



# Energy Efficiency Assistance (EEA) Program

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February 26, 2020

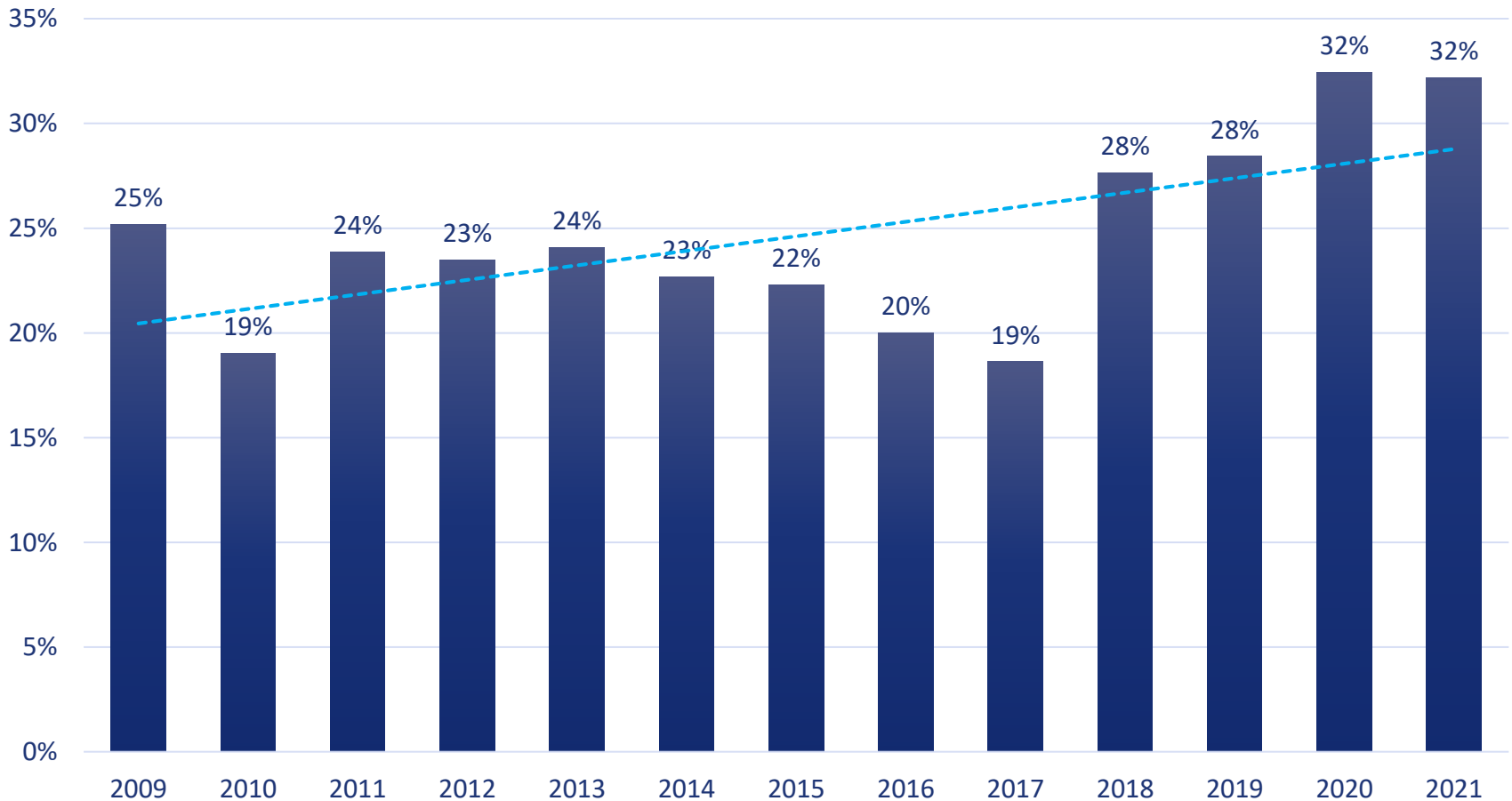
*2020 Midwest Energy Solutions Conference*

# Outline

- Overview | Spend and Utility Rankings
- Energy Efficiency Assistance | Details, Spend and Savings Targets
- Unique Partnerships | Benefits & Challenges
- Opportunities | Pilots & Collaborations

# DTE is among the nine utilities to achieve ACEEE's highest score for IQ programs in the 2020 Utility Energy Efficiency Scorecard

## % of EWR Residential Spend on IQ Programs



## Energy Efficiency Assistance (EEA) program

Year	Electric Savings	Gas Savings
2020	7,059 MWh	52,000 Mcf
2021	7,212 MWh	49,866 Mcf

- Single-Family (1-2 units); Income Qualification: 200% FPL/80% AMI
- Program Implementers: SEEL, Inc. and ICF
- High efficiency products, services and home weatherization services at no cost to the customer
- Annual participation: 5,000 – 6,000 customers
- Responds to “no heat” emergency customer calls
- Not designed to be a cost-effective program since nearly 100% of installed measure is covered by rebate amount

# Delivered through 30+ Nonprofit Organizations, Community Action and Government Agencies



**DETROITERS WORKING FOR ENVIRONMENTAL JUSTICE**



**Wayne Metropolitan Community Action Agency**



**Home Repair Services**

Resources for Home Owners



**MATRIX HUMAN SERVICES**



**Solutions for Energy Efficient Logistics**  
A Certified Minority Business Enterprise (MBE)



Creating Healthy Homes for Children and Families



Northwest Michigan Community Action Agency



**SEEDS of PROMISE™**



**CITY OF GRAND RAPIDS**



**THAW THE HEAT AND WARMTH FUND**  
Keeping Families Safe and Warm Since 1985



United Community Housing Coalition



**Habitat for Humanity®**



**LHSA**  
A Community Action Agency



**eco WORKS**



# Delivered through 30+ Nonprofit Organizations, Community Action and Government Agencies

Benefits	Challenges
<p>Best suited to deliver the benefits of the program to the community</p>	<p>Managing rebate allocations to meet spend/savings goals across partners</p>
<p>Helps expand the reach of local community agencies</p>	<p>Creating a consistent customer experience</p>
<p>Very low marketing \$s</p>	<p>Each organization has unique set of challenges/opportunities by partnering to deliver the EEA program</p>



Wayne Community



CLEAR Corps

Creating Healthy Homes for Children and Families



CITY OF GRAND RAPIDS



THE HEAT AND WARMTH FUND

Keeping Families Safe and Warm Since 1985



DOWNRIVER COMMUNITY CONFERENCE



A Community Action Agency



INNER CITY CHRISTIAN FEDERATION

Equitable Opportunity | Affordable Homes | Thriving Neighborhoods

# Opportunities: Incentivizing Whole Home Weatherization and New Technology

## New for 2020/2021

- Whole Home Bonus: \$500
  - ✓ Requires new heating system, plus air sealing and insulation
  - ✓ Sponsor BPI training for program trade allies and organizations
- Increased Window Replacement rebate: \$50 to \$200
  - ✓ City of Detroit: \$9.4M HUD Grant for lead abatement
  - ✓ Potential collaboration to increase funding for lead abatement work
- Heating System and Hot Water Heater Heat pumps
  - ✓ Added general rebate for all EEA participating orgs
  - ✓ Pilot (both single-family and multi-family) to test “cold weather” heat pumps
- Central and Window Air Conditioners
  - ✓ Address health and safety concerns for elderly and at-risk customers

## Opportunities: Combine IQ Rate Options with EEA Program

### 2019: Friends & Neighbors (FAN) Pilot

- Low Income Self-Sufficiency Plan (LSP) Rate
  - ✓ Eligibility criteria:  $\leq 150$  Federal Poverty Level (FPL);  $\leq \$3,000$  Arrears **Annual energy use  $\leq$  \$1,600 electric, \$2,150 gas, and \$3,750 combo**
  - ✓ Customer must receive a State Emergency Relief (SER) credit
  - ✓ Arrears balance frozen at time of application
  - ✓ New customer payment amount calculated based on usage and income
  - ✓ 1/24 of arrears paid off for each on-time monthly payment
  - ✓ Two payments are provided by agency – one for arrears, and one for gap payment to cover energy costs greater than LSP monthly payment
  - ✓ Through gap and arrears payments, agencies cover up to \$2k per fiscal year
- **Leverage EEA to meet energy use eligibility**
- Pilot with 100 households



## Opportunities: Combine IQ Rate Options with EEA Program

### **2020/2021: Payment Troubled Customers Initiative**

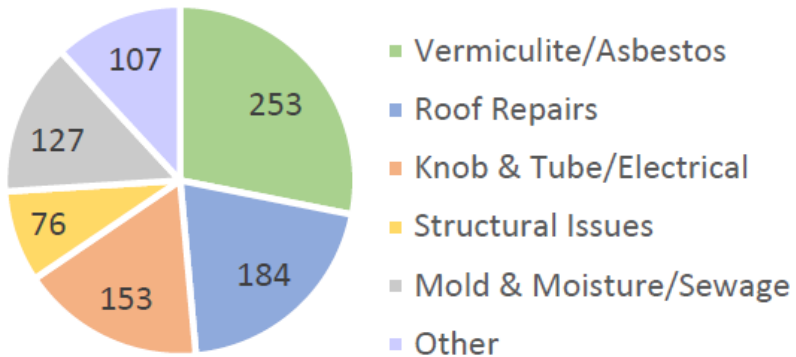
- 25% of EEA Budget
- Targets prospective, new and existing customers on LSP
  - ✓ Prospective pool of 15,000 customers
- Targets customers on Shutoff Protection Plan (SPP)
  - ✓ Prospective pool of 80,000 customers

### **Goals**

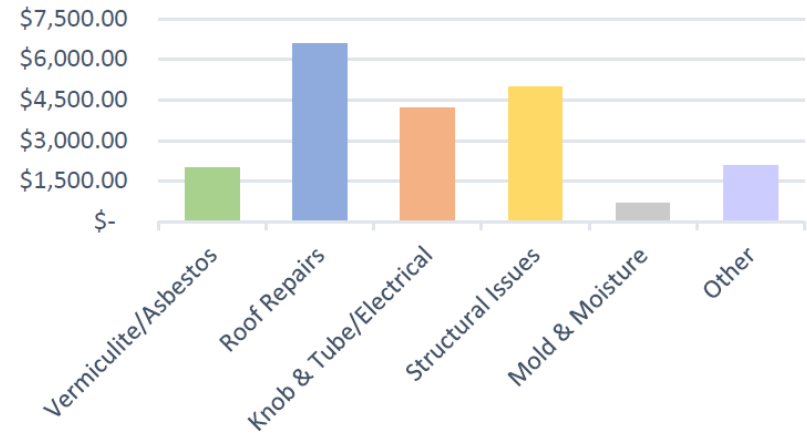
- Decrease % of customer payment defaults on SPP
- Increase reach of MEAP \$s
- Create self-sufficient customers following SPP & LSP participation

Source: Bureau of Community Action and Economic Opportunity (BCAEO)  
Weatherization Deferrals Summary

### Cause of Deferral



### Average Cost to Rectify Deferral



## Opportunities: Health & Safety Pilot

- Commission approved additional 1% pilot spend in 2020/2021
- Primarily used to address health and safety issues that prevent EEA work from being completed (walkaways)

# Additional Collaborations

## Consumers Energy

- Building off collaboration activities in 2019, we're identifying additional opportunities to leverage each other's programs to deliver efficient savings in overlapping service territories

## City of Detroit: Efficient Housing Strategy Workgroup

- Creating a universal intake form to assist customers with energy efficiency, lead abatement, health & safety, water efficiency, home taxes assistance

## 48234 Water Shutoff Prevention Pilot

- Align EEA program with water shutoff initiative to help customers better manage utility bills



# Thank you

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