*This document contains the reporting requirements for utilities under RCW 19.405.120(4). The report should be filled out using the Excel version found on the Commerce website. This document is meant to be used as a worksheet to collect information only. Please do not submit this word document.*

**Definitions:**

“Crisis/Emergency Program” is typically a one-time financial assistance or arrangement to prevent or in response to service shut offs or interruptions

"Energy assistance" means a program undertaken by a utility to reduce the household energy burden of its customers.

(a) Energy assistance includes, but is not limited to, weatherization, conservation and efficiency services, and monetary assistance, such as a grant program or discounts for lower income households, intended to lower a household's energy burden.

(b) Energy assistance may include direct customer ownership in distributed energy resources or other strategies if such strategies achieve a reduction in energy burden for the customer above other available conservation and demand-side measures.

"Energy assistance need" means the amount of assistance necessary to achieve an energy burden equal to six percent for utility customers.

“Long-term Program” refers to measures that create sustained energy savings, such as heating, air-sealing, insulation, windows or other energy efficiency measures.

"Low-income" means household incomes that do not exceed the higher of eighty percent of area median income or two hundred percent of federal poverty level, adjusted for household size.

“Short-term Program” refers to monthly, bi-monthly or annual payments, or other offsets to billing.

**Part A. Program and Contact Information**

1. Company and Contact Information
   1. Company
   2. EIA ID
   3. Address City/Town
   4. State
   5. ZIP Code
   6. Contact Name

**Part B. Individual Program Information**

Please fill out Part B for each energy assistance program. Include any program that reduces energy burden for customers of your utility, including those your utility administers and those administered by a third party. Please only include those programs that include some amount of utility funds.

Programs that do not exclusively serve low-income customers may be included, as long as the participation of and impact to low-income customers can be separately tracked or reported. Examples of such programs include multifamily energy efficiency or manufactured home replacement programs.

Please provide data for calendar year (Jan-Dec) 2019 and 2020, separately.

Complete this section for each energy assistance program that serves electric customers. Programs can serve other fuel types, but reporting should only include information related to electric customers.

Please report arrearage management programs in Section 3.

Questions with an asterisk are mandatory. Unmarked questions are subject to availability of data*.*

1. Mechanisms to Reduce Energy Burden
   1. Program overview:
      1. Name of program
      2. Mechanism used to reduce energy burden (choose one):
         1. Energy bill assistance
         2. Rate discount
         3. Energy efficiency
         4. Renewables
         5. Demand Response
         6. Other
      3. Program type (short term, long term, crisis)\*
      4. Fuel Type(s)\*
      5. Annual expenditure\* (If possible, please separately report money disbursed or credited to customers and O&M for program)
      6. How long has the program been running? (50 words max)\*
      7. Targeted customer segments and program eligibility requirements (100 words max)\*
      8. Is this a utility, third-party or hybrid program? (Please provide further details for hybrid programs)\*
      9. What are the administration and/or implementation roles of the utility (e.g. application processing, income verification, marketing, audits, energy efficiency measure installation)\*
      10. Updates since last energy assistance compliance report (*not applicable for first report*)\*
   2. Conservation
      1. Provide a list or reference of energy efficiency measures offered by the utility.\*
      2. Please provide your retail rate, measures, and number of units installed or households served for each measure. Please refer to the Northwest Power and Conservation Council Regional Technical Forum (RTF) to look up the annual savings and estimated useful life for each measure.\*
      3. A utility may report additional metrics for a program to demonstrate how the conservation mechanism reduces energy burden.

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **Measure** | **BPA reference number (if applicable)** | **# of low- income units/households** | **Per unit annual kWh savings (from RTF\*\*)** | **Estimated Useful Life (EUL) (from RTF)** | **Rate ($/kWh)** | **Annual bill savings**  **(= kWh savings\* rate\*# of units)** | **Lifetime bill savings [= net present value (discount rate; annual value)]** |
|  |  |  |  |  |  | Calculated in Excel | |
|  |  |  |  |  |  |

\*\*RTF = Regional Technical Forum (https://rtf.nwcouncil.org/measures)

* 1. Program outcomes:
     1. What are the annual goals or targets for this program\* (e.g. # customers served, energy savings aMW, assistance amount provided). If no goal exists enter “none.” You may provide a quantitative value or narrative explanation.
     2. For each annual goal or target, what were the program outcomes? Please provide outcomes by occupancy status (e.g., renter vs. owner), if available.
     3. Provide the total number of program participants\*
     4. Provide the total annual reduction in home energy bills for all program participants \* (Please report total bill reductions for all participants in dollars).

And, subject to availability, please disaggregate the amount provided above)

* + - 1. by income bracket
      2. by occupancy status (e.g., renter vs. owner)
    1. Describe successes and challenges of the program to reduce energy burden. (500 words max)\*
    2. A utility may report additional metrics for a program to demonstrate how the mechanism reduces energy burden. For example, reporting average % reduction of energy burden or energy bill for households in program.
  1. Current Program costs. Report the program costs in the following categories:
     1. Incentive or direct customer assistance expenditure\*
     2. Program administration and operation, including marketing and outreach. (Reported amount should include expenses for both direct utility funded programs as well as administrative costs or overhead for third party funded programs such as administrative costs from a CAP/utility contract)\*
     3. If not included in program administration costs, please report utility staffing costs (You may approximate utility staffing FTEs for this program using approximate staff time multiplied by annual salary)

1. Arrearage Management

Please report only on arrearage management programs that reduce energy burden for customers. As with section 2, programs that do not exclusively serve low-income customers may be included, as long as the participation of and impact to low-income/high-burden customers can be separately tracked or reported, and only report information for electric customers.

1. What is the average arrearage amount for program participants at the time of their enrollment?\*
2. What is the term of the program or what is the typical number of months over which payments are spread out?\*
3. What percent of arrearages or dollar value does the program intend to forgive for participants?\*
4. Some customers may not complete the full program term. On average, what percent of arrearages are actually forgiven by the program?
5. A utility may report additional metrics for a program to demonstrate how the arrearage management program reduces energy burden.

**Part C. Plan to Increase Effectiveness**

(Narrative) Based on the data provided, provide a plan to improve the effectiveness of energy assistance programs and strategies toward meeting energy assistance need, including concrete actions and discussion of the following:\*

Describe how your utility plans to demonstrate progress towards providing energy assistance pursuant to the goals in RCW 19.405.120(4)(a)(iii):

* + Sixty percent of the current energy assistance need, or increasing energy assistance by fifteen percent over the amount provided in 2018, whichever is greater, by 2030; and
  + Ninety percent of the current energy assistance need by 2050. (500 words max)\*

The assessment must touch on the following areas and include the following information in your plan to demonstrate progress:

* 1. Short-term and sustained energy burden reduction
     1. Changes to short-term programs
     2. Changes to long-term programs
     3. Please describe how the mix of energy assistance programs prioritize short-term versus sustained energy burden reduction.
  2. Outreach
     1. Program targeting and outreach effectiveness to underserved or vulnerable customers
     2. Program targeting and outreach effectiveness to high burden customers
     3. Customer satisfaction (ease of enrollment, access issues etc…)
  3. Funding
     1. Program funding from the utility
     2. Program funding from federal or state programs
     3. Program funding from other sources.
     4. Please provide information as to the consistency of these funding sources (i.e. if donation based, average year over year variations in total funding available)
     5. Program operational efficiency at reducing energy assistance need using available funding

**Part D. Outreach and Targeting**

Data reported in this section can be cross-cutting for all energy assistance programs. Information on individual programs can be included if the utility wants to provide it. Utilities may also use an individual program to highlight specific efforts on outreach and targeting.

1. (Narrative) Describe outreach to low-income households including partnerships with community based organization and Tribes to deliver programs. If applicable, describe how outreach prioritizes households with high energy burden. Narrative should include the following elements:\*
   1. **Process**. Describe how program design and/or messaging reflects input from eligible communities. Describe any way that outreach is tracked, evaluated, and reported on.
   2. **Design**. Describe any way the program is linguistically and culturally appropriate for vulnerable populations, including utility strategies to handle language barriers.
   3. **Targeting**. Describe how this program is directed to prioritized communities.
2. Outreach and targeting effectiveness. This section is meant to provide a gap analysis of service from current programs. If quantitative or qualitative data is not available, please provide as much anecdotal information as possible in the space provided, including insights from Community Action Councils/Partnerships and other community partners.
   1. Using the DOE LEAD tool, Census, American Community Survey or utility data:
      1. Report the percent of **customers in your service territory** who belong to the following segments:
         1. Low-income (200% FPL or 80% AMI)
         2. High energy burden (over 6%)
         3. Renters
         4. Limited English speakers
         5. Seniors (65+)
      2. Report or estimate the percent of **program participants** that belong to the 5 segments in the previous section. Please comment on the makeup of program participants vs. all customers and identify clearly underserved customer segments.
      3. Geographical equity: To understand the accessibility of programs please provide information on the geographic component of service provided.

Compare the number of low-income program participants in different geographical areas to the geographical distribution of your customers (e.g. by zip code, city or census tract). Please identify any regions, cities or communities that appear underserved by the program and comment on potential causes. You may include a narrative response for this answer.