>
<tr>
<th>Household Size</th>
<th>Monthly</th>
<th>Annual</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$3,740</td>
<td>$44,880</td>
</tr>
<tr>
<td>2</td>
<td>$4,273</td>
<td>$51,280</td>
</tr>
<tr>
<td>3</td>
<td>$4,807</td>
<td>$57,680</td>
</tr>
<tr>
<td>4</td>
<td>$5,340</td>
<td>$64,080</td>
</tr>
<tr>
<td>5</td>
<td>$5,773</td>
<td>$69,280</td>
</tr>
<tr>
<td>6</td>
<td>$6,200</td>
<td>$74,400</td>
</tr>
<tr>
<td>7</td>
<td>$6,627</td>
<td>$79,520</td>
</tr>
<tr>
<td>8</td>
<td>$7,053</td>
<td>$84,640</td>
</tr>
</tbody>
</table>

Energy Efficiency as a Key Solution

“It’s less expensive, and smarter, to preserve the affordable housing stock that the nation has already paid to construct.”

– National Housing Trust
Enrollment Success

• **Single-Family Weatherization**
  - Referrals come from energy assistance partners
  - EOC created CARE – Colorado Affordable Residential Energy Program - to serve up to 80 % AMI – including those denied by weatherization
  - Leveraged single-family Weatherization Assistance Program (WX) – production decreasing dramatically with state funding cuts
  - Partnered with small conservation organizations in rural communities – allows leveraging with rural electric cooperatives and municipal utilities
  - Utility rebate funds applied during furnace replacement completed through Crisis Intervention Program – new process developed
  - Energy Saving Kits – created cost effective program with large savings
  - Propane conversion was a unique program serving rural natural gas utilities – huge cost benefit to consumers to covert from propane to natural gas – Public Utility Commission approved program – funded through DSM
Impact Potential

Residential buildings built before 1980 make up approximately 50% of the U.S. total housing stock, but account for an estimated 70% of greenhouse gas emissions

--Enterprise Community Partners, 2014
Enrollment Success

- **Multi-family Weatherization**
  - EOC’s legislative/regulatory advocacy efforts carved out funding for low-income consumers in DSM program development; Total Resource Cost (TRC) test can be lower than 1.0 for specific projects as low as overall portfolio is greater than 1.0
  - 25% non energy benefit adder for low-income programs
  - Leveraging multiple funding sources, including owner contributions, to complete projects is key to the success; projects rarely completed without multiple funding sources
  - Used Youth Corps to “blast” large buildings with low-cost measures and behavior change programs

- **Nonprofit Energy Efficiency Program**
  - Think homeless shelters, food banks, transitional housing, NPO offices
  - Large energy users that did not have active utility account managers
  - Needed to do a lot of education to encourage participation
  - EOC had existing relationships with nonprofits statewide through energy assistance program; targeted homeless service providers
Process for MF and NEEP

- Building owner applies via website – funnel for all efficiency programs
- Eligibility determined based on tenant income – key is working with the owner; central heating systems versus individual furnaces; different funding sources have different eligibility requirements
- Walk through, assessment and committee meeting before energy audit is conducted; use Engineering firm and on staff Engineers
- List of cost effective energy measures is developed and modeled
- Only measures supported by the audit are completed; model is key
- Leveraging of funds is key to maximize measures installed
- Energy efficiency measures are installed by subcontractors
- Warranties stay with building owner – triangular contract (EOC, owner and subcontractors)
- Post work inspection is conducted by EOC staff; EOC tracks all data
- Facility manager training is also key and maintained post project completion to ensure savings goals are met; education conducted throughout process
- EOC drives this process otherwise building owners typically go with lowest cost replacements
Efficiency Benefits for Residents

- More affordable energy bills
- Improved health and safety
- Reduced operation and maintenance costs
- Increased productivity and comfort
- Reduced water and energy use
- Noise reduction

For Landlords

- Increased property value and marketability for owner
- Preservation of units
Improved Ability to Afford Energy Bills

In multi-family buildings, residents annually benefit an average of $300 PER UNIT after retrofits, from utility savings and indirect benefits.

--Enterprise Community Partners, 2014
Improved Safety & Health

Low income families who live in affordable housing units spend 5x more on health care and 33% more on food as compared with similarly situated families who do not live in affordable housing.

--Enterprise Community Partners, 2014
Key Factors for Growth and Success

• Subcontractor Model – able to ramp up and down quickly
• Leveraging Funds – public, utility and other private funds
• Understanding Funders’ Goals
  • Utilities = Savings
  • State and DOE = Production
  • Cities/Corporations = Carbon Reduction
• Producing and Tracking Results and Good Reporting
  • Database – tracking units, kW, kWh, Dths, carbon – working to add water savings
  • Outcomes – Measurement and Verification
  • Continuous Process Improvement
• Keeping the Clients needs first
  • Building Owners and Residents
  • Advocacy on their behalf – no one else considered their needs
  • Key partner for affordable housing efforts
Garden Court Apartments, Denver

15 buildings with 300 units of affordable housing
• Annual total utility costs of $263,765

Energy Efficiency Measures installed:
• Boiler replacements ($895K)
• Insulation
• Lighting, common areas and in unit lighting,
• Refrigerators

Total Project cost – $1,050,000
• Leveraged five (5) funding sources and financing (40%)
• Xcel Energy provided 20% of the cost through rebates

Predicted Annual Savings – $69,120 – **26% Annual utility bill reduction**
• With leveraged grant funds, 6-year simple payback for owner

Savings can be spent on:
• Other capital improvements
• Additional staff for supportive services
Denver Rescue Mission
Girls Inc.
Single Family Program

• Created CARE to serve prev WX/waitlisted, “gap” utility customers 60-80% AMI

• Focus on highly cost effective measures that align with utility rebate programs

• Address countless H&S issues for clients
Renewable Energy Options

• 18 MW of 100% Low-income Community Solar Gardens recently approved
• To be completed over next three years
• EOC will subscribe a minimum of 7 MW
• This means applying a bill discount on electric bills of existing clients
• DSM/WX helps primarily with gas bill – CSG benefits electric bill
• State weatherization program piloting rooftop solar
• 178 existing clients have rooftop solar now
Concluding Remarks

• Important to maintain momentum gained in the last few years; requires education through regulatory efforts
• Changing budget percentages between energy assistance and energy efficiency requires careful planning
• Lower energy prices challenge the energy efficiency programs
• There is “no one-size fits all” solution – flexibility and adaptability are required to authentically serve clients well
• Evaluation of programs critical to future funding opportunities
• Utilities and regulators need to recognize how these programs require different regulatory parameters than “market rate” programs
• Requires more “hand-holding” and “selling” than typical projects
Community Impact
Results

• Since 1989 –
  – 2.4 M clients served with $153 M in energy assistance
  – 6,300 clients served through CIP ($8 M)
  – 339 nonprofits served through NEEP ($18 M)
  – 40,000 multi-family and single family units served ($53 M)
  – 277 CARE families helped ($775,000) NEW
  – $10.6 M in lifetime electric and gas savings saved for families (Lifetime = 8 yr. electric; 16 yr. gas savings)
  – Approx. 20,000 Metric Tons of CO2 reduced
  – $ 250 M Generated though advocacy activity (est.)
  – $ 250 M Saved through regulatory intervention (est.)
Jennifer Gremmert
Deputy Director
303-226-5052
jgremmert@energyoutreach.org

www.EnergyOutreach.org
Join us for the next webinars:

**January 19, 2017 @ 1:30 p.m. – 2:30 p.m. ET**

**Creating a Nonprofit Hub for Energy Assistance**
Jennifer Gremmert, Energy Outreach Colorado

**March 23, 2017 @ 1:30 p.m. – 2:30 p.m. ET**

**What Can PACE Financing Do for Affordable Housing**
Mark Thielking, Energize NY and Jeanine Baney, Drum Hill Senior Living

nyserda.ny.gov/LIFE-Webinar-Series
Find more information on the website
tyserda.ny.gov/LIFE

Join the mailing list
nyserda.ny.gov/LIFE – “Join the email list.”

Newsletter suggestions, webinar ideas, event announcements
LIFE@nyserda.ny.gov

Contact LIFE
Phone: 866-697-3732 – request “Low-Income Forum on Energy”
Email: LIFE@nyserda.ny.gov