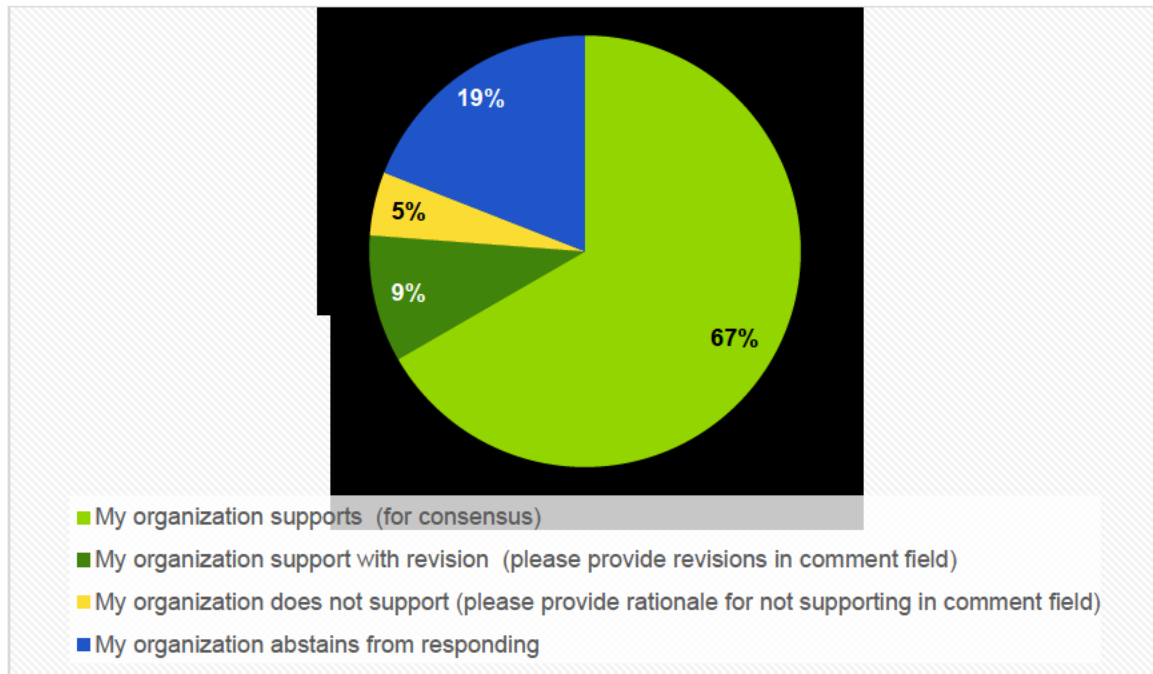


Proposal 06 - Arrearage Management pilot EE

Proposal 06 – Arrearage Management pilot EE

Assessment Results:



Breakdown of Results:

Supports:

- AARP
- Appalachian Voices
- Crisis Assistance Ministry
- Legal Aid of North Carolina
- National Association for the Advancement of Colored People (NAACP)
- North Carolina Dept of Health and Human Services
- North Carolina Housing Coalition
- North Carolina Justice Center
- North Carolina Sustainable Energy Association
- Sierra Club
- Southeast Energy Efficiency Alliance (SEEA)
- Southern Alliance for Clean Energy (SACE)
- Southern Environmental Law Center (SELC)
- Vote Solar

Supports with Revision:

- Public Staff of the North Carolina Utilities Commission
- Rowan Helping Ministries

Proposal 06 - Arrearage Management pilot EE

Does not Support:

- Duke Energy

Abstains:

- Carolina Industrial Groups for Fair Utility Rates (CIGFUR)
- Dominion
- Nicholas Institute (Duke University)
- North Carolina Community Action Association

Comments from Assessment:

"It is generally not appropriate to use ratepayer funds for arrearage forgiveness; however non-ratepayer funds could be utilized for arrearage forgiveness. It may be appropriate to use ratepayer funding for arrearage forgiveness to the extent that it is revenue neutral. Duke should analyze the impact to uncollectables and assess the actual administrative costs and late fees. This delta could flow back to offset arrearages/uncollectables. Such an offset would be appropriate for consideration in the next rate case. It is inappropriate for a utility to profit based on ratepayers' inability to pay their bills. Prior to arrearage forgiveness, all other sources of funding should be sought and utilized. Arrearage metrics should be tracked to ensure that no perverse incentive to stop paying bills has been created. Access to arrearage forgiveness should be limited (1-5 years)." - **Public Staff of the North Carolina Utilities Commission**

"We are seeing first hand payment arrangements - post moratorium - are not working for our clients. Our clients are making payment arrangements without the ability to pay. Arrangements need to be made soon after an arrearage occurs and payment needs to fit the financial capacity of the customer." – **Rowan Helping Ministries**

"The findings of the statistical analysis show that those with higher than the national average electric burdens were statistically significantly more likely to be in arrears and more likely to be disconnected over time." - **Nicholas Institute**

"The Companies are opening to evaluating an arrears management program in the CAP proposal that is not specific to energy efficiency program participation." – **Duke Energy**

Program Proposal Information:

Name and Organization: Al Ripley, Multi-Stakeholder Program Proposals (as submitted by NC Justice Center)

Program Name: Arrearage Management pilot EE program

Program Description: This program would be intended to link energy burden, energy inefficiency, and arrearage management in a unified, encompassing program offering. Households with limited incomes typically face much higher energy burdens than the general population, and as such may be at much higher risk of not being able to pay utility bills on time – especially when they are higher than they could be due to inefficient structures, HVAC equipment, and appliances. The program assumes that most households that fall behind in

Proposal 06 - Arrearage Management pilot EE

paying their bills would pay them if they could. Therefore, to make paying those bills more manageable this program would identify households that have fallen behind in their bills and offer a three-part program that includes the following: 1) installation of energy efficiency measures to reduce forward-going bills, preferably through a comprehensive weatherization approach; 2) a payment plan for affordably repaying a portion of the arrearage, and; 3) if the household adheres to the payment plan, forgiveness of the remaining unpaid arrearage. The program revolves around the creation of a relationship between the utility and participating households that is less focused on collections than on working together to identify a plan to reduce the likelihood of future arrearages.

Program Objective: Working with energy-burdened households to change the cycle of recurring hardship in paying utility bills, which creates hardship for both affected household and the utility and its general customers.

Target Participants: Households who are in arrears, especially when it can be determined that bills could be reduced through energy efficiency.

Program Administration: Given its key role in coordinating repayment plans this should be administered by the utility.

Eligibility Criteria: This would be available to households meeting eligibility requirements for the utility's income-eligible energy efficiency programs who are in arrears.

Success Metrics: This program would track the magnitude of utility bills, success in adhering to payment plans, success in achieving arrearage forgiveness, ability of households to stay current with bills after participation.

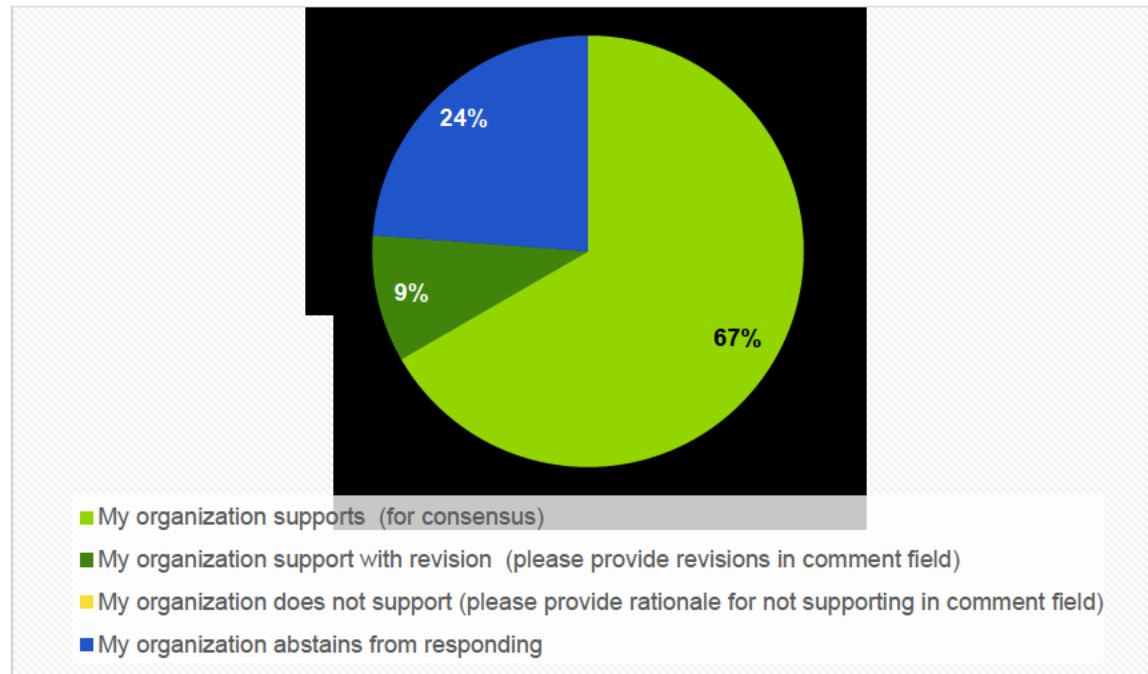
Program Partners: Community-based agencies and organizations that support low-income households.

Additional Information: For more information contact Al Ripley (919) 274-8245
al@ncjustice.org

Proposal 07 – Low Income Carve-out from Market EE

Proposal 07 – Low Income Carve-out from Market EE

Assessment Results:



Breakdown of Results:

Supports:

- Appalachian Voices
- Crisis Assistance Ministry
- Legal Aid of North Carolina
- National Association for the Advancement of Colored People (NAACP)
- North Carolina Dept of Health and Human Services
- North Carolina Housing Coalition
- North Carolina Justice Center
- North Carolina Sustainable Energy Association
- Rowan Helping Ministries
- Sierra Club
- Southeast Energy Efficiency Alliance (SEEA)
- Southern Alliance for Clean Energy (SACE)
- Southern Environmental Law Center (SELC)
- Vote Solar

Supports with Revision:

- Duke Energy
- Public Staff of the North Carolina Utilities Commission

Proposal 07 – Low Income Carve-out from Market EE

Does not Support:

- None

Abstains:

- AARP
- Carolina Industrial Groups for Fair Utility Rates (CIGFUR)
- Dominion
- Nicholas Institute (Duke University)
- North Carolina Community Action Association

Comments from Assessment:

“A market study is necessary before this proposal should move forward. The participant incentive should not exceed 25% of the cost of measure.” - Public Staff of the North Carolina Utilities Commission

Program Proposal Information:

Name and Organization: Al Ripley, Multi-Stakeholder Program Proposals (as submitted by NC Justice Center)

Program Name: LI Carve-out from Market EE programs

Program Description: The extent to which income eligible customers may participate in programs designed for the general public is a topic of discussion in many jurisdictions. It is likely true that income-eligible utility customers participate to some degree in these programs, however this raises important questions about whether those programs serve these customers well, given that in many cases the participant is required to share in the costs of the measure, which may place additional financial burdens on the household. To ensure this would not be the case, residential general market programs can be designed with enhanced incentives for income-eligible customers. For example, a program that promotes heat pump water heaters to the general residential customer base could also offer an enhanced incentive for income-eligible customers that would significantly reduce the out-of-pocket costs of the water heater to a level that research showed could be viable for these customers. In such a program it would be critical for program marketing and information to clearly identify this enhanced incentive option to ensure that income-eligible customers do not end up paying more than is necessary. See, e.g., <https://www.encyvermont.com/rebates/list/heat-pump-water-heaters>.

Program Objective: The program would be intended to make energy efficiency accessible to income-eligible households who would otherwise not be able to afford EE measures. Such a program would be additive to, rather than in lieu of any primary income-eligible programs such as comprehensive weatherization and should include a referral to those programs as a matter of course.

Target Participants: All income-eligible customers who might need to make a purchase to replace failed equipment and who might either not be in the queue for comprehensive services or whose need is more immediate

Proposal 07 – Low Income Carve-out from Market EE

Program Administration: As an enhanced element of the utility's general market programs this should be administered by the same entities that already administer those programs.

Eligibility Criteria: Given the objective of using participation in enhanced general market programs as a tool to enroll income-eligible customers in comprehensive income-eligible programs, the income eligibility criteria should be the same as for the existing income-eligible comprehensive programs.

Success Metrics: Increase in number of income-eligible customers getting enhanced incentives and referrals to comprehensive programs over time, reduction in number of income-eligible customers not getting enhanced incentives.

Program Partners: All the trade allies that currently participate in general market programs.

Additional Information: For more information contact Jim Grevatt (802) 373-2488
jgrevatt@energyfuturesgroup.com

Proposal 08 - Comprehensive Affordable Multifamily EE

Proposal 08 – Comprehensive Affordable Multifamily EE (see P23)

Name and Organization: Al Ripley, Multi-Stakeholder Program Proposals (as submitted by NC Justice Center)

Program Name: Comprehensive Affordable Multifamily Energy Efficiency program

Program Description: Various regulations commonly drive utility energy efficiency programs aimed towards multifamily housing to take a fragmented approach in providing services. Multifamily tenants who are income-eligible may receive no-cost efficiency measures that are applicable only to their units, such as efficient lighting, but may not be eligible for incentives or measures that are tied to the property owners' utility bills, which are commonly on commercial rates. The incentives available through standard commercial programs may not be sufficient to make efficiency measures affordable—and clearly operating costs play a key role in determining the costs of operating multifamily housing. The result is that comprehensive efficiency projects in affordable multifamily housing are unlikely to occur, thus failing to make a significant dent in the energy costs for these buildings. To overcome these obstacles, this program would provide a one-stop-shop approach where a single program point of contact would work with property owners to facilitate comprehensive efficiency projects that address both in-unit (residential) and common area/common system (commercial) efficiency measures. Rather than treating the commercially metered elements of affordable multifamily housing as a business, the program would offer enhanced incentives on the basis of the income-eligible residents, thus helping reduce the operating costs for the building as well as tenants' bills.

Program Objective: Comprehensively address all efficiency opportunities in affordable multifamily housing regardless of metering configurations and utility rate structures.

Target Participants: Affordable multifamily housing

Program Administration: This program could be administered by a third-party vendor, or community action/weatherization agency.

Eligibility Criteria: Eligibility would be based on the income-eligibility of tenants.

Success Metrics: Overall bill reductions for affordable housing including both residential and commercial meters.

Program Partners: State housing authority, non-profit affordable housing providers, tenant organizations, community action/weatherization agencies

Additional Information: For more information contact Jim Grevatt (802) 373-2488
jgrevatt@energyfuturesgroup.com

Proposal 09 - Comprehensive Tiered Discount Bill Pay Assist

Proposal 09 - Comprehensive Tiered Discount Bill Pay Assist (see P24)

Name and Organization: Al Ripley, Multi-Stakeholder Program Proposals (as submitted by NC Justice Center)

Program Name: Comprehensive Tiered Discount Bill Payment Assistance

Program Description: The Electric Payment Assistance Program will provide certain income eligible residential customers with monthly payment assistance to help electric energy insecure rate payers pay their electric bill. The program will have the following characteristics:

- 1) Three income tiers of assistance Tier 1, 0-50% FPL, Tier 2, 51-100% FPL, and Tier 3, 101% - 150% FPL with the highest level of assistance to Tier 1 and lowest level to Tier 3.
- 2) The goal of assistance will be to reduce the electric energy burden (i.e., the amount of income spent on electricity) to no more than 5% of family income
- 3) The program would provide arrearage assistance for participating customers. Arrearages would be forgiven if a residential customer remains current for a period of 12 months after enrolling in the program.
- 4) Admin – no more than 5% of the value of discounts and arrearage write-down could be used for program administration, however, in the first year of the program the 5 % cap would not apply to allow for the appropriate and reasonable recovery of one-time program launch costs.
- 5) Program would use a streamlined auto enrollment protocol in partnership with NC DHHS to enroll Tier 1-3 income verified customers. Persons qualified for certain income eligible programs within the preceding 18 months would be automatically enrolled. Programs might include CIP, LIEAP, LIWAP and/or Medicaid.
- 6) Participants would be provided the opportunity to apply for applicable and free EE and Weatherization programs where available.
- 7) Program participants would also be targeted for weatherization and EE programs.

Program Objective: Reduce electric energy burden to no more than 5% for persons at or below 150% of FPL with three assistance Tiers: Tier 1, 0-50% FPL, Tier 2, 51-100% FPL, and Tier 3, 101% - 150% FPL with the highest level of assistance to Tier 1 and lowest level to Tier 3.

Target Participants: Residential customers at or below 150% FPL that are verified to meet certain Federal program income eligibility requirements.

Program Administration: Duke Energy with 3rd party administer and DHHS support.

Eligibility Criteria: As referenced above.

Success Metrics: Metrics for program evaluation would be developed.

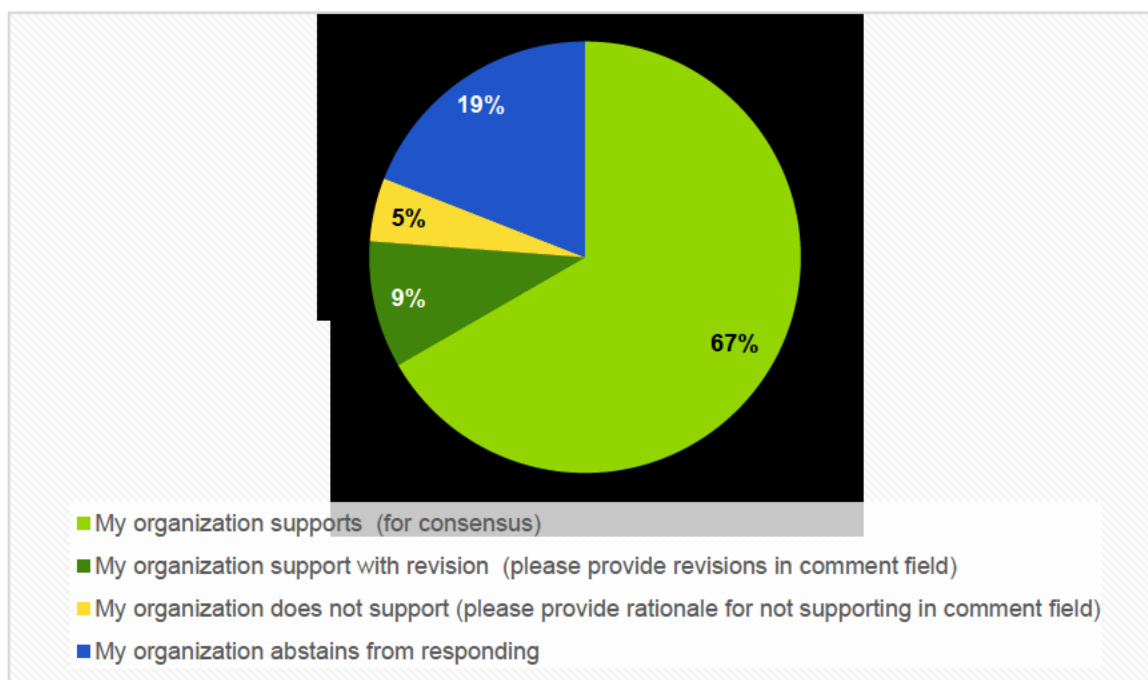
Program Partners: DHHS

Additional Information: For more information contact Al Ripley (919) 274-8245
al@ncjustice.org

Proposal 10 - Comprehensive Definition of Affordability

Proposal 10 - Comprehensive Definition of Affordability and Develop Metrics and Methodologies for Assessing and Monitoring the Relative Affordability of Electric Service

Assessment Results:



Breakdown of Results:

Supports:

- AARP
- Appalachian Voices
- Crisis Assistance Ministry
- Legal Aid of North Carolina
- National Association for the Advancement of Colored People (NAACP)
- North Carolina Dept of Health and Human Services
- North Carolina Housing Coalition
- North Carolina Justice Center
- North Carolina Sustainable Energy Association
- Sierra Club
- Southeast Energy Efficiency Alliance (SEEA)
- Southern Alliance for Clean Energy (SACE)
- Southern Environmental Law Center (SELC)
- Vote Solar

Supports with Revision:

Proposal 10 - Comprehensive Definition of Affordability

- Duke Energy
- North Carolina Community Action Association

Does not Support:

- Public Staff of the North Carolina Utilities Commission

Abstains:

- Carolina Industrial Groups for Fair Utility Rates (CIGFUR)
- Dominion
- Nicholas Institute (Duke University)
- Rowan Helping Ministries

Comments from Assessment:

"This proposal is not a mitigation program; it seeks to define affordability for purposes of further developing programs to mitigate conditions related to affordability." - **Public Staff of the North Carolina Utilities Commission**

"The statistical analysis included predictors for many but not all of the factors proposed for the definition of affordability in Proposal 10, and generally, all were significant in predicting the likelihood of being in arrears, receiving a 24-hour notice, and disconnections (excepting home value for disconnections). This suggests complex relationships between sociodemographic, home attributes, neighborhood characteristics, and energy usage. Capturing this complexity in reported metrics over time is supported by the findings of the statistical analysis." – **Nicholas Institute**

"The Companies support the North Carolina Utilities Commission opening an affordability docket similar to the process that the California Public Utilities Commission ordered to evaluate affordability for their regulated utilities." – **Duke Energy**

Program Proposal Information:

Name and Organization: Al Ripley, Multi-Stakeholder Program Proposals (as submitted by NC Justice Center)

Program Name: Adopt a Comprehensive Definition of Affordability and Develop Metrics and Methodologies for Assessing and Monitoring the Relative Affordability of Electric Service

Program Description: Until the Low-Income Affordability Collaborative was initiated, and Duke Energy began analyzing customer data related to energy consumption and costs, income, demographics, arrearages, disconnections and other factors, very little information or data was available to understand the scale and depth of affordability challenges facing the Companies' low-income residential customers. Thanks to that analysis we now have a deeper understanding of who is impacted by those challenges as well as the socioeconomic, housing and other factors that are contributing to those challenges. However, it is critical to both have a more comprehensive definition of affordability as well as metrics that can be used to more accurately assess affordability on the household level and track changes in those metrics over time as new

Proposal 10 - Comprehensive Definition of Affordability

programs are developed and implemented. The proposed program would adopt the California Public Utilities Commission's (CPUC's) definition of affordability along with the three metrics the CPUC adopted for annually measuring and monitoring affordability. The adopted definition is as follows: "the degree to which a representative household is able to pay for an essential utility service charge, given its socioeconomic status. A "representative household," rather than households in general, recognizes that households will have a wide variety of experiences that cannot be perfectly captured by depicting a single household. "Essential utility service charge" refers to the costs borne by a representative household for the quantity of utility service required to enable a ratepayer's health, safety, and full participation in society. "Socioeconomic status" refers to the social and economic standing of a given household." The three metrics the CPUC has adopted are: (1) the Affordability Ratio, which "quantifies the percentage of a representative household's income that would be used to pay for an essential utility service, after non-discretionary expenses such as housing and other essential utility service charges are deducted from the household's income"; (2) the Hours at Minimum Wage, which "quantifies the hours of earned employment at the city minimum wage necessary for a household to pay for essential utility service charges"; and, (3) the Socioeconomic Vulnerability Index, which "represents the relative socioeconomic standing of census tracts, referred to as communities, in terms of poverty, unemployment, educational attainment, linguistic isolation, and percentage of income spent on housing," and as such "considers how a rate change may affect one community's ability to pay more than another's." Maps, data and annual reports should be produced and made public.

Program Objective: Adopting a comprehensive definition of affordability of electric service, along with appropriate metrics for measuring and monitoring changes to affordability over time, will benefit low-income customers by enabling utilities to appropriately target affordability programs to the customers and communities that struggle the most with electric bills, and to assess the impact of those programs in terms of improving the affordability of electric service.

Target Participants: All low-income customers that struggle with affording electric service, and more specifically, the customers and communities that struggle the most (assuming that those customers are prioritized).

Program Administration: This program could be administered by the Companies, with oversight by the NC Utilities Commission and/or Public Staff. Alternatively, it could be administered by a third-party vendor in partnership with the Companies as well as local community action/weatherization agencies and/or Departments of Social Services.

Eligibility Criteria: N/A

Success Metrics: The adoption of the CPUC's definition of affordability and affordability metrics and successful implementation and use of those metrics in reducing/alleviating affordability challenges and associated impacts.

Program Partners: See language about program administration. Additional partners could be low-income and clean energy advocates, housing agencies and advocates, academic research institutions, etc.

Additional Information: As noted, the CPUC has already adopted the definition and metrics proposed here and requires annual reporting that is made available to the public. No similar program has yet been proposed in North Carolina, with the exception of numerous proposals to

Proposal 10 - Comprehensive Definition of Affordability

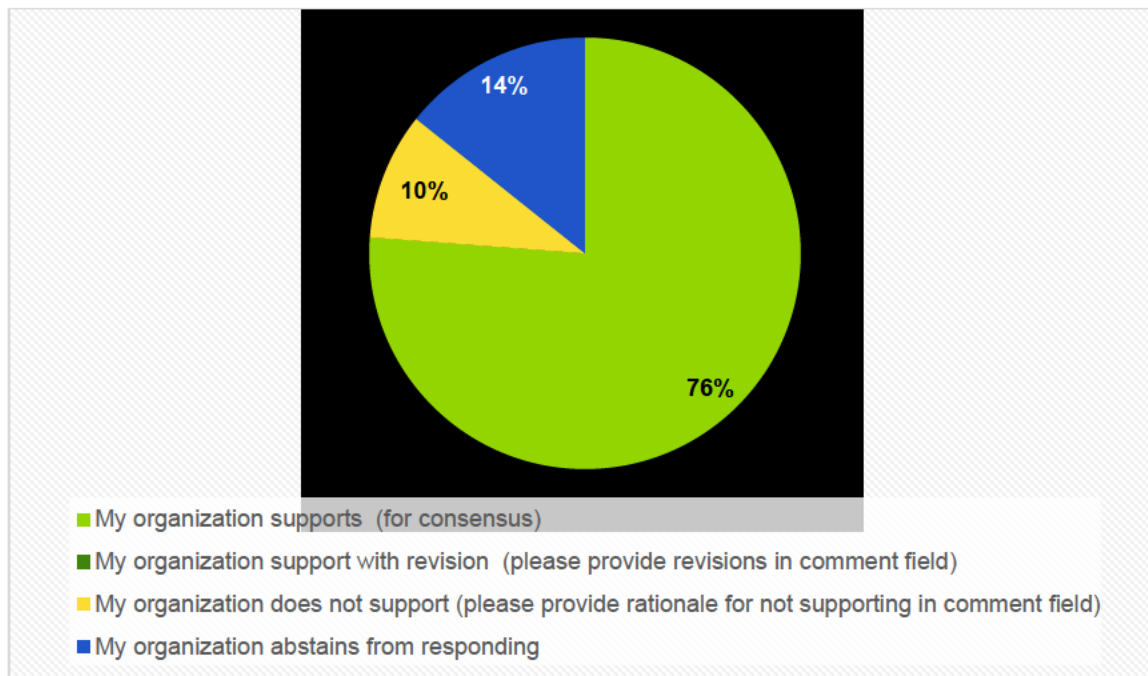
require the Companies to provide monthly, zip-code level reports on customer energy use, arrearages, disconnections for non-pay, etc. We don't foresee any regulatory or policy barriers that would need to be addressed. More information about the CPUC Affordability Rulemaking can be found here: <https://www.cpuc.ca.gov/industries-and-topics/electrical-energy/affordability>

For more information contact Rory McIlmoil (828)278-4558 rory@appvoices.org

Proposal 11 - Prioritized Marketing and Distribution LI Funds

Proposal 11 - Prioritized Marketing and Distribution LI Funds

Assessment Results:



Breakdown of Results:

Supports:

- AARP
- Appalachian Voices
- Crisis Assistance Ministry
- Duke Energy
- Legal Aid of North Carolina
- National Association for the Advancement of Colored People (NAACP)
- North Carolina Community Action Association
- North Carolina Dept of Health and Human Services
- North Carolina Housing Coalition
- North Carolina Justice Center
- North Carolina Sustainable Energy Association
- Sierra Club
- Southeast Energy Efficiency Alliance (SEEA)
- Southern Alliance for Clean Energy (SACE)
- Southern Environmental Law Center (SELC)
- Vote Solar

Supports with Revision:

Proposal 11 - Prioritized Marketing and Distribution LI Funds

- None

Does not Support:

- Public Staff of the North Carolina Utilities Commission
- Rowan Helping Ministries

Abstains:

- Carolina Industrial Groups for Fair Utility Rates (CIGFUR)
- Dominion
- Nicholas Institute (Duke University)

Comments from Assessment:

"All low-income customers should be eligible for low-income programs and initiatives. There does not appear to be an EE component tied to the assistance sought in this program." - **Public Staff of the North Carolina Utilities Commission**

"The findings of the statistical analysis provide support for prioritizing outreach to based on sociodemographics and electric burden." – **Nicholas Institute**

"Carving our communities for distribution of funding could negatively more rural communities/households." – **Rowan Helping Ministries**

Program Proposal Information:

Name and Organization: Al Ripley, Multi-Stakeholder Program Proposals (as submitted by NC Justice Center)

Program Name: Prioritized Marketing and Distribution of Low-Income Funds

Program Description: This recommendation could work in combination with or independently of recommendation LIAC PP011. Recognizing that affordability challenges and impacts are experienced more acutely by some households and communities than others, there is a need to ensure that low-income funds and other support are prioritized in a manner that has the greatest impact for those most affected and addresses, to the extent practicable, certain disparities that were exposed as a result of the Companies' analysis. For example, the analytics show that African American households served by the Companies experience the highest rate of meeting the Companies' arrears definition (33% of all households, compared to the average of approximately 16% for all households) as well as the highest rate of disconnections for non-pay (8% compared to 3.9%). Rental, multifamily, mobile home and low-value households experienced similar disparities. In summary, the marketing and distribution of low-income funds and programs should prioritize the customers that experience the highest rate of arrearages and disconnections for non-pay.

Program Objective: Prioritizing and targeting program funds to households and communities that disproportionately experience affordability challenges and impacts.

Proposal 11 - Prioritized Marketing and Distribution LI Funds

Target Participants: Low-income households and communities that disproportionately experience affordability challenges and impacts.

Program Administration: This program could be administered by the Companies, with oversight by the NC Utilities Commission and/or Public Staff. Alternatively, it could be administered by a third-party vendor in partnership with the Companies as well as local community action/weatherization agencies and/or Departments of Social Services.

Eligibility Criteria: N/A

Success Metrics: The adoption of the CPUC's definition of affordability and affordability metrics and successful implementation and use of those metrics in reducing/alleviating affordability challenges and associated impacts for priority communities would be helpful for this new recommendation. In the absence of that, ongoing analysis of customer data as was performed for the Low-Income Affordability Collaborative could achieve the same goal.

Program Partners: See language about program administration. Additional partners could be low-income and clean energy advocates, housing agencies and advocates, academic research institutions, etc.

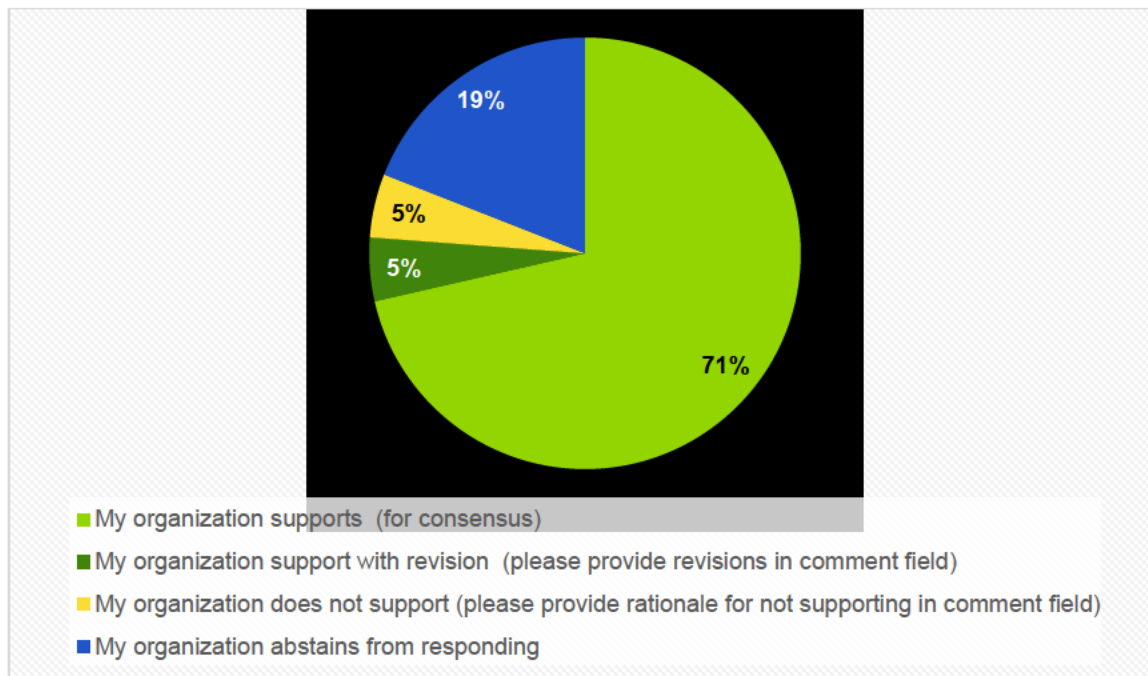
Additional Information: We don't foresee any regulatory or policy barriers that would need to be addressed.

For more information contact Rory McIlmoil (828)278-4558 rory@appvoices.org

Proposal 12 - Required Credit and Collections Data Reporting

Proposal 12 - Required Credit and Collections Data Reporting

Assessment Results:



Breakdown of Results:

Supports:

- AARP
- Appalachian Voices
- Crisis Assistance Ministry
- Legal Aid of North Carolina
- National Association for the Advancement of Colored People (NAACP)
- North Carolina Dept of Health and Human Services
- North Carolina Housing Coalition
- North Carolina Justice Center
- North Carolina Sustainable Energy Association
- Rowan Helping Ministries
- Sierra Club
- Southeast Energy Efficiency Alliance (SEEA)
- Southern Alliance for Clean Energy (SACE)
- Southern Environmental Law Center (SELC)
- Vote Solar

Supports with Revision:

- Duke Energy

Proposal 12 - Required Credit and Collections Data Reporting

Does not Support:

- Public Staff of the North Carolina Utilities Commission

Abstains:

- Carolina Industrial Groups for Fair Utility Rates (CIGFUR)
- Dominion
- Nicholas Institute (Duke University)
- North Carolina Community Action Association

Comments from Assessment:

"These data points could provide meaningful value and may be appropriate as one of the metrics established in the next Duke rate cases." - **Public Staff of the North Carolina Utilities Commission**

"The Companies support the supporting of aggregated data pending it meets the required requirements to keep information confidential. If the NCUC approves the reporting of zip code level data, the requirements should align with a NCUC decision in the pending Rulemaking filed in Docket No. E-100, Sub 161." – **Duke Energy**

Program Proposal Information:

Name and Organization: Al Ripley, Multi-Stakeholder Program Proposals (as submitted by NC Justice Center)

Program Name: Required Reporting of Key Credit and Collections Data by NCUC Regulated Utilities

Program Description: The challenges posed by the Covid-19 crisis have heightened the importance of sustained, affordable access to essential home energy service for all households in NC and across the nation. Yet, there is currently only limited capacity and opportunity in NC to gain a clear, data-driven understanding of the number of households that lose access to home energy services and otherwise struggle with utility affordability and security. Without the data, home energy affordability challenges and their often-dire consequences remain invisible, and the effectiveness of utility credit and collections practices cannot be assessed. Further, development and implementation of effective programs and policies to address access and affordability challenges is thwarted by lack of data. There is a pressing need to step up utility collection and public reporting of data reflecting service disconnections and restorations, as well as other measures of home energy security.

The following "key Data Points" would be required for monthly reporting by zip code:

- Number of customers,
- Dollar amount billed,
- Number of customers charged a late payment fee,
- Dollar value of late fees collected,
- Number of customers with an arrearage balance by vintage

Proposal 12 - Required Credit and Collections Data Reporting

- 60 – 90 days
 - 90+ days,
- Dollar value of arrearages by vintage
 - 60 – 90 days
 - 90+ days
- Number of disconnection notices sent
- Number of disconnections for nonpayment
- Number of service restorations after disconnection for nonpayment
- Average duration of disconnection
- Dollar value of level of security deposits collected
- Number of security deposits collected,
- Number of new deferred payment agreements entered into
- Average repayment term of new deferred payment agreements
- Successfully completed deferred payment agreements, and
- Average repayment term of payment agreements.

Program Objective: Requiring the sharing of certain aggregated utility data in NC to gain a clear, data-driven understanding of the number of households that lose access to home energy services and otherwise struggle with utility affordability and security will provide a meaningful opportunity to utilize this data to improve programs and services to residential rate payers that are low-income.

Target Participants: Low-income residential customers.

Program Administration: Utility Companies.

Eligibility Criteria: N/A

Success Metrics: This proposal would actually help provided clearer metrics for accessing the impacts of all programs intended to assist customers that are low-income.

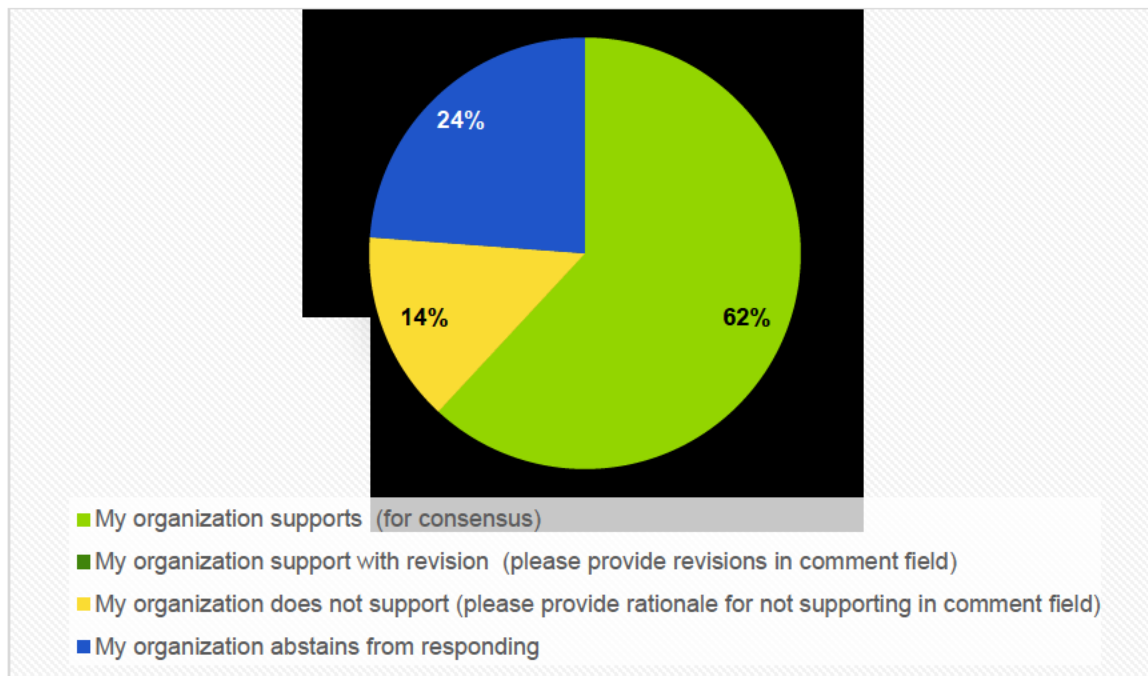
Program Partners: N/A

Additional Information: For additional information contact Al Ripley (919) 274-8245
al@ncjustice.org

Proposal 13 - Minimum Bill Pilot Program

Proposal 13 - Minimum Bill Pilot Program

Assessment Results:



Breakdown of Results:

Supports:

- Appalachian Voices
- Crisis Assistance Ministry
- Legal Aid of North Carolina
- National Association for the Advancement of Colored People (NAACP)
- North Carolina Dept of Health and Human Services
- North Carolina Housing Coalition
- North Carolina Justice Center
- North Carolina Sustainable Energy Association
- Sierra Club
- Southeast Energy Efficiency Alliance (SEEA)
- Southern Alliance for Clean Energy (SACE)
- Southern Environmental Law Center (SELC)
- Vote Solar

Supports with Revision:

- None

Does not Support:

Proposal 13 - Minimum Bill Pilot Program

- Dominion
- Duke Energy
- Public Staff of the North Carolina Utilities Commission

Abstains:

- AARP
- Carolina Industrial Groups for Fair Utility Rates (CIGFUR)
- Nicholas Institute (Duke University)
- North Carolina Community Action Association
- Rowan Helping Ministries

Comments from Assessment:

"This program does not follow cost of service principles. Not a mitigation program." - **Public Staff of the North Carolina Utilities Commission**

"Proposal doesn't explain how this program will be funded. Need more information on how the utility is expected to recover costs when usage that exceeds the minimum payment." – **Dominion**

"The statistical analysis findings showed that households with higher winter and summer peak impact were more likely to be in arrears and receive 24-hour notifications. Those households at the highest categories of impact were also more likely to be disconnected." – **Nicholas Institute**

"The Companies do not support the proposed minimum bill pilot. Overall, the Companies support minimum bill as a rate design tool similar to minimum bill rate design offered by Duke Energy regulated utilities in South Carolina and Florida." – **Duke Energy**

Program Proposal Information:

Name and Organization: Al Ripley, Multi-Stakeholder Program Proposals (as submitted by NC Justice Center)

Program Name: Minimum Bill Pilot Program

Program Description: Historically, Duke Energy has had a two-part rate for residential customers: (1) a volumetric, or per kilowatt hour rate; and (2) a fixed, customer charge, currently set to \$14.00 per month. As part of its Order establishing the Low-Income Affordability Collaborative, the Commission asked whether a minimum bill concept would be appropriate as a substitute for fixed monthly charges. To explore this minimum bill rate design, Duke Energy will offer customers who enroll in bill payment assistance programs and customers that enroll in any low-income energy efficiency or any tariffed on-bill financing program a minimum bill option. Under the minimum bill option, participating customers would owe a minimum of about \$14.00 per month, regardless of usage, and the prior \$14.00 customer charge would be removed from the bill and folded into the volumetric rate. This would result in an increase of about 1.27 cents/kWh, increasing the value of any energy efficiency investments and providing bill savings for all customers who use less than about 1,100 kWh/month. Any customers who consume

Proposal 13 - Minimum Bill Pilot Program

more than 1,250 kWh/month and may face an increase in their monthly bill but are enrolled in a discount rate or bill-payment assistance program would be protected from being harmed from the risk of bill increases from the incremental increase in the volumetric rate.

Program Objective: Reduce the bills of low-usage, low-income customers, increase the value of all energy efficiency programs for those customers, experiment with the minimum bill approach, while guaranteeing the same monthly minimum bill that the utility expects from the basic customer charge. Gain experience with the minimum bill approach and consider expanding to all residential customers.

Target Participants: Customers who participate in any (1) bill-payment assistance or discount programs; (2) any income-eligible energy efficiency programs; and (3) any future tariffed on-bill programs for financing energy efficiency.

Program Administration: Duke Energy Carolinas and Duke Energy Progress

Eligibility Criteria: Customers who meet the income-qualified criteria for Duke's low-income energy efficiency programs, customers who participate in any bill-payment assistance or discount programs, and customers who participate in on-bill financing programs.

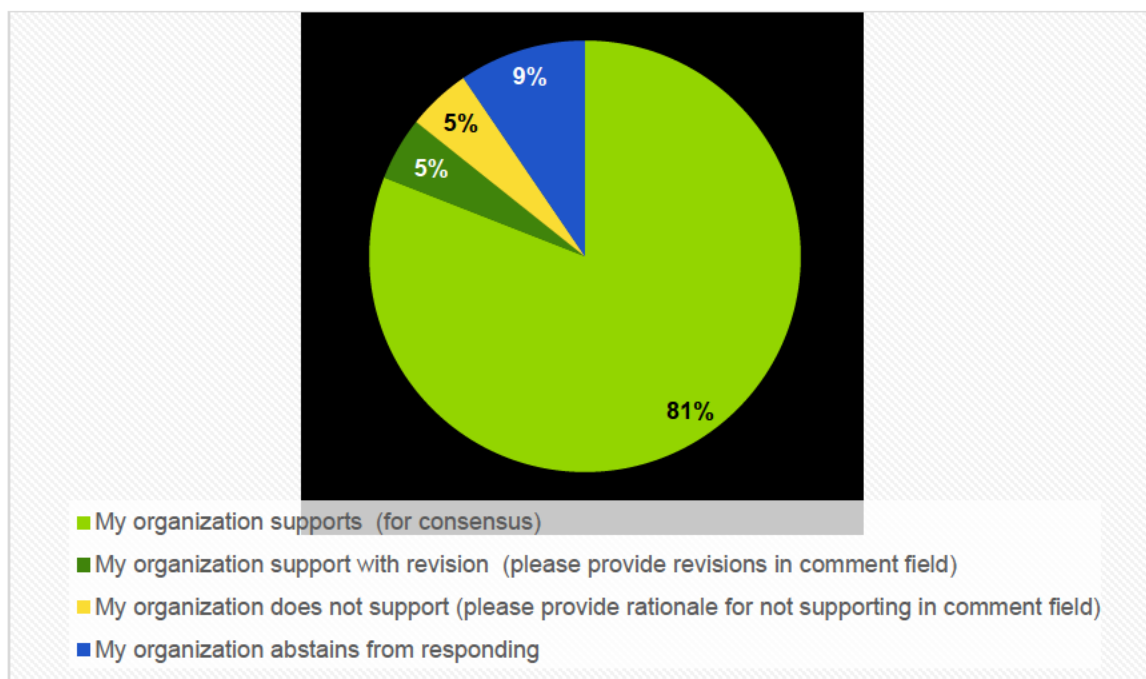
Success Metrics: Increase the level low-income customer participation and energy / bill savings.

Program Partners: N/A

Additional Information: For more information contact David Neal (919) 967-1450
dneal@selcnc.org

Proposal 14 - Voluntary Wx, EE, UR Partnership Forum

Assessment Results:



Breakdown of Results:

Supports:

- AARP
- Appalachian Voices
- Crisis Assistance Ministry
- Dominion
- Duke Energy
- Legal Aid of North Carolina
- National Association for the Advancement of Colored People (NAACP)
- North Carolina Dept of Health and Human Services
- North Carolina Housing Coalition
- North Carolina Justice Center
- North Carolina Sustainable Energy Association
- Rowan Helping Ministries
- Sierra Club
- Southeast Energy Efficiency Alliance (SEEA)
- Southern Alliance for Clean Energy (SACE)
- Southern Environmental Law Center (SELC)
- Vote Solar

Supports with Revision:

Proposal 22

- North Carolina Community Action Association

Does not Support:

- Public Staff of the North Carolina Utilities Commission

Abstains:

- Carolina Industrial Groups for Fair Utility Rates (CIGFUR)
- Nicholas Institute (Duke University)

Comments from Assessment:

"This proposal would duplicate initiatives of the State Energy Office and thus is unnecessary." -
Public Staff of the North Carolina Utilities Commission

Program Proposal Information:

Name and Organization: Al Ripley, Multi-Stakeholder Program Proposals (as submitted by NC Justice Center)

Program Name: Voluntary Weatherization, EE, UR Partnership Forum co-led by NC DEQ and the NCUC

Program Description: This proposal recommends the creation of a voluntary forum where leaders from DEQ, the NCUC, the NC Housing Finance Agency, regulated utilities, and other stakeholders, would periodically meet to coordinate the operation of respective EE, Urgent Repair, and Weatherization programs.

The NC Department of Environmental Quality (DEQ) is responsible for administering the Weatherization Assistance Programs (WAP) in North Carolina. The North Carolina Housing Finance Agency runs an Urgent Repair Program. The NC Utility Commission oversees certain energy efficiency programs in NC and some utilities maintain programs that address certain weatherization and urgent repair / health and safety dynamics for residential ratepayers

The goal of the Forum would be to create new ways that operators of these respective programs could meet the needs of low-income residential customers through better coordination of program design, administration, and implementation.

Program Objective: The goal of the Forum would be to create new ways that operators of these respective programs could meet the needs of low-income residential customers through better coordination of program design, administration, and implementation.

Target Participants: Low-income residential customers.

Program Administration: NC DEQ and NCUC

Eligibility Criteria: N/A

Success Metrics: N/A

Program Partners: N/A

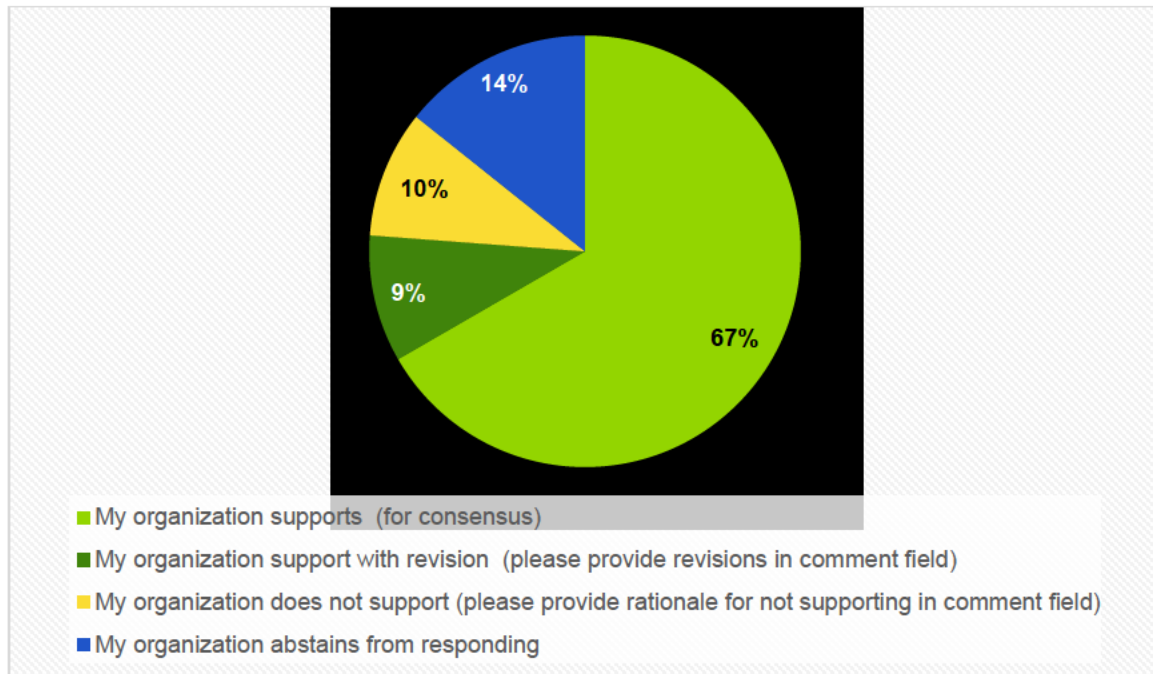
Proposal 22

Additional Information: For additional information contact Al Ripley (919) 274-8245
al@ncjustice.org

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Proposal 15 - Duke Energy Winter Moratorium

Assessment Results:



Breakdown of Results:

Supports:

- AARP
- Appalachian Voices
- Legal Aid of North Carolina
- National Association for the Advancement of Colored People (NAACP)
- North Carolina Community Action Association
- North Carolina Dept of Health and Human Services
- North Carolina Housing Coalition
- North Carolina Justice Center
- North Carolina Sustainable Energy Association
- Sierra Club
- Southeast Energy Efficiency Alliance (SEEA)
- Southern Alliance for Clean Energy (SACE)
- Southern Environmental Law Center (SELC)
- Vote Solar

Supports with Revision:

- Duke Energy
- Public Staff of the North Carolina Utilities Commission

Proposal 22

Does not Support:

- Crisis Assistance Ministry
- Rowan Helping Ministries

Abstains:

- Carolina Industrial Groups for Fair Utility Rates (CIGFUR)
- Dominion
- Nicholas Institute (Duke University)

Comments from Assessment:

“Automatically enrolling customers should be done with caution. If a family cannot keep up with their payment, stopping the disconnection automatically doesn't make it any easier for them to afford electricity of course. Alternatives are -- work with the person to pay as much as they can each month to minimize debt build up, encourage them to apply for all the available funds so as not to lose them, help the person realize they can't afford to stay where they are and help them move in with a family member, friend or in some cases a shelter can be their best option (some approaches we consider at Crisis Assistance Ministry.) Each of these could be more empowering than encouraging a person to continue amassing debt, even if there are 24 months to pay it off or inadvertently encouraging them not to seek available winter aid. If we go this route we should send a notice that they will not be disconnected in certain temperatures but clearly stating that not only is the bill accumulating but that there are places to call for housing counseling to explore alternative options (including budget counseling if applicable) or financial assistance.” – **Crisis Assistance Ministry**

“This would be best suited as a pilot program, specific – at least initially – to the winter season only. The Commission should consider expanding any potential pilot to all IOUs and LDCs.” - **Public Staff of the North Carolina Utilities Commission**

“Our observation is that the COVID moratorium did nothing to help our clients but saddled them with higher bills and payment arrangements they could not manage once the bills came due. It created a debt tsunami.” – **Rowan Helping Ministries**

“The Companies support enrolling LIEAP and CIP recipients in a Winter Moratorium that aligns with the timeframe detailed in NCUC Rule 12-11 from November 1 – March 31. LIEAP and CIP recipients would be automatically enrolled in a 6-month payment arrangement at the end of the moratorium. The Companies do not support a summer moratorium or automated referral for arrears greater than \$550. The Company will request to seek cost recover of any debts that result to uncollectible charges; similar to the existing process to collect uncollectible charges. The enrollment of LIEAP and CIP in a Winter Moratorium is dependent up receiving the required information from the NCDHHS.” – **Duke Energy**

Program Proposal Information:

Name and Organization: Al Ripley, Multi-Stakeholder Program Proposals (as submitted by NC Justice Center)

Proposal 22

Program Name: Revisions to the Duke Energy Winter Moratorium

Program Description: During part of the COVID pandemic, and to the credit of the Utility Commission, the Public Staff, the NC Attorney General, and Duke Energy, what is commonly known as the Duke Energy Winter Moratorium (WM) was expanded to include LIEAP, CIP, and NC Hope recipients. The modified WM covered three of Duke's Companies; Duke DEC, Duke DEP, and Piedmont Natural Gas and covered 114,000 residential accounts.

This proposal would permanently alter the Winter Moratorium by adding the following provisions:

- 1) Automatically enroll CIP and LIEAP recipients in the moratorium
- 2) A moratorium against disconnections would be provided to eligible customers provided arrearages remain below \$550.
- 3) An automatic CIP assistance referral would be triggered when arrears reach \$550.
- 4) A 24-month repayment plan for any arrearage balances that remain upon the conclusion of the moratorium with a provision allowing for 2 missed payments per year during the repayment period.

Consider adding a Summer Moratorium with the same provisions for the months of July and August and/or an extreme weather moratorium that prohibits non-pay disconnections and requires temporary reconnections whenever temperature or weather conditions would lead to an undue risk of unsafe conditions.

Program Objective: To protect low-income eligible customers from disconnection during extreme weather conditions.

Target Participants: Low-income residential customers that receive LIEAP and CIP assistance.

Program Administration: Utility Companies.

Eligibility Criteria: N/A

Success Metrics: Reduction in disconnections during moratorium months.

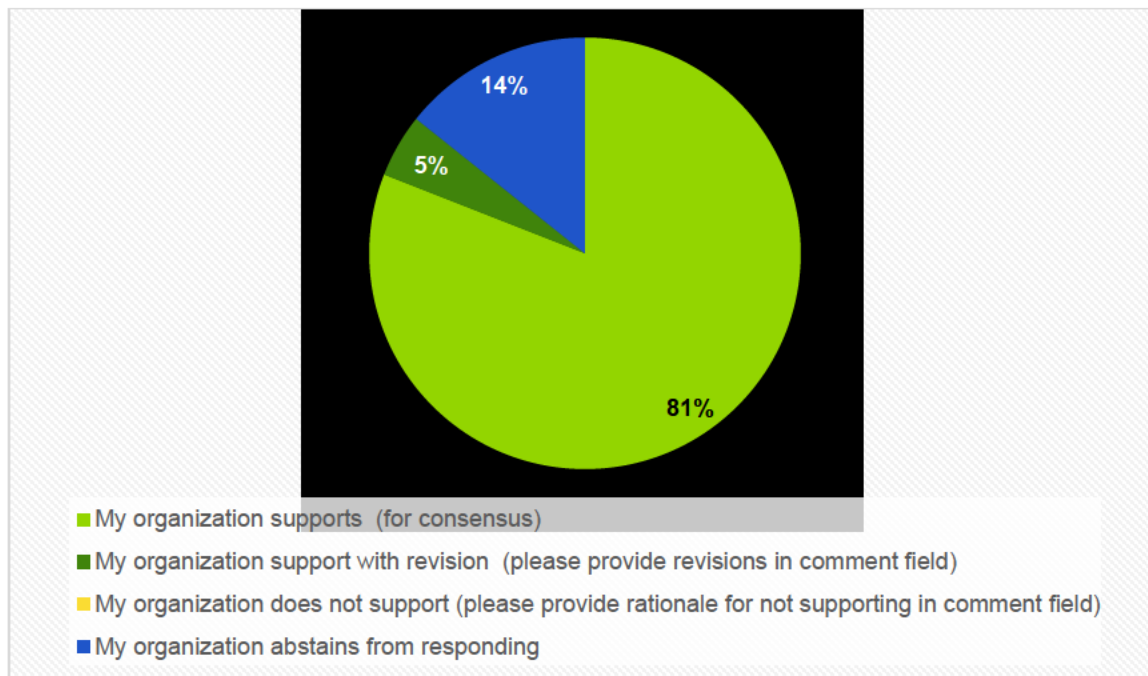
Program Partners: N/A

Additional Information: For additional information contact Al Ripley (919) 274-8245
al@ncjustice.org

Proposal 16 - Re-examine Regulatory Consumer Protection

Proposal 16 - Re-examine Regulatory Consumer Protection

Assessment Results:



Breakdown of Results:

Supports:

- AARP
- Appalachian Voices
- Crisis Assistance Ministry
- Dominion
- Legal Aid of North Carolina
- National Association for the Advancement of Colored People (NAACP)
- North Carolina Community Action Association
- North Carolina Dept of Health and Human Services
- North Carolina Housing Coalition
- North Carolina Justice Center
- North Carolina Sustainable Energy Association
- Public Staff of the North Carolina Utilities Commission
- Sierra Club
- Southeast Energy Efficiency Alliance (SEEA)
- Southern Alliance for Clean Energy (SACE)
- Southern Environmental Law Center (SELC)
- Vote Solar

Supports with Revision:

Proposal 16 - Re-examine Regulatory Consumer Protection

- Duke Energy

Does not Support:

- None

Abstains:

- Carolina Industrial Groups for Fair Utility Rates (CIGFUR)
- Nicholas Institute (Duke University)
- Rowan Helping Ministries

Comments from Assessment:

"The Companies support the review of the existing regulatory consumer protections detailed in NCUC Rule R12-11. If the output of the review requires technical system changes, the Companies request the required timeframe to update impacted systems which could be 12 months. In addition, the Companies will seek cost recovery of costs associated with required technical system changes and costs incurred as a result of any policy/rule changes." – Duke Energy

Program Proposal Information:

Name and Organization: Al Ripley, Multi-Stakeholder Program Proposals (as submitted by NC Justice Center)

Program Name: NCUC Rulemaking to Re-examine the Effectiveness of the Regulatory Consumer Protection Structure

Program Description: In light of the sweeping economic and technological transformation of the electric power sector, and with the prospect of dramatically increased reliance on electricity service in the face of electrification and decarbonization efforts, low-income and historically disadvantaged households and communities are particularly reliant upon effective utility consumer protections. However, many of the existing state consumer protection frameworks are no longer effective in providing consumers with reasonable security from loss of vital service. Today's energy price levels and critical importance of service may not have been contemplated when original regulations were adopted decades ago. As evidenced LIAC assessments of residential customer involuntary service disconnections, existing North Carolina consumer protections have proven inadequate to provide an acceptable level of household energy security and uninterrupted access to vital service. Meantime, the necessity of electricity service is increasing for a wider range of purposes — school, work, building end uses, and transportation. When consumer protections are inadequate and energy security is compromised, the protections for low-income households actually work counter to the goals and objectives of federal and state payment assistance and energy efficiency programs. For example, when a state LIHEAP office scrambles to cobble together the resources necessary to keep a client from losing utility service, those efforts may be undermined by an unreasonable payment plan or onerous security deposit and late payment fee provisions. What is needed now is a re-examination of existing utility consumer protections to ensure that vulnerable customers who

Proposal 16 - Re-examine Regulatory Consumer Protection

demonstrate good faith efforts to make affordable utility payments are protected from loss or degradation of service.

Program Objective: The purpose of this proposal is to recommend that the North Carolina Utility Commission initiate a Rulemaking proceeding to re-examine existing rules and regulations regarding provision and denial of electric service; provision of consumer information; security deposits; late payment fees; disconnection, termination and restoration of service; establishment and terms of payment plans, and resolution of disputes between customers and utility companies.

Target Participants: The intent of this proposal is to recommend a Rulemaking proceeding focused on consumer protections applicable to residential utility service customers.

Program Administration: N/A

Eligibility Criteria: To be determined by outcome of a prospective Rulemaking.

Success Metrics: Increase the level low-income access to and retention of necessary electric utility service.

Program Partners: N/A

Additional Information: For additional information, including summaries of state utility consumer protections and service delivery rules, see National Consumer Law Center, Access to Utility Service, (6th ed. 2018), Appx. A.1–A.4 updated at www.nclc.org/library.

For more information contact Al Ripley (919) 274-8245 al@ncjustice.org

Proposal 17 - Help My House Model

Proposal 17 - Help My House Model (Redirected to Tariff Working Group)

Name and Organization: Christina Cress, Bailey & Dixon, LLP

Program Name: Help My House Model (based on South Carolina program)

Program Description:

"The results of the 'Help My House' pilot [in South Carolina] were extremely positive. Billing data on the 125 participating homes indicates a 34 percent reduction in energy use (1.35 million kWh) in the year after the energy efficiency improvements were completed, an average savings of \$288 per home after loan payments."

https://www.eesi.org/files/HelpMyHouseBrochure_June2013.pdf

https://www.eesi.org/files/HelpMyHouseFinalSummaryReport_June2013.pdf

Program Objective: Give LMI ratepayers the opportunity to improve their homes and make them more energy efficient while also reducing their monthly electric bills through low-cost on-bill financing.

<https://www.eesi.org/obf/case-study/helpmyhouse>

Target Participants: "Rural communities in South Carolina have a relatively high percentage of older, less efficient homes and low-income residents, which for some households means spending more than 70 percent of their income on energy during peak heating and cooling months. In addition to having poor insulation and weatherization, many rural homes still use electric resistance heating, which is notoriously inefficient and costly. These homes represent some of the simplest and most cost-effective opportunities to save energy in the state."

Program Administration: Utility would proactively solicit program participation from households who meet certain threshold energy usage/burden and income criteria. An audit team comprised of utility and third-party independent administrator would solicit additional information to verify eligibility. The Public Staff would also have audit power. Quarterly reports could be submitted to the NCUC to allow it and the Public Staff (and any intervenors) to track progress. Seek federal grant and/or loan-funding to pay for costs, with any remaining administrative costs recovered over the life of the on-bill financing terms from program participants. Lost revenues would be recovered through EE/DSM rider.

Eligibility Criteria: Electric heat eligibility

Success Metrics: ""The HMH pilot program was conceived and designed to determine the cost-effectiveness of energy efficiency measures and whole home retrofits. The pilot defined cost-effectiveness as annual energy savings exceeding annual loan payments. Measures must be cost-effective in order for an OBF program to be viable. Co-ops are also concerned about the effect of whole house weatherization on system peak. This analysis examines energy savings, demand savings and the value of each of these to the participants and to the co-ops.""

Program Partners: USDOE and other federal/state government agencies, possible NGOs, Public Staff, independent auditor/administrator

Proposal 17 - Help My House Model

Additional Information: Yes, this program was successful in South Carolina. In addition, H951 directs the NCUC to evaluate on-bill financing options for energy efficiency measures, so I think this kind of program is ripe for consideration/potential regulatory approval. If it could be paired with LMI initiatives, all the better.

""The results of the ""Help My House"" pilot were extremely positive. Billing data on the 125 participating homes indicates a 34 percent reduction in energy use (1.35 million kWh) in the year after the energy efficiency improvements were completed, an average savings of \$288 per home after loan payments.

The low-interest 10-year loans (which averaged just under \$7,700) are on track for a simple payback of 6.6 years, nearly identical to projections made at the time the loans were made. The average participating home is expected to save a net of more than \$8,500 over 15 years. The pilot applied a comprehensive ""whole house"" approach, in which all of the energy efficiency measures were evaluated as part of the same system. Participating homes received a combination of air sealing, duct repair, HVAC upgrades, and insulation improvements. More than 95 percent of participants reported that they were more satisfied with their co-op after participating in the pilot.""

Proposal 18 - Smart Saver Low Income Multi-Family Retrofit

Proposal 18 – Smart Saver Low Income Multi-Family Retrofit (see P23)

Name and Organization: Christina Cress, Bailey & Dixon, LLP

Program Name: Smart Saver Low Income Multi-Family Retrofit Program (Smart Saver LIMP)

Program Description: Smart Saver LIMP projects would involve efficiency upgrades for buildings with currently high energy consumption, specifically for lighting, appliances, weatherization, heating systems, controls, domestic hot water, and HVAC/mechanical systems. Eligible measures under the LIMRP would be directly installed at no charge to the low-income customer, and would include: (1) comprehensive energy assessment, including customer education; (2) weatherization, including wall, attic, floor, and pipe and duct insulation, as well as air sealing (caulking, weather stripping, door and window hardware, window parting beads and stops); (3) programmable thermostats; (4) blower door analysis; (5) heating system tune-up, repair, and replacement; (6) low-flow showerheads and faucet aerators; (7) minor building repairs, including glass replacement and adjustment of window meeting rails; (8) replacement of inefficient appliances, including refrigerators and clothes washers; (9) installation of compact fluorescent lamps (CFLs) and LEDs; (9) health and safety measures such as wire inspection, ventilation, and the DOE lead-free protocol; and (10) multi-family-building-specific measures, such as common area lighting fixtures, HVAC motors and controls and heating systems.

Program Objective: To provide cost-effective energy efficiency improvements to multi-family buildings, including nonprofit and public housing authorities. For-profit entities are eligible to apply for funds to improve the energy usage of their buildings.

Target Participants: 1-4 unit residential buildings where at least 50% of the units are occupied by low-income residents earning at or below 60% of area median income and are high energy users. For single-family dwellings, 50% of occupants at or below 60% of the state median income level.

Program Administration: The utility would provide the primary administrative and functional roles. Potentially a third-party administrator or contractor could oversee the day-to-day operations, including scheduling, assessing and installing eligible measures in income-eligible customers' homes and buildings. The utility (or an entity acting on its behalf) would also be responsible for leveraging other federal and state funding sources to provide the most comprehensive energy efficiency projects possible. The NCUC would have oversight authority to review multi-family projects and ensure utility compliance with best practices, including ensuring cost-effectiveness and managing overall program costs. The NCUC would also have additional oversight authority through the cost-recovery regulatory mechanism set forth in G.S. 62-133.9

Eligibility Criteria: 1-4 unit residential buildings where at least 50% of the units are occupied by low-income residents earning at or below 60% of area median income and are high energy users. For single-family dwellings, 50% of occupants at or below 60% of the state median income level.

Success Metrics: Net Annual Savings (MWh); Net Lifetime Savings (MWh); # of customers participating; CCE (\$ per lifetime kWh); annual peak demand savings (summer/winter kW).

Proposal 18 - Smart \$aver Low Income Multi-Family Retrofit

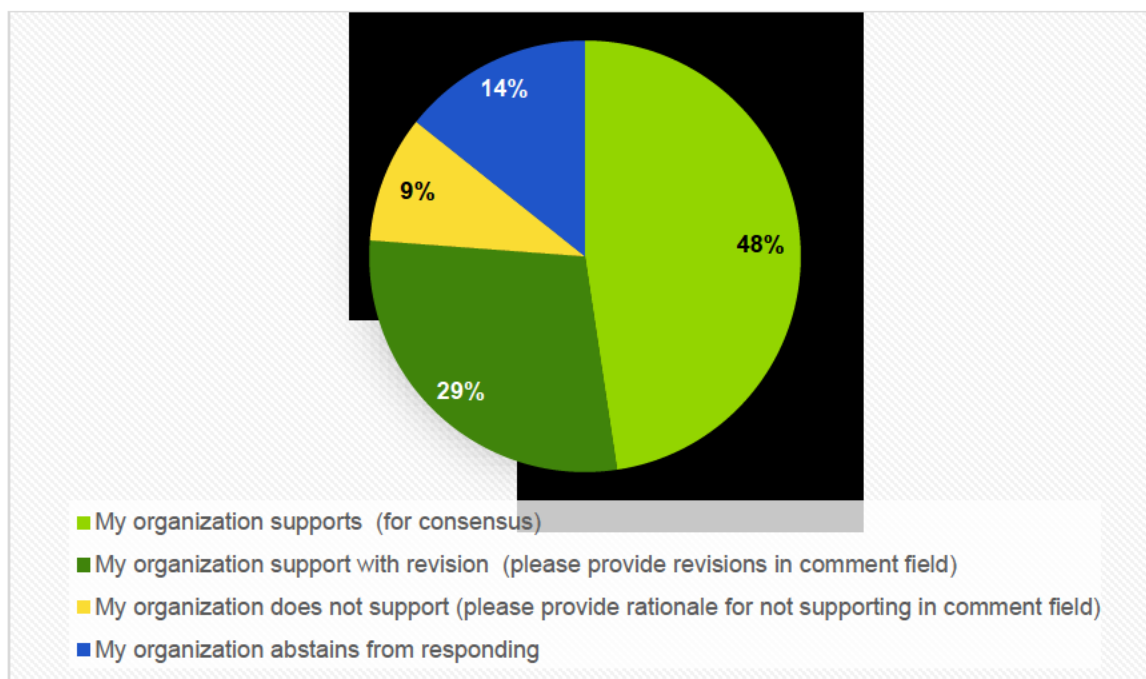
Program Partners: U.S. Department of Energy; U.S. Department of Health and Human Services; North Carolina Department of Health and Human Services; Building Performance Institute (BPI); North American Technician Excellence (NATE)

Additional Information: This program has been successfully implemented in Massachusetts and has received tons of accolades as being an "exemplary" energy efficiency program.

Proposal 19 - NC Healthy Homes Initiative

Proposal 19 - NC Healthy Homes Initiative

Assessment Results:



Breakdown of Results:

Supports:

- Appalachian Voices
- Crisis Assistance Ministry
- Legal Aid of North Carolina
- National Association for the Advancement of Colored People (NAACP)
- North Carolina Community Action Association
- North Carolina Housing Coalition
- Rowan Helping Ministries
- Sierra Club
- Southeast Energy Efficiency Alliance (SEEA)
- Vote Solar

Supports with Revision:

- AARP
- North Carolina Justice Center
- North Carolina Sustainable Energy Association
- Public Staff of the North Carolina Utilities Commission
- Southern Alliance for Clean Energy (SACE)
- Southern Environmental Law Center (SELC)

Proposal 19 - NC Healthy Homes Initiative

Does not Support:

- Dominion
- Duke Energy

Abstains:

- Nicholas Institute (Duke University)
- North Carolina Dept of Health and Human Services
- Carolina Industrial Groups for Fair Utility Rates (CIGFUR)

Comments from Assessment:

"This is a critically needed program and builds on NCCAA's experience with the BC/BS grant for the Healthy Homes Initiative and the Duke Healthy Home Fund. But it is not clear from the proposal where the funds would come from for this NC HHI. Ratepayer funds have historically been limited to energy efficiency related upgrades. Ideally, healthcare related funds or other government programs could support an initiative like this to improve the health and safety of homes and make them ready for EE upgrades." – **Southern Environmental Law Center (SELC)**

"This program should be funded first with DOE weatherization funds and LIHEAP." – **AARP**

"The program administration should be determined by RFQ. Only non-ratepayer funds should be utilized for health and safety work. Ratepayer funds could be used for EE measures and to reduce cost of service." - **Public Staff of the North Carolina Utilities Commission**

"Scope is focused on healthier home initiative vs removing energy burden via EE initiatives." – **Dominion**

"This is a critically needed program and builds on NCCAA's valuable experience with the BC/BS grant for the Healthy Homes Initiative and the Duke Helping Home Fund. But it is not clear from the proposal where the funds would come from for this NC HHI. Ratepayer funds have historically been limited for energy efficiency related upgrades. Ideally, healthcare funds could be identified to support an initiative like this to improve the health and safety of homes, which would have the added benefit of making them ready for EE upgrades." – **North Carolina Justice Center**

"We support the intent of the program but think there needs to be more discussion about where the funding for this program comes from since that does not seem to have been defined in this proposal." – **North Carolina Sustainable Energy Association**

"We strongly support the establishment of consistent funding for health, safety, and incidental repairs to supplement federal, state, and ratepayer funds for energy efficiency. We know there are potential challenges with regard to use of ratepayer funds for these purposes, but are committed to working through the associated regulatory issues and/or assist in seeking additional funding from other sources." – **Southern Alliance for Clean Energy (SACE)**

"The Companies do not support this proposal as it doesn't have a specific time to the scope of identifying opportunities to address affordability for low-income customers." – **Duke Energy**

Program Proposal Information:

Name and Organization: Detrick Clark, The North Carolina Community Action Association

Program Name: The NC Healthy Homes Initiative (NC HHI)

Program Description: One of the by-products of weatherization programs is the positive impact on health, as outlined in the CDC's HI-5 (Health Impact Interventions in 5 years). But unfortunately, some repairs are ineligible for NC WAP and DEC WX funding, leaving important health-related concerns untouched.

The NC Healthy Homes Initiative will provide families with home repairs that are crucial to improving their overall health. Considering most Americans spend nearly 60 percent (pre-COVID) of their time in their homes, the condition of their homes has a significant impact on their health and overall quality of life. As a result, the condition of one's home plays a vital role in our health. Poor quality and inadequate housing contribute to health problems such as chronic diseases and injuries and can have harmful effects on childhood development. Unfortunately, many of North Carolina's families cannot afford the repairs and home safety updates necessary to protect their physical and mental health.

The NC HHI will help fill these gaps by providing funding to North Carolina's most underserved communities to make those additional, health-centered, repairs for families to increase overall health outcomes. The NC HHI will lean on the expertise of the NCCAA, and its dedicated weatherization service providers to administer this program. If approved, funds will be allocated to NC WAP service providers and non-profit agencies equipped to provide health and safety services and energy efficiency services. The allocations will be determined using Census data, and the number of low-income utility customers represented in each geographical area.

Program Objective: The overall goal of NC HHI is to equip weatherization service providers with the resources needed to ensure NC's most vulnerable families are provided with home repairs that have the greatest impact on their overall health. Through this program, NCCAA will work with partner agencies to treat hidden dangers in the homes of NC's most vulnerable families. The health and safety measures offered are intended to address repairs and adverse home conditions that are grossly perpetuating the underlying root causes of many illnesses. The implementation of this program will not only improve the comfort and the overall health of low-income families but will also provide energy savings for these households and utility providers.

By implementing this program, the following shall be completed for qualified program participants:

1. Conduct an energy audit to identify energy efficiency opportunities in the customer's home;
2. Conduct a Healthy Home Assessment
3. Replacement of carpet with hard surface flooring (Entire home or select rooms that would most improve the health of homeowners)
4. Deep cleaning of home since the removal of the carpet could stir up dust/dirt
5. Interior pest control
6. Air purification
7. Asbestos

Proposal 19 - NC Healthy Homes Initiative

8. Accessibility/fall prevention (Interior)
9. Moisture control (Basement and crawl space sealing)
10. Filter change-out and a pre-determined number of additional replacements
11. Carbon monoxide and smoke detectors (installation and/or a battery change out)
12. Install a comprehensive package of electric conservation measures to increase the home's energy efficiency and lower program participants' energy costs;
13. . Provide one-on-one customer education on energy efficiency techniques and measures; and
14. Educate customers on other applicable energy efficiency programs that are available.

The combined spending on measures installed would be capped at \$3,500.

NC HHI Service Provider will assess and perform program services for residents whose household income is at or below 200% of the federal poverty level. Service providers will identify families in need, perform eligible health and safety measures, and post-completion audits to ensure all health and safety measures were properly installed.

A goal of the NC HHI is to create healthier and safer environments for NC families. Service providers will be required to gather information on any family member who may suffer from chronic health conditions. This information will be recorded and tracked. Further, service providers would be asked to record client quotes and testimonials.

NCCAA is proposing four options to participate in the NC Healthy Home Initiative.

State Completed Projects - Submit for NC HHI reimbursements after completion of State Weatherization or Refrigerator Replacement Projects. Service Providers would submit their materials and labor summary report, receipts, and a copy of the State Completed Jobs Report. All service providers would be paid based on eligible measures (including labor and materials, and a flat 7% admin fee would be accessed.)

DEC WX/DEP WX (assuming approval) Projects - Submit for NC HHI reimbursements after completion of DEC or DEP WX Projects. Service Providers would submit their materials and labor summary report, and receipts. All service providers would be paid based on eligible measures (including labor and materials, and a flat 7% admin fee accessed.)

The Helping Home Fund (HHF) Projects - Submit for NC HHI reimbursements after completion of HHF Projects. Service Providers would submit their materials and labor summary report, and receipts. All service providers would be paid based on eligible measures (including labor and materials, and a flat 7% admin fee would be accessed.)

Stand-Alone Projects - Submit for NC HHI fixed cost payments after completion of approved health and safety measures. Service Providers must submit invoices for materials and labor detailing the number of installed materials. All service prov

Target Participants: The NC HHI will target program-eligible households with incomes at or below 200 % percent of the federal poverty guidelines or those receiving cash assistance payments under Work First or Supplemental Security Income. Like other low-income-related programs, this program will prioritize assistance to the elderly, individuals with disabilities, and families with children.

Proposal 19 - NC Healthy Homes Initiative

Program Administration: "As the lead organization, NCCAA would provide project implementation and overall program oversight. NCCAA will work with Duke Energy and NC WAP service providers to plan, coordinate, and implement a series of comprehensive strategies to address health and safety needs for vulnerable families.

The implementation of this program will allow low-income North Carolinians to experience energy savings, utility bill reductions, and safe, healthy homes. To assist Duke in reducing low-income families' electric burden, and overall health outcomes, NCCAA will focus on high energy users and populations who are most vulnerable.

NC WAP service providers will follow the State's Weatherization Installation Standards or industry-recognized weatherization practices."

Eligibility Criteria: The NC Healthy Home Initiative (NC HHI) will target income-qualified customers state-wide.

Customers will be eligible to participate if:

- They are utility customers with an active account; and
- Household income must be at or below 200% of the Federal Poverty Guidelines.

Each participant would be eligible to receive up to \$3,500 in health and safety repairs. All DEC WX, HHF, and NC WAP participants will be auto-enrolled into the NC Healthy Home Initiative. Service Providers will need to submit for payment of qualified measures installed and services performed on the home.

The NC HHI Program will be available to:

- Owner-occupied, single-family residences including condominiums and manufactured homes; mobile homes and
- Renters with owner approval.

The NC HHI program will not perform health and safety services on condemned homes, nor perform services on homes that are for sale. For example, if a home is placed for sale while work is in progress, the Service Provider shall end work at the soonest, safe stopping point, and consider the job complete.

Success Metrics: The overall purpose of the program is to help participants reduce their electric burden, improve their health, and provide KWH savings for Duke.

The NC HHI program will build on Duke's existing weatherization and refrigerator replacement platform by allowing families to participate in all three simultaneously. The implementation of this program will allow agencies to provide deeper and more expansive retrofits. Undoubtedly, access to these three programs will have a profound impact on all low-income utility customers.

Drivers of household energy burden

PHYSICAL

- Inefficient and/or poorly maintained HVAC systems
- The heating system and fuel type
- Poor insulation, leaky roofs, and inadequate air sealing

Proposal 19 - NC Healthy Homes Initiative

- Inefficient large-scale appliances (e.g., refrigerators, dishwashers) and lighting sources
- Weather extremes that raise the need for heating and cooling

ECONOMIC

- Chronic economic hardship due to persistent low income
- Sudden economic hardship (e.g., severe health event or unemployment)
- Inability or difficulty affording the up-front costs of energy efficiency investments

POLICY

Insufficient or inaccessible policies and programs for bill assistance, weatherization, and energy efficiency for low-income households

Certain utility rate design practices, such as high customer fixed charges, that limit the ability of customers to respond to high bills through energy efficiency or conservation

BEHAVIORAL

- Lack of access to information about bill assistance or energy efficiency programs
- Lack of knowledge about energy conservation measures
- Increased energy use due to age or disability

The implementation of the NC Health Home Initiative would have a significant impact on the well-being of low-income households, utilities, and communities in the following ways.

BENEFIT RECIPIENT: LOW-INCOME PROGRAM RECIPIENTS

OUTCOME: LOWER MONTHLY UTILITY BILLS

- Lower household energy burden and greater disposable income
 - Reduced stress and fewer trade-offs between energy and other necessities
- Reduce exposure to risk from utility rate increases

OUTCOME: IMPROVEMENTS IN THE EFFICIENCY OF THE HOUSING STOCK

- Improved health and safety and greater household comfort
- Increased property value, more reliable equipment, and lower
- Greater satisfaction with the building/unit and improved household and neighborhood stability

BENEFIT RECIPIENT: UTILITIES AND RATEPAYERS

OUTCOME: DEMAND-SIDE MANAGEMENT (BOTH GAS AND ELECTRIC)

- Avoided excess costs of increased generation, capacity, and transmission investments
- Contribution toward compliance with energy efficiency portfolio standards and other environmental legislation

OUTCOME: COST SAVINGS TO UTILITIES AND RATEPAYERS

- Reduced arrearages and cost of shutoffs, which lowers utility operating costs
- Improved customer service

Proposal 19 - NC Healthy Homes Initiative

BENEFIT RECIPIENT: COMMUNITIES

OUTCOME: LOWER ELECTRIC AND GAS DEMAND

- Reduced environmental pollutants and improved public health

OUTCOME: LOWER MONTHLY BILLS DUE TO AVOIDED UTILITY COST

- More money is spent in the local economy due to greater household disposable income, with a higher local multiplier effect
- Poverty alleviation and increased standard of living

OUTCOME: IMPROVEMENTS IN THE EFFICIENCY OF THE HOUSING STOCK

- Local job creation through weatherization programs and energy efficiency providers and trade allies
- Improved quality of life
- Increased property values and preservation of housing stock

Program Partners:

Duke Energy
North Carolina Community Action Association (NCCAA)
North Carolina Weatherization Assistance Service Providers (mostly CACs)
TRC (formerly Lockheed Martin)
North Carolina Weatherization Assistance Program (NCWAP)
NCCAA's current contractor network (HHF, DECWX, and HHI)
Regional Specialty Contractors
Community Development Organizations
Private Weatherization Contractors
Non-profit Agencies
Community Action Agencies (NC's 34-member network)

Additional Information: Based on our current experience as the administrator of the BlueCross and BlueShield Healthy Homes Initiative (HHI), we feel there are no regulatory or statutory barriers to implementing this program. NCCAA has successfully managed and administered the Healthy Home Initiative, since 2018. As of March 1st, 2022, the HHI has provided served over 1224 low-income households and 2133 low-income household members. BlueCross and BlueShield of NC provided NCCAA with a \$2M grant in November 2018 to serve 56 rural NC counties. Due to the success of the program outcomes, an additional \$1M investment by BCBSNC in April of 2020 to expand to 94 rural counties. The HHI is served by 24 participating community action agencies.

The Healthy Home Initiative Program provides improvements to make homes healthier and safer. This funding is typically leveraged with weatherization funds, or improvements can be made to income-qualified homes that may not receive weatherization services. As of March 1st, 1,224 homes have been impacted and over 2133 household members in 86 NC counties have benefited from this program. In Q4 of 2021, the HHI program completed 148 new projects, and \$119K was used to complete these projects. Over 65% of those homes in Q4 had one or more family members who suffer from chronic health conditions.

Proposal 19 - NC Healthy Homes Initiative

Community Impact: \$1,978,395.25 (As of 3.1.2022)

Number of Completed Projects/Homes Served: 1224

Number of Household Members Impacted: 2133 (Seniors: 1009, Adults: 747, Children: 377)

Number of Homeowners Helped: 1207

Health Outcomes

Overall, the program has served over 700 (58%) households that were suffering from one or more household members were suffering from one or more of the following chronic illnesses:

- Diabetes
- COPD
- Asthma
- Musculoskeletal
- Heart Disease
- Cancer
- Epilepsy
- Mental Health
- Alzheimer's
- Arthritis
- Stroke
- Blind

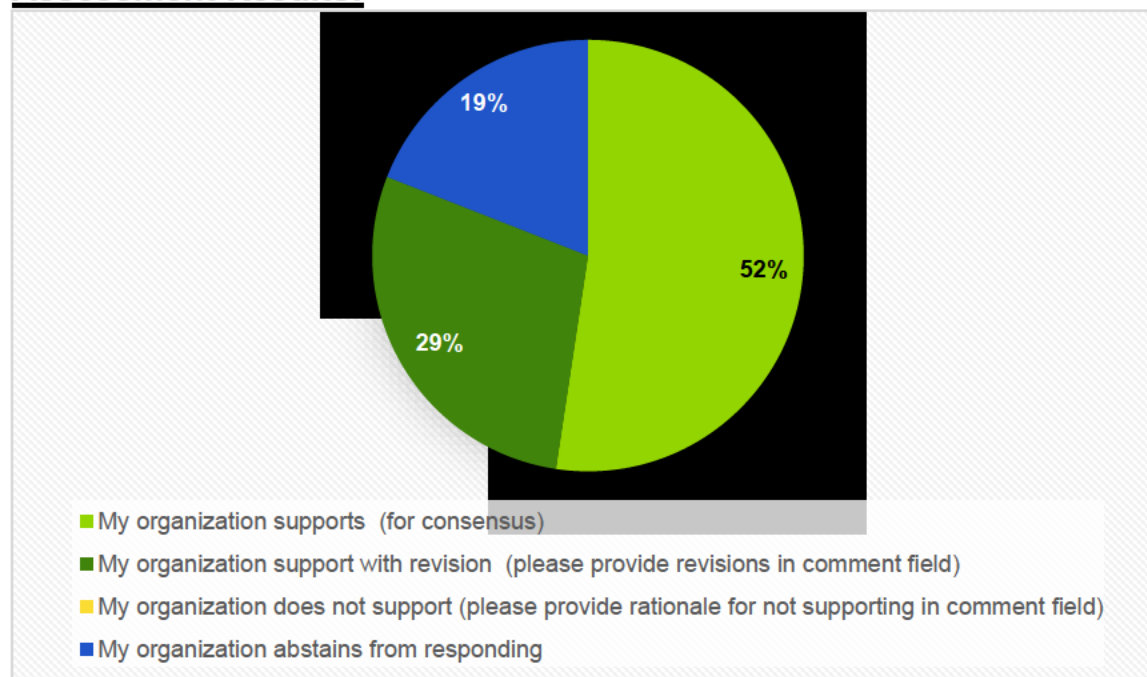
Demographics Served through the BCBC HHI Program

- 50% of households served were African American
- 46% White
- 1% Hispanic
- 2% Native American
- 1% Other (Native American, Asian, and Indian)

Proposal 20 - DEP Weatherization Program

Proposal 20 - DEP Weatherization Program

Assessment Results:



Breakdown of Results:

Supports:

- Appalachian Voices
- Legal Aid of North Carolina
- National Association for the Advancement of Colored People (NAACP)
- North Carolina Community Action Association
- North Carolina Housing Coalition
- North Carolina Sustainable Energy Association
- Rowan Helping Ministries
- Sierra Club
- Southeast Energy Efficiency Alliance (SEEA)
- Southern Alliance for Clean Energy (SACE)
- Vote Solar

Supports with Revision:

- AARP
- Crisis Assistance Ministry
- Duke Energy
- North Carolina Justice Center
- Public Staff of the North Carolina Utilities Commission
- Southern Environmental Law Center (SELC)

Proposal 20 - DEP Weatherization Program

Does not Support:

- None

Abstains:

- Carolina Industrial Groups for Fair Utility Rates (CIGFUR)
- Dominion
- Nicholas Institute (Duke University)
- North Carolina Dept of Health and Human Services

Comments from Assessment:

"For the same reasons that we support LIAC Program Proposal Number 2, which calls for a DEP Weatherization Program modeled after the DEC Weatherization Program, we also support the substance of this Proposal (No. 20). Even though NCCAA has unmatched experience administering this kind of program (as it does the DEC Weatherization Program, Helping Home Fund, and HHI), it is our understanding that Duke Energy would need to go through an RFP process to identify the program administrator and that it may be premature to assign that role to NCCAA at this time." – **Southern Environmental Law Center (SELC)**

"This is not a suggested revision, it's a comment overall on this as well as the other weatherization related proposal/s all of which we do support. It's also somewhat similar to the concept in #23. We operate in a space at Crisis Assistance Ministry where over 15,000 renting households annually need help with utilities and/or rent (often times it's rent one month and utilities the next month when juggling on a limited income.) Less than 1% are homeowners. Weatherization solutions that are more equitability available for low income families would include more options for rental housing. In the vast majority of apartment complexes there is income segregation (apartments class A, B, C corresponds to income.) Could we work with landlords running low income apartment complexes as the target of weatherization outreach? Certainly many are owned from out of state vendors or equity funds but still there are thousands of complexes owned by local "mom and pop" landlords who could help 200-300 families at one time if they are given an opportunity to receive help weatherizing their units." – **Crisis Assistance Ministry**

"This program should be funded first with DOE weatherization funds and LIHEAP." – **AARP**

"The program administration should be determined by RFQ. Only non-ratepayer funds should be utilized for health and safety work. Ratepayer funds could be used for EE measures and to reduce cost of service." – **Public Staff of the North Carolina Utilities Commission**

"In the statistical analysis, higher winter peak and summer peak usage were associated with a customer being more likely to be in arrears, receive a 24-hour notice, and be disconnected. These results would support reducing high energy use via weatherization." – **Nicholas Institute**

"For the same reasons that we support LIAC Program Proposal Number 2, which calls for a DEP Weatherization Program modeled after the DEC Weatherization Program, we also support the substance of this Proposal (No. 20). Even though NCCAA has unmatched experience administering this kind of program (as it does the DEC Weatherization Program, Helping Home Fund, and HHI), it is our understanding that Duke Energy would need to go through an RFP

Proposal 20 - DEP Weatherization Program

process to identify the program administrator and that it may be premature to assign that role to NCCAA at this time.” – North Carolina Justice Center

“The Company plans to file the DEP Income Weatherization Program with the NCUC within the next two weeks.” – Duke Energy

Program Proposal Information:

Name and Organization: Detrick Clark, The North Carolina Community Action Association

Program Name: The Duke Energy Progress Weatherization Program (DEP WX)

Program Description: The Duke Energy Progress Weatherization Program (DEP WX) is a robust weatherization program designed to assist DEP income-qualified customers by directly installing energy-efficient measures and providing education on energy efficiency. Like the Helping Home Fund, Healthy Home Initiative, and the DEC WX program, the DEP WX Program would lean on the collaboration and expertise of the NCCAA, and its dedicated weatherization service providers network for implementation. If expanded, funds will be distributed to participating Service Providers involved in assisting income-qualified customers with energy efficiency. The DEP WX program would function as a rebate program.

Program Objective: The goal of the DEP WX program is to provide comprehensive weatherization and efficiency measures to the greatest number of customers in the Duke Energy Progress (DEP) service territory. The DEP WX Program will reduce energy consumption for income-qualified customers by directly installing energy [1] efficient measures and providing education on energy efficiency. Whenever possible and cost-effective, homes shall be thoroughly insulated and air sealed, thus achieving the greatest gains in energy conservation and improved comfort.

By implementing this program, the following shall be completed for qualified program participants:

1. Conduct an energy audit to identify energy efficiency opportunities in the customer's home;
2. Install a comprehensive package of electric conservation measures to increase the home's energy efficiency and to lower program participants' energy costs;
3. Replace inefficient refrigerators with ENERGY STAR® refrigerators;
4. Provide one-on-one customer education on energy efficiency techniques and measures; and
5. Educate customers on other applicable energy efficiency programs that are available.

In addition, using Duke Energy's income-qualified weatherization funds:

- Upgrade high-efficiency heat pumps (HEHP) to a minimum of SEER 15 and HSPF 8.2 with an electronically commutated motor (ECM); and

Proposal 20 - DEP Weatherization Program

- Promote behavioral changes that help program participants more effectively control their energy usage and lower their costs.

Like the Helping Home Fund (HHF), Duke Energy Carolina's Weatherization Program (DEC WX), and the BlueCross and BlueShield of NC Healthy Home Initiative (HHI), this program will utilize independent contractors, and leverage existing community action agencies, and WAP service provider resources to make improvements in eligible homes within Duke's DEP service territory.

Any funding not requested for energy efficiency expenditures by the end of the calendar year will be forfeited.

We are proposing multiple options to participate in the DEP WX Program.

1. **State Completed Projects** - Submit for DEP WX rebates after completion of State Weatherization or Refrigerator Replacement Projects. Service Providers would submit their materials and labor summary report, refrigerator receipts and a copy of the State Completed Jobs Report. Service Providers would be paid a fixed cost rebate based on eligible measures (including labor and materials.)
2. **Stand-Alone Projects** - Submit for DEP WX fixed cost payments after completion of approved weatherization measures and/or refrigerator replacement. Service Providers must submit invoices for materials and labor detailing the number of installed materials. Service Providers would be paid a fixed cost payment based on eligible measures (including labor and materials.)
3. **HVAC Projects** - Payment towards a leveraged project (ie. HARRP) or a stand-alone project for installation of a 15 SEER HP replacement. Eligibility and maximum costs would be identical to the current DEC WX program. Service Providers must submit contractor invoices, and AHRI certificates and indicate any source/amount of leveraged funding. Reimbursement/payments for HVACs would not be supported if any systems were paid using HARRP or other program dollars. The HVAC portion of this project would not be considered a rebate measure. Service Providers would receive an agreed-upon administrative fee based on the total project cost. The admin fee should be comparable to the state NC WAP admin fee. Once determined this administrative fee will be automatically calculated and added to project payments.

Target Participants: The DEP WX program will target DEP eligible households with incomes at or below 200 percent of the federal poverty guidelines or those receiving cash assistance payments under Work First or Supplemental Security Income. Like DEC WX this program will prioritize assistance to the elderly, individuals with disabilities, and families with children.

Program Administration: In this proposal, the North Carolina Community Action Association is the lead organization providing project implementation and overall program oversight. NCCAA will work with Duke Energy Progress, and NC WAP service providers to plan, coordinate, and implement a series of comprehensive strategies to address weatherization needs for struggling families.

The implementation of this program will allow low-income North Carolinians to experience energy savings, utility bill reductions, and safe, healthy homes. To assist Duke Energy Progress in reducing low-income families' electric burden, and overall health outcomes, NCCAA will focus on high energy users and populations that are most vulnerable.

Proposal 20 - DEP Weatherization Program

NC WAP service providers will follow the State's Weatherization Installation Standards or industry-recognized weatherization practices as applicable.

Eligibility Criteria: The DEP WX Program will target income-qualified customers located in DEP NC territory.

Customers will be eligible to participate if:

- They are a DEP customer with an active account; and
- Household income must be at or below 200% of the Federal Poverty Guidelines. Service Providers will need to submit for payment of qualified measures installed and services performed on the home.

The DEP WX Program will be available to:

- Owner-occupied, single-family residences including condominiums and manufactured homes; and
- Renters with owner approval for refrigerator replacement only. The DEP WX program will not perform weatherization services on condemned homes, nor perform services on homes that are for sale. For example, if a home is placed for sale while work is in progress, the Service Provider shall end the work at the soonest, safe stopping point, and consider the job complete.

Success Metrics: The overall purpose of the DEP WX program is to help participants reduce their electric burden, improve health outcomes, and provide KWH savings for Duke. All the services will be provided at no cost to the customer.

Through the DEP WX (DEC WX) expansion families will have access to two of the three existing EE programs, Weatherization and Refrigerator Replacement. Access to these two programs will have a considerable impact on LIEAP and CIP customers' electric burdens. If expanded, NCCAA will work with Duke to increase the number of customers served, the number of measures installed, and provide KWH reductions.

HVAC Replacement HVAC Replacement up to \$ 6,000.00

WX Refrigerator Replacement

- Refrigerator Replacement 15 cu ft
- Refrigerator Replacement 18 cu ft
- Refrigerator Replacement 21 cu ft

WX Tier 1

- Air Sealing
- Clean and/or Replace Dryer Vent
- Door Weatherstripping
- Pipe Insulation - 2-5' sections
- Tank Insulation
- Heating System Tune-Up
- Heating System Repair

Proposal 20 - DEP Weatherization Program

- LED 5W Chandelier
- LED 5W Generic
- LED 5W Globe
- LED 9W
- LED A-Line - any wattage except 9W
- Low Flow Aerators - max 3
- Low Flow Showerheads - max 2
- Water Heater Temp Adjustment

WX Tier 2

- Attic Insulation - Cellulose, Blown - R-30
- Attic Insulation - Cellulose, Blown - R-38
- Attic Insulation - Fiberglass, Blown - R-30
- Attic Insulation - Fiberglass, Blown - R-38
- Belly Fiberglass Loose
- Duct Insulation
- Duct Sealing
- Floor Insulation - Fiberglass, Batts - R19
- Knee Wall Insulation
- Manufactured Home Roof Cavity
- Roof Cool Seal - Mobile Home
- Wall Insulation - Cellulose. Blown - R13
- Wall Insulation - Fiberglass. Blown - R13

If given the opportunity NCCAA would like to see the following enhancements added to this program and the DEC WX program.

1. Secure long-term funding for Health and Safety funds to ensure customers can continue to receive needed Weatherization services.
2. . Explore opportunities to expand services and include additional measures as identified.
3. Earmark marketing dollars so agencies can better market the services and program.
4. Re-evaluate the rebate measures to ensure they are parallel with true cost/inflation.
5. Access to more customer-related data (Acxiom)

For example, to serve more customers and increase overall program outcomes NCCAA, would like to work with Duke to better identify high energy users and DEP program eligible customers. The CAA network feels earmarking a percentage of the overall budget to assist agencies with marketing the program would help to increase program visibility and outcomes. Ideally, NCCAA would like to gain access to Duke's Acxiom data and other customer and neighborhood-level data to better identify high concentrated DEP income eligible areas. This is a model that is currently being used for Duke's Neighborhood Energy Saver Program (NES2.0). If DEC WX and DEP WX agencies were equipped with the same data, it would allow them to better direct their limited resources and ramp up the reach of the program.

Program Partners:

Proposal 20 - DEP Weatherization Program

Duke Energy Progress
North Carolina Community Action Association (NCCAA)
North Carolina Weatherization Assistance Service Providers (mostly CACs)
TRC (formerly Lockheed Martin)
North Carolina Weatherization Assistance Program (NCWAP)
NCCAA's current contractor network (HHF, DECWX, and HHI)
Historically Underutilized Businesses (HUB)
Minority and Women-Owned Businesses (MWBE)
Veteran Owned Small Businesses
Regional Specialty Contractors
Community Development Organizations
Private Weatherization Contractors
Non-profit Agencies
Community Action Agencies (NC's 34-member network)

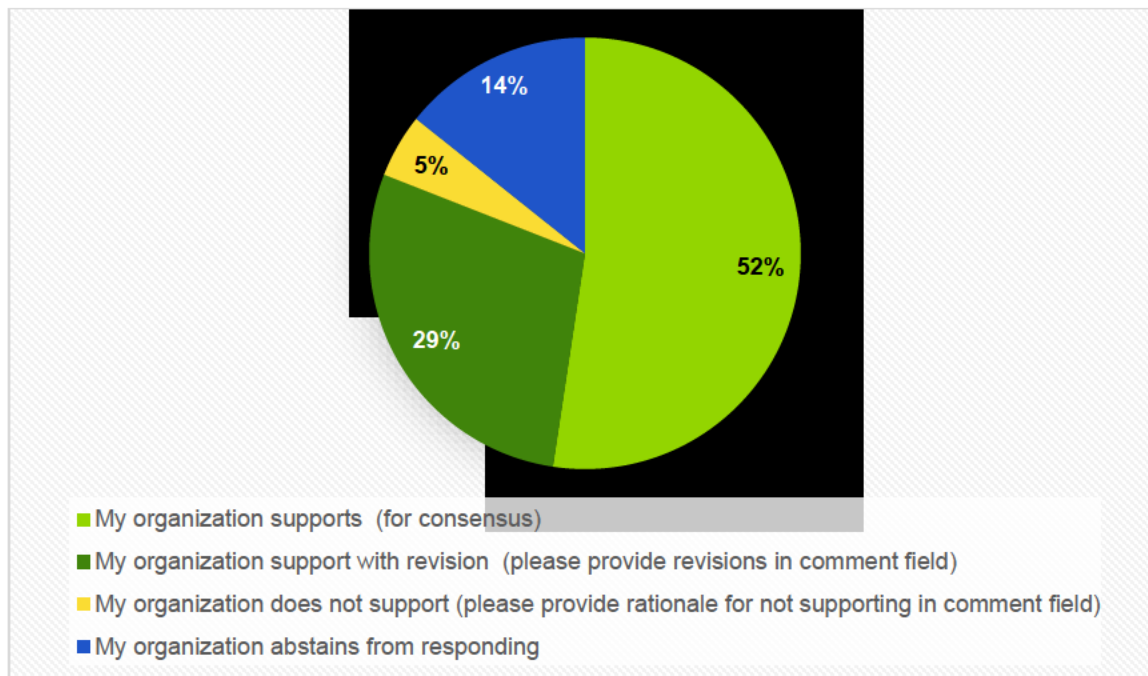
Additional Information: Based on our current experience as the administrator of the DEC WX program and the North Carolina Utility Commissions' support of that work, we feel there are no regulatory or statutory barriers to implementing a similar program in the DEP service territory. Over the past several months, Duke, NCCAA, and TRC have had a few informal discussions about a possible program filling. NCCAA and Duke have discussed the launching of this program and some of the program recommendations identified in the Success Measures section of this proposal, amongst other program enhancements tools and processes. NCCAA has successfully managed and administered the Duke Energy Carolinas (DEC WX) Weatherization program since 2015. As of March 4th, 2022, the DEC WX program has provided low-income customers with more than \$13 million in direct weatherization assistance and has served more than 4,200 families with over 5,100 weatherization-related measures. As noted, by Duke's self-evaluation of the DEC WX program the average cost per DEC participant in 2019 was \$3,486.89 and respectively \$3,405.21 in 2020. In 2019, families that participated in the DEC WX program experienced significant energy savings. The program can deliver anywhere from a 241-kWh to a 3774-kWh reduction for participants depending on the measures the customer qualifies for and receives. In 2019, on average families experienced 1994 kWh WERP, 805 kWh RRP in savings, and in 2020 families on average experienced 1909 kWh WERP, 805 kWh RRP in savings. According to Duke's recent analysis, there are approximately 780,000 DEC low-income program eligible customers that can benefit from the program. The number of eligible participants reflects the current approximate number of customers in the respective service territory that have been identified as Low Income (200% of FPL). Expanding the DEC WX program into the DEP service territory will be an added resource to approximately 350,000 to 375,000 low-income DEP customers.

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Proposal 21 - NC Low-Income Energy Major Home Repair

Proposal 21 - NC Low-Income Energy Major Home Repair

Assessment Results:



Breakdown of Results:

Supports:

- Appalachian Voices
- Crisis Assistance Ministry
- Legal Aid of North Carolina
- National Association for the Advancement of Colored People (NAACP)
- North Carolina Community Action Association
- North Carolina Dept of Health and Human Services
- North Carolina Housing Coalition
- Rowan Helping Ministries
- Sierra Club
- Southeast Energy Efficiency Alliance (SEEA)
- Vote Solar

Supports with Revision:

- AARP
- North Carolina Justice Center
- North Carolina Sustainable Energy Association
- Public Staff of the North Carolina Utilities Commission
- Southern Alliance for Clean Energy (SACE)

Proposal 21 - NC Low-Income Energy Major Home Repair

- Southern Environmental Law Center (SELC)

Does not Support:

- Duke Energy

Abstains:

- Carolina Industrial Groups for Fair Utility Rates (CIGFUR)
- Dominion
- Nicholas Institute (Duke University)

Comments from Assessment:

“As we said with respect to No. 19, this is a critically needed program and builds on NCCAA's valuable experiences. But it is not clear from the proposal where the funds would come from for this Major Home Repair program. Ratepayer funds have historically been limited to energy efficiency related upgrades. Ideally, federal or state funds could support an initiative like this to provide the repairs necessary to make them ready for EE upgrades.” – **Southern Environmental Law Center (SELC)**

“We support DOE or infrastructure funds from the Federal government be used for a pilot program.” – **AARP**

“The program administration should be determined by RFQ. Only non-ratepayer funds should be utilized for health and safety work. Ratepayer funds could be used for EE measures and to reduce cost of service.” - **Public Staff of the North Carolina Utilities Commission**

“In the statistical analysis, higher winter peak and summer peak usage were associated with a customer being more likely to be in arrears, receive a 24-hour notice, and be disconnected. These results would support reducing high energy use and this proposal would facilitate that process by providing for repairs and reducing deferrals from weatherization assistance.” – **Nicholas Institute**

“As we said with respect to No. 19, this is a critically needed program and builds on NCCAA's valuable experiences. But it is not clear from the proposal where the funds would come from for this Major Home Repair program. Ratepayer funds have historically been limited to energy efficiency related upgrades. Ideally, federal or state funds could support an initiative like this to provide the repairs necessary to make them ready for EE upgrades.” – **North Carolina Justice Center**

“Similar to our response to proposal 19, we support the program but are interested in more discussion about how to fund it since that does not seem to have been defined.” – **North Carolina Sustainable Energy Association**

“We strongly support the establishment of consistent funding for health, safety, and incidental repairs to supplement federal, state, and ratepayer funds for energy efficiency. We know there are potential challenges with regard to use of ratepayer funds for these purposes, but are committed to working through the associated regulatory issues and/or assist in seeking additional funding from other sources.” – **Southern Alliance for Clean Energy (SACE)**

Proposal 21 - NC Low-Income Energy Major Home Repair

"The Companies do not support this proposal as it doesn't have a specific time to the scope of identifying opportunities to address affordability for low-income customers." – Duke Energy

Program Proposal Information:

Name and Organization: Detrick Clark, The North Carolina Community Action Association

Program Name: The NC Low-Income Energy Major Home Repair Program

Program Description: The NC Low-Income Energy Major Home Repair Program is a pre-weatherization deferral assistance program designed to help DEP and DEC program eligible families with costly home repairs and other health and safety issues that have previously prevented them from receiving assistance from weatherization assistance program service providers.

Annually, hundreds of families are added to the NCWAP deferral list because their homes were deemed fiscally and physically inadequate. Since 2018, over 1,100 low-income families have been placed on the NC Weatherization Assistance Program deferral list because the condition of their homes rendered the delivery of weatherization services either unsafe or ineffective. Because the NCWAP program prioritizes families with children and those that are either elderly, disabled or high-energy users, deferrals present an additional hardship for these families who are already struggling to simply make ends meet.

Reasons for deferrals vary, but some common causes include:

- The client has known health conditions that prohibit the installation of insulation and/or other weatherization materials;
- The building structure or its mechanical systems, including electrical and plumbing, are in such a state of disrepair that they cannot be repaired immediately;
- The house has sewage or other sanitary problems that would further endanger the client and weatherization installers if weatherization work is performed;
- Home repair is beyond the scope of reasonable cost justification;
- The house has been condemned or electrical, heating, plumbing, or other equipment has been "red-tagged" by local or state building officials or utilities;
- Moisture problems are so severe that they cannot be resolved;
- Dangerous conditions cannot be reasonably resolved due to high carbon monoxide levels and combustion appliances;
- The extent and condition of lead-based paint in the house would potentially create further health and safety hazards if disturbed.

In this program proposal the North Carolina Community Action Association will plan, coordinate, and implement a series of comprehensive strategies to address major home repairs currently preventing low-income DEP and DEC customers from experiencing energy savings, utility bill reductions, and safe, healthy homes. Due to the NC Low-Income Energy Major Home Repair Program, being deferred will no longer mean indefinitely postponing weatherization assistance.

Program Objective: The Objective of the NC Low-Income Energy Major Home Repair Program is to address a list of high-priority repairs preventing low-income DEP and DEC customers from

Proposal 21 - NC Low-Income Energy Major Home Repair

utilizing weatherization services. The goal for this deferral prevention program is to generate a robust pipeline of newly eligible clients for NCWAP Weatherization agencies to serve and to reduce the number of homes that are deferred each year.

Only measures that are necessary to make a home eligible for the NCWAP Program shall be provided. This strategy will enable the program to provide major repairs to the greatest number of customers while also decreasing the number of ineligible homes and transitioning these customers to the active NCWAP waitlist. Once energy efficiency measures are installed families may also experience the nonenergy benefits of having more disposable income and improved overall health outcomes.

Like the Helping Home Fund (HHF), Duke Energy Carolina's Weatherization Program (DECWX), and the BlueCross and BlueShield of NC Healthy Home Initiative (HHI), this program will utilize licensed independent contractors, and leverage existing community action agencies, and WAP service provider resources to make improvements in eligible homes within Duke's DEP and DEC service territories.

By implementing this program, the following shall be completed for qualified program participants:

1. Conduct a Major Repair Audit to identify major repairs and other energy efficiency opportunities.
2. Install a comprehensive package of Major Repair Measures preventing the home from being weatherized through the NCWAP program that includes items such as: (1) Installing and/or repairing non-functional HVAC units; (2) completing roof repairs and replacements; (3) addressing structural issues (floors/ceiling repairs/replacements); (4) mitigating mold/moisture issues; (5) fixing major plumbing, drainage, gutters, septic/sewage; and (6) fixing major electrical issues, including knob and tube wiring removal and replacement.
3. Subcontractors shall provide one-on-one customer education on energy efficiency techniques and measures while conducting necessary repairs.
4. NCCAA will promote information to help program participants to better understand their energy usage and ways they can reduce their household energy consumption. NCCAA will achieve this objective by providing participants with materials such as, but not limited to, flyers, one-pagers, refrigerator magnets, and other informational materials.
5. Agencies will inform participants of other applicable energy efficiency programs for which they may be eligible such as DEC WX, the Healthy Home Initiative, and the Helping Home Fund.

Target Participants: This program will target deferred NC WAP eligible households with incomes at or below 200 percent of the federal poverty guidelines or those receiving cash assistance payments under Work First or Supplemental Security Income. Like NC WAP this program will prioritize assistance to the elderly, individuals with disabilities, and families with children.

Again, clients are eligible if they have met all the NC WAP guidelines and they have been denied NC WAP assistance for one or more health or safety reasons. Service providers will use the deferral data from databases such as AR4CA as its reference guide to identify participants that meet the program's eligibility criteria within a feasibly specific timeframe.

Proposal 21 - NC Low-Income Energy Major Home Repair

Program Administration In this proposal, the North Carolina Community Action Association is the lead agency providing overall project and program implementation and oversight. NCCAA will plan, coordinate, and implement a series of comprehensive strategies to address major home repairs currently preventing low-income North Carolinians from experiencing energy savings, utility bill reductions, and safe, healthy homes. To assist Duke with reducing low-income families' electric burden, and increasing health outcomes, NCCAA will focus solely on clients that are currently on the NC WAP deferral list. Due to the NC Low-Income Energy Major Home Repair Program, being deferred will no longer mean indefinitely postponing weatherization assistance for NC's most vulnerable.

Eligibility Criteria: Customers are eligible to participate in this program if they meet all the following criteria:

1. The customer is a North Carolina resident; and
2. The customer is currently on the NC WAP Deferral List; and
3. The customer resides in a tenant-occupied or owner-occupied home; and
4. That home is not for sale.

NCCAA will work with the NC DEQ, NC WAP, and community action agencies to identify program-eligible clients. Clients are eligible if they have met all the NC WAP guidelines and they have been denied NC WAP assistance for one or more health or safety reasons. NCCAA will use the deferral data from databases such as AR4CA as its reference guide to identify participants that meet the program's eligibility criteria.

Success Metrics: If the program is successful, the current deferral list will decrease over time, and the NC WAP pipeline and output will increase. The program will also help participants reduce their electric burdens and help NC WAP service providers to fulfill their state weatherization contracts. As agencies can fulfill their state contracts their budgets will increase allowing more North Carolinians to benefit from weatherization.

This program will provide the following measures:

- A. Roof Repair or Replacements
- B. Structural Issues (Floors and/or Ceiling)
- C. Control or Remediation of Mold/Moisture
- D. Major Plumbing, Drainage, Gutter, Septic, and Sewer issues

Program Partners: North Carolina Weatherization Assistance Service Providers (mostly CACs)
North Carolina Weatherization Assistance Program (NCWAP)
NCCAA's current contractor network (HHF, DECWX, and HHI)
North Carolina Department of Environmental Quality (DEQ)
North Carolina Community Action Association (NCCAA)
Community Action Agencies (NC's 34-member network)
Historically Underutilized Businesses (HUB)
Minority and Women-Owned Businesses (MWBE)
Veteran Owned Small Businesses
Regional Specialty Contractors
Community Development Organizations
Private Weatherization Contractors
Non-profit Agencies

Proposal 21 - NC Low-Income Energy Major Home Repair

Additional Information: NCCAA has launched a comparable pilot program in conjunction with the NC DEQ, NCWAP, and community action agencies to assist 120-180 low-income households with project costs ranging between a few hundred dollars to several thousand dollars. Contractors will access all projects on a case-by-case basis to determine what major repairs are needed to bring homes up to NCWAP “weatherization ready” standards. All work will be pre-approved by NCCAA before contractors begin home improvements. This requirement will ensure the measures being addressed are fiscally appropriate and in line with the scope of the project.

The NCCAA Major Repair Program will achieve this work through a two-phase process that considers both project resources and community economic well-being. The NCCAA Major Repair program has the latitude to offer major repair services to all 100 NC counties. However, in Phase I of our launch we will place a heavy emphasis on 60 of North Carolina’s 100 NC counties. Through this community economic well-being ranking, The NCCAA Major Repair Program will look to serve some of NC’s most distressed communities by focusing over 80% of its efforts in tier 1 and tier 2 designated counties. For the remaining 20% of its campaign in Tier 3 counties, efforts would be focused on key low-income areas such as low-income census blocks.

Proposal 22 - Customer Affordability Program

Proposal 22 - Customer Affordability Program (see P24)

Name and Organization: Brad Harris. Duke Energy Carolinas, LLC. ("DEC") and Duke Energy Progress, LLC. ("DEP") (collectively "the Companies").

Program Name: Customer Affordability Program (CAP). DEC and DEP would have separate programs with separate funding from the respective ratepayers. However, the program design would be the same for DEC and DEP. For ease, CAP is referred to singularly throughout this document.

Program Description: CAP is a monthly credit applied directly to the customer's bill. The customer would receive the credit for 12 months. Eligible customers would be automatically enrolled in the program via a list given to the Companies from eligible state agencies that are already qualifying people for government assistance programs. Customers would be eligible for CAP for a predetermined amount of time and will require recertification after this timeframe from a CAP participating organization.¹

Program Objective: The Companies recognize assisting customers with affordability challenges may come through products and services designed to reduce energy usage and provide billing assistance. CAP provides bill credits to eligible customers automatically as they qualify for other eligible assistance. The opportunities to identify and assist low-income customers exist when customers apply for services offered by agencies administering income-qualified programs or when customers contact Duke Energy's customer service center for assistance. Customers who are enrolled in CAP will be referred to Duke Energy's Residential Income-Qualified Energy Efficiency - Weatherization and Equipment Replacement Program to receive weatherization services. CAP will allow the Companies to refer income-qualified customers to receive weatherization services in addition to the bill credit designed to lower a customer's bill via a flat, monthly credit.

Target Participants: The analysis conducted on DEC and DEP NC residential customers shows customers who receive Low-Income Energy Assistance Program (LIEAP) and Crisis Intervention Program (CIP) assistance use more electricity in the winter months and more usage per square foot in comparison to other customers. LIEAP and CIP recipients are more likely to have arrears and experience disconnection for non-pay. For this reason, the target participants for the CAP initially will be LIEAP and CIP recipients. Upon successfully implementing the program, the Companies will evaluate opportunities to expand CAP to include recipients of other income-qualified assistance programs.

Program Administration The North Carolina Department of Health and Human Services (DHHS) administers LIEAP and CIP. The Companies want to leverage that existing work with DHHS to receive a list of customers for assistance programs identified as CAP eligible (i.e., LIEAP and CIP). The Companies will work with DHHS to discuss requirements for participating customers to receive the CAP bill credit. The Companies would auto-enroll eligible customers

¹ The majority of government assistance programs require annual recertification of recipients. Because of the annual recertification process, customers can be automatically recertified for CAP through recertification in the other government assistance programs.

Proposal 22 - Customer Affordability Program

identified by the state agency and update the information directly in the billing system. The Companies would also be responsible for tracking program success.

Eligibility Criteria: Any customer that receives assistance from one of the CAP eligible programs, i.e., LIEAP or CIP. The Companies will explore the feasibility of enrolling customers who would have qualified for LIEAP or CIP but did not receive assistance due to funding running out before enrollment was closed for the year.

Success Metrics: Metrics could include timely enrollment of eligible customers, tracking of program information, customer satisfaction with the program, and reduce customer's electricity burden.

Program Partners: Qualifying state agencies, such as NC DHHS

Additional Information: CAP could be combined with energy efficiency (EE) program and weatherization program awareness and education campaigns. Increasing access and knowledge of EE programs, in addition to direct bill assistance, is a win-win for all involved. In the analytics presented in the Low-Income Affordability Collaborative (LIAC) showed the LIEAP/CIP customers use more electricity than all other income groups in nearly all segments of customers studied. Additionally, the average LIEAP/CIP customers were disconnected for non-payment ("DNP") over four times more than the total North Carolina customers (16.3 percent of LIEAP/CIP customers were DNP compared to 3.9 percent for all NC customers). Reducing the amount of kWh used reduces the total bill. Reducing the total bill further with the CAP credit can greatly impact the lives of LIEAP/CIP customers. As previously mentioned, the Companies are open to exploring expanding the list of CAP eligible government assistance programs but believes starting with LIEAP/CIP customers can have the biggest impact, even though only two percent of North Carolina customers received LIEAP/CIP assistance in the LIAC review period.

There are alternative options for the CAP design. The following alternatives are not mutually exclusive and can be mixed and matched.

1. Instead of a flat credit for 12 months, customers could receive double the credit amount for six months when customers experience an increased heating or cooling cost for their homes. Customers would receive the same annual credit level, and it would just be a matter of how and when distributed. The LIAC analysis revealed LIEAP/CIP customers' bills were highest in the winter months (December through February), followed by the summer months (June through September).
2. If the eligible agency has the ability, or could do so at low cost, the Companies will request the agency denote CAP eligible customers by various federal poverty level (FPL) groups. This would enable the Companies to potentially provide a higher level of assistance to customers whose need is more significant based on the customer's federal poverty level. For example, the CAP credit could be higher for customers in the 0-50 percent FPL group compared to customers in the 101-150 percent FPL group. The Companies will continue to explore this option with eligible agencies.
3. An arrears management component could be added. Nearly 60 percent of LIEAP/CIP customers met the arrears definition used in the LIAC analytics. LIEAP/CIP customers had a past due amount that ranged between \$120 to \$180. Other arrears management programs the Companies are aware of typically forgive a portion of the customer's

Proposal 22 - Customer Affordability Program

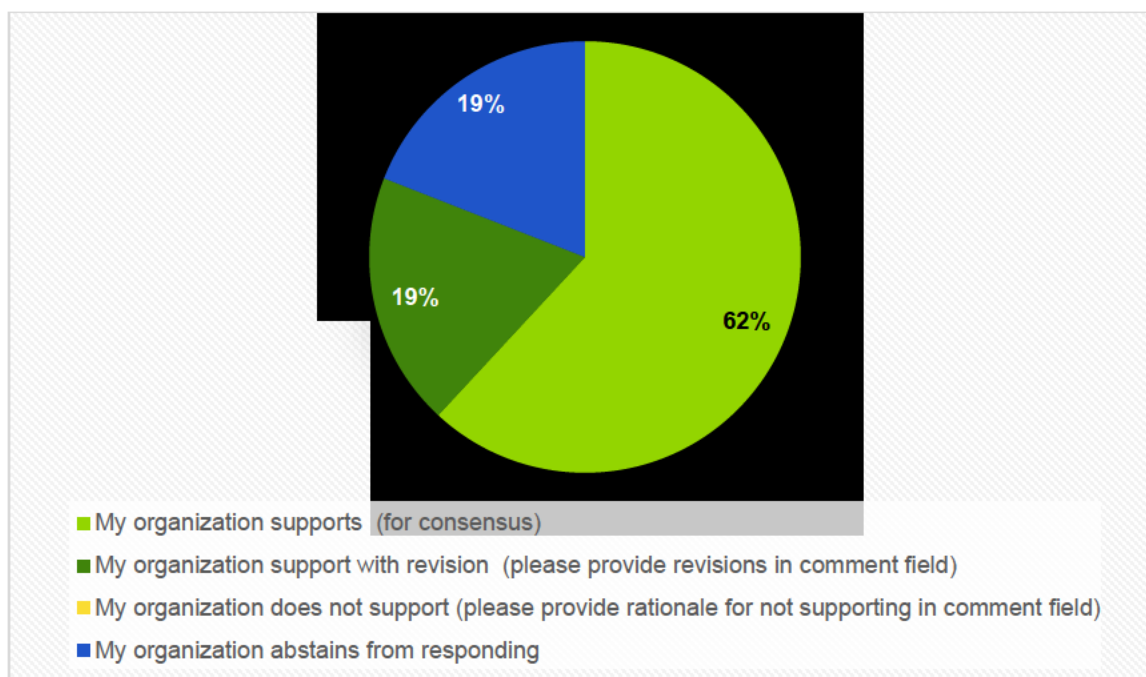
balance if the customer makes a monthly payment on-time and in-full. For example, a customer's arrears balance may be forgiven in full if the customer makes on-time and in-full payments for 12 months. The arrears management component would be in addition to the monthly CAP credit.

Proposal 23 - Smart \$aver Low Income Multi-Family Retrofit

Proposal 23 - Smart \$aver Low Income Multi-Family Retrofit (P08 + P18)

Combination of Proposal 08 and Proposal 18

Assessment Results:



Breakdown of Results:

Supports:

- Appalachian Voices
- Crisis Assistance Ministry
- Legal Aid of North Carolina
- National Association for the Advancement of Colored People (NAACP)
- North Carolina Dept of Health and Human Services
- North Carolina Housing Coalition
- North Carolina Justice Center
- North Carolina Sustainable Energy Association
- Sierra Club
- Southeast Energy Efficiency Alliance (SEEA)
- Southern Alliance for Clean Energy (SACE)
- Southern Environmental Law Center (SELC)
- Vote Solar

Supports with Revision:

Proposal 23 - Smart Saver Low Income Multi-Family Retrofit

- AARP
- Duke Energy
- Public Staff of the North Carolina Utilities Commission
- Rowan Helping Ministries

Does not Support:

- None

Abstains:

- Carolina Industrial Groups for Fair Utility Rates (CIGFUR)
- Dominion
- Nicholas Institute (Duke University)
- North Carolina Community Action Association

Comments from Assessment:

"We support DOE or infrastructure funds from the Federal government be used for a pilot program." – AARP

"Ratepayer funds could only be used only for the EE components; non-ratepayer funds could be leverage for non-EE components of this proposal." - Public Staff of the North Carolina Utilities Commission

"The utility should not be administering the program or leveraging funds. Seems like this should fall under a community action agency or non-profit." – Rowan Helping Ministries

"The findings of the statistical analysis support focusing on reducing energy consumption in multi-family housing, particularly multi-family rental housing." – Nicholas Institute

"The low-income multifamily segment of the Duke Energy customer base is an area of opportunity to assist the income qualified tenants. Duke has been working with a group of interested stakeholders on a investigating a low-income multifamily pilot program and thru that work has identified challenges including, but not limited to the following: • These income qualified customers maybe receiving overlapping efficiency measures through the Neighborhood Energy Saver Program • There is an existing direct install multifamily program in the Duke Energy program portfolio that can serve all customers, so there is potential confusion for this program. Are these programs related or operated separately while serving the same multifamily dwellings? • There isn't a intake process for determining low-income eligibility directly through Duke Energy right now. The information is sensitive and time constrained. Is the intent to use other low-income entities to determine eligibility? • The weatherization agencies also can serve this segment of the population, what is the best way to coordinate services between the programs? • This program seems to be targeted and reported through the tenant meter, since the property owner must agree to the upgrades, what is the proposed coordination with tenant and property owner? • Does the landlord or property owner have to agree not increase rent for some period of time? • How will energy savings be captured when the measure might include shared space like attic insulation? • Is fully up to Duke Energy to determine the best method, process and cost to implement the upgrades? Would Duke be expected to submit or assist with grant applications? At what point would the NCUC evaluate the program for best practices by project or at/after EM&V? • How often are he income qualification criteria updated?

Proposal 23 - Smart Saver Low Income Multi-Family Retrofit

Is there a single version of the truth to reference? • Why are there 2 different eligibility criteria for 1-4 units multifamily v. single family? Are the eligible single-family units required to be part of the larger complex of buildings?

The Company will continue to work with the rate-case settlement stakeholder group to work through these challenges in attempts to develop a feasible pilot as there clearly is an opportunity to assist customers, but need to better understand how it fits in the portfolio and get more granular on the specifics of the pilot that Duke will oversee.” – Duke Energy

Program Proposal Information:

Name and Organization: Christina Cress, Bailey & Dixon, LLP with NCJC and other Stakeholders

Program Name: Smart Saver Low Income Multi-Family Retrofit Program (Smart Saver LIMP)

Program Description: Smart Saver LIMP projects would involve efficiency upgrades for buildings with currently high energy consumption, specifically for lighting, appliances, weatherization, heating systems, controls, domestic hot water, and HVAC/mechanical systems. Eligible measures under the LIMRP would be directly installed at no charge to the low-income customer, and would include:

1. comprehensive energy assessment, including customer education;
2. weatherization, including wall, attic, floor, and pipe and duct insulation, as well as air sealing (caulking, weather stripping, door and window hardware, window parting beads and stops);
3. programmable thermostats;
4. blower door analysis;
5. heating system tune-up, repair, and replacement;
6. low-flow showerheads and faucet aerators;
7. minor building repairs, including glass replacement and adjustment of window meeting rails;
8. replacement of inefficient appliances, including refrigerators and clothes washers;
9. installation of compact fluorescent lamps (CFLs) and LEDs;
10. health and safety measures such as wire inspection, ventilation, and the DOE lead-free protocol; and
11. multi-family-building-specific measures, such as common area lighting fixtures, HVAC motors and controls and heating systems.

Additional Stakeholder support for this proposal notes the following:

Various regulations commonly drive utility energy efficiency programs aimed towards multifamily housing to take a fragmented approach in providing services. Multifamily tenants who are income-eligible may receive no-cost efficiency measures that are applicable only to their units, such as efficient lighting, but may not be eligible for incentives or measures that are tied to the property owners' utility bills, which are commonly on commercial rates. The incentives available through standard commercial programs may not be sufficient to make efficiency measures

Proposal 23 - Smart Saver Low Income Multi-Family Retrofit

affordable – and clearly operating costs play a key role in determining the costs of operating multifamily housing. The result is that comprehensive efficiency projects in affordable multifamily housing are unlikely to occur, thus failing to make a significant dent in the energy costs for these buildings. To overcome these obstacles, this program would provide a one-stop shop approach where a single program point of contact would work with property owners to facilitate comprehensive efficiency projects that address both in-unit (residential) and common area/common system (commercial) efficiency measures. Rather than treating the commercially metered elements of affordable multifamily housing as a business, the program would offer enhanced incentives on the basis of the income-eligible residents, thus helping reduce the operating costs for the building as well as tenants' bills.

Program Objective: To provide cost-effective energy efficiency improvements to multi-family buildings, including nonprofit and public housing authorities. For-profit entities are eligible to apply for funds to improve the energy usage of their buildings.

Target Participants: 1-4 unit residential buildings where at least 50% of the units are occupied by low-income residents earning at or below 60% of area median income and are high energy users. For single-family dwellings, 50% of occupants at or below 60% of the state median income level.

Program Administration: The utility would provide the primary administrative and functional roles. Potentially a third-party administrator or contractor could oversee the day-to-day operations, including scheduling, assessing and installing eligible measures in income-eligible customers' homes and buildings. The utility (or an entity acting on its behalf) would also be responsible for leveraging other federal and state funding sources to provide the most comprehensive energy efficiency projects possible. The NCUC would have oversight authority to review multi-family projects and ensure utility compliance with best practices, including ensuring cost-effectiveness and managing overall program costs. The NCUC would also have additional oversight authority through the cost-recovery regulatory mechanism set forth in G.S. 62-133.9

Eligibility Criteria: 1-4 unit residential buildings where at least 50% of the units are occupied by low-income residents earning at or below 60% of area median income and are high energy users. For single-family dwellings, 50% of occupants at or below 60% of the state median income level.

Success Metrics: Net Annual Savings (MWh); Net Lifetime Savings (MWh); # of customers participating; CCE (\$ per lifetime kWh); annual peak demand savings (summer/winter kW).
Proposal 18 - Smart Saver Low Income Multi-Family Retrofit

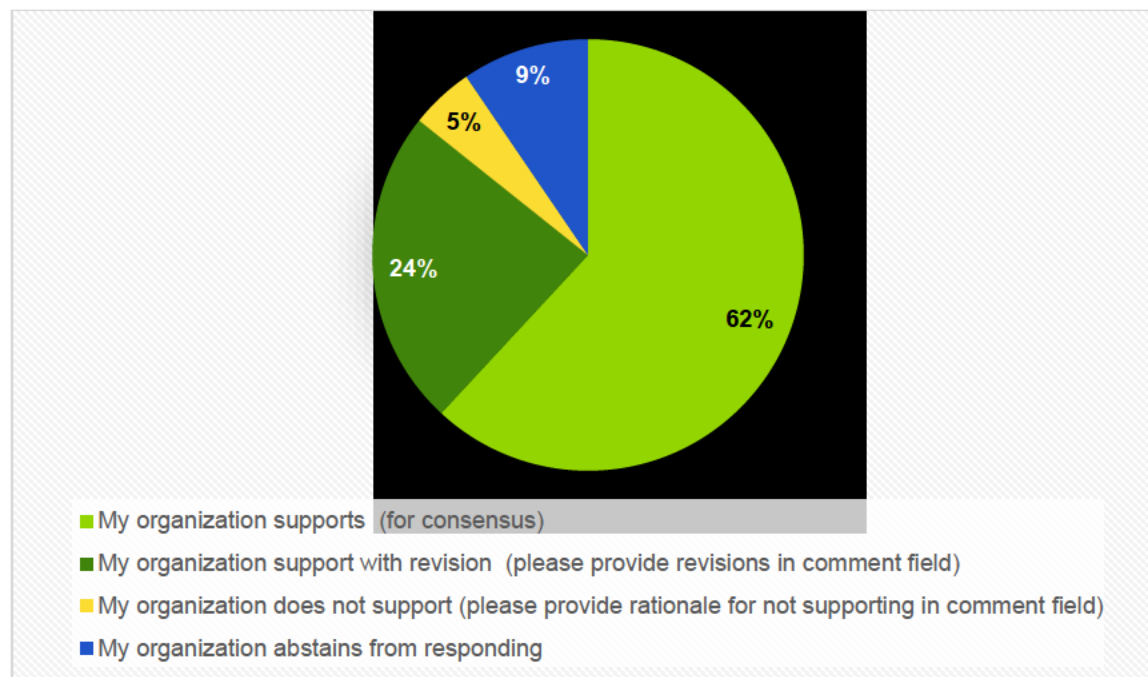
Program Partners: U.S. Department of Energy; U.S. Department of Health and Human Services; North Carolina Department of Health and Human Services; Building Performance Institute (BPI); North American Technician Excellence (NATE)

Additional Information: This program has been successfully implemented in Massachusetts and has received tons of accolades as being an "exemplary" energy efficiency program.

Proposal 24 - Customer Affordability Program “CAP” (P09 + P22)

Combination of Proposal 09 and Proposal 22

Assessment Results:



Breakdown of Results:

Supports:

- Appalachian Voices
- Crisis Assistance Ministry
- Duke Energy
- Legal Aid of North Carolina
- National Association for the Advancement of Colored People (NAACP)
- North Carolina Housing Coalition
- North Carolina Justice Center
- North Carolina Sustainable Energy Association
- Sierra Club
- Southeast Energy Efficiency Alliance (SEEA)
- Southern Alliance for Clean Energy (SACE)
- Southern Environmental Law Center (SELC)
- Vote Solar

Supports with Revision:

- AARP
- North Carolina Community Action Association
- North Carolina Dept of Health and Human Services
- Public Staff of the North Carolina Utilities Commission
- Rowan Helping Ministries

Does not Support:

- Carolina Industrial Groups for Fair Utility Rates (CIGFUR)

Abstains:

- Dominion
- Nicholas Institute (Duke University)

Comments from Assessment:

"AARP supports such comprehensive and coordinated measures to help low-income customers pay their bills and supports the idea conceptually. We especially like the auto enrollment feature. We are interested to ensure that the program can be readily understood by consumers and can be administered without undue complexity. We would like more information on the complexities created by having three different benefit tiers. A pilot program should be used to test the viability of this new idea." – **AARP**

"This program is supported to the extent that it is based upon cost of service principles. Participation in applicable EE programs should be required instead of 'highly suggested.'" - **Public Staff of the North Carolina Utilities Commission**

"In regards to the Tiered approach, DHHS does not currently capture the data necessary to determine the FPL levels discussed in this proposal. For CIP, LIEAP, LIHWAP, SNAP, and Medicaid, a recipient's income eligibility is determined by whether they fall under a certain FPL but what percentage they fall into is not recorded. This could potentially change in the future; however, due to the amount of work that is ongoing with our NC FAST team on making changes to our system that take priority, it is unclear as to when our team would have availability to make these upgrades to capture this data." - **North Carolina Dept of Health and Human Services**

"Violates cost-causation principles to recover costs from all classes of customers. Costs should be contained to residential class of customers. This proposed interclass cross-subsidization is not consistent with existing NC law, in particular H951." – **Carolina Industrial Groups for Fair Utility Rates (CIGFUR)**

"The results of the analysis support efforts that would reduce electric burden for households." – **Nicholas Institute**

"Requirement for participants in program to have an energy efficiency audit to identify ways to reduce energy consumption. Recertification would take into consideration the customers implementation of energy efficiency recommendations and/or use of the free weatherization services." – **Rowan Helping Ministries**

Program Proposal Information:

Name and Organization: Joint proposal from multiple stakeholders merging Program Proposal # 9 with # 22

Program Name: Customer Affordability Program (CAP). DEC and DEP would have separate programs with separate funding from the respective customers. However, the program design would be the same for DEC and DEP. For ease, CAP is referred to singularly throughout this document.

Program Description: CAP is a monthly credit applied directly to the qualified customer's bill. Eligible customers would be automatically enrolled in the program via a list given to the Companies from eligible state agencies that are already qualifying people for government assistance programs. Customers would be eligible for CAP for a predetermined amount of time and will require recertification after this timeframe. The CAP program will strive to develop a process so that customers can be automatically recertified.

Program elements would also include:

- 1) Three income tiers of assistance: Tier 1, 0-50% FPL; Tier 2, 51-100% FPL, and Tier 3, 101% - 150% FPL. The highest level of assistance will go to Tier 1 and lowest level to Tier 3.
- 2) Annual assistance payments will be designed to reduce the electric energy burden (i.e., the percentage of annual income spent on electricity) to a target of 5% of household income, based on the average income and energy costs for participants in each tier.
- 3) The program would provide arrearage assistance for participating customers. Arrearages would be forgiven if a residential customer remains current on their bill for a period of 12 months after enrolling in the program.
- 4) Admin – no more than 5% of the value of discounts and arrearage write-down could be used for program administration; however, in the first year of the program the 5% cap would not apply to allow for the appropriate and reasonable recovery of one-time program launch costs.
- 5) The program would strive to use a streamlined auto enrollment protocol in partnership with NC DHHS and other appropriate agencies to enroll income-verified customers. Persons qualified for certain income-eligible programs within a yet to be determined time period would be automatically enrolled. Programs might include CIP, LIEAP, LIWAP, SNAP and/or Medicaid.
- 6) Customers who are enrolled in CAP will be referred to residential income-qualified programs to receive no-cost weatherization and EE services where available.

Program Objective: Proposal sponsors recognize assisting customers with affordability challenges may come through products and services designed to reduce energy usage and provide billing assistance. CAP provides bill credits to eligible customers automatically as they qualify for other eligible assistance. The opportunities to identify and assist low-income customers exist when customers apply for services offered by agencies administering income-qualified programs or when customers contact Duke Energy's customer service center for assistance. CAP will allow the Companies to refer income-qualified customers to receive

weatherization services in addition to the bill credit designed to lower a customer's bill via a flat, monthly credit.

Target Participants: The analysis conducted on DEC and DEP NC residential customers shows customers who receive Low-Income Energy Assistance Program (LIEAP) and Crisis Intervention Program (CIP) assistance use more electricity in the winter months and more usage per square foot in comparison to other customers. LIEAP and CIP recipients are more likely to have arrears and experience disconnection for non-payment. For this reason, the target participants for the CAP would initially include gas and electric LIEAP and CIP recipients but may include other program participants verified to meet certain Federal program income eligibility requirements.

Program Administration: The Companies want to work with DHHS to receive a list of customers for assistance programs identified as CAP eligible (i.e., LIEAP and CIP) and possibly other programs. The Companies and other stakeholders will work with DHHS to discuss requirements for participating customers to receive the CAP bill credit. The Companies would ideally auto-enroll eligible customers identified by the state agency and update the information directly in the billing system. The Companies would also be responsible for tracking program success.

Eligibility Criteria: Any DEC or DEP NC customer that receives assistance from one of the CAP eligible programs, i.e., LIEAP or CIP for either electric or non-electric fuels, or possibly other similar income-eligible programs. The proposal sponsors will also explore the feasibility of enrolling customers who would have qualified for LIEAP or CIP but did not receive assistance due to funding running out before enrollment was closed for the year.

Success Metrics: Metrics could include timely enrollment of eligible customers, tracking of program information, customer satisfaction with the program, reduced customer electricity burden, reduced disconnections for nonpayment, and reduced arrearages and uncollected write-offs.

Program Partners:

- Qualifying state agencies, such as NC DHHS

Additional Information:

The intention is to combine CAP with energy efficiency (EE) and weatherization programs and related energy education campaigns. Increasing access to and participation in EE programs, in addition to direct bill assistance, is a win-win for all involved. The analytics presented in the Low-Income Affordability Collaborative (LIAC) showed the LIEAP/CIP customers use more electricity per square foot than other income groups. Additionally, the average LIEAP/CIP customers were disconnected for non-payment ("DNP") over four times more than the total North Carolina customers (16.3 percent of LIEAP/CIP customers were DNP compared to 3.9 percent for all NC customers). Reducing the amount of kWhs used reduces the total bill, saving participants money. In addition, EE investments that reduce overall usage from participating CAP customers also can reduce the amount of bill payment assistance needed to reach the target energy burden, helping to save money for all customers. Reducing the total bill further with the CAP credit can greatly impact the lives of LIEAP/CIP customers. As previously

mentioned, the Companies are open to exploring expanding the list of CAP eligible government assistance programs but believe including LIEAP/CIP customers initially can have the biggest impact, even though only two percent of North Carolina customers received LIEAP/CIP assistance in the LIAC review period.

Alternative design element to add to CAP design:

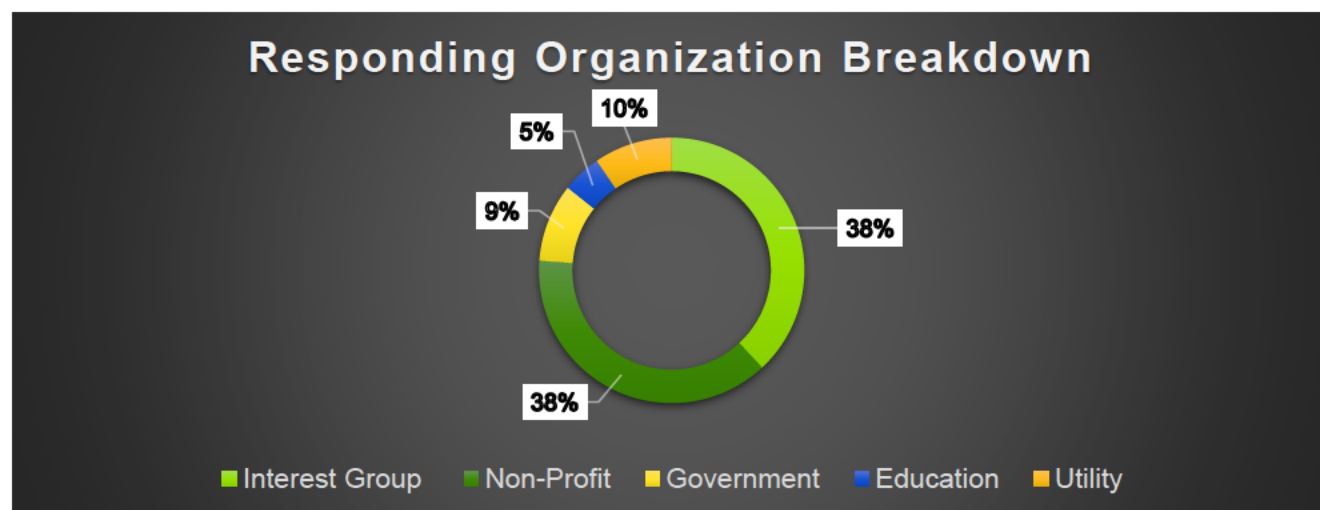
1. Instead of a flat credit for 12 months, customers could receive double the credit amount for six months when customers experience an increased heating or cooling cost for their homes. Customers would receive the same annual credit level, and it would just be a matter of how and when distributed. The LIAC analysis revealed LIEAP/CIP customers' bills were highest in the winter months (December through February), followed by the summer months (June through September)

Appendix

Responding Organizations (21 Total)

Organizations (and Individuals who submitted the response on behalf of their organization):

- AARP (Michael Olender)
- Appalachian Voices (Rory McIlmoil)
- Carolina Industrial Groups for Fair Utility Rates (CIGFUR) (Christina Cress)
- Crisis Assistance Ministry (Carol Hardison)
- Dominion (Lisa FaJohn)
- Duke Energy (Conitsha Barnes)
- Legal Aid of North Carolina (Scheree Gilchrist)
- National Association for the Advancement of Colored People (NAACP) (Tina Katsanos)
- Nicholas Institute (Duke University) (Kay Jowers)
- North Carolina Community Action Association (Detrick Clark)
- North Carolina Dept of Health and Human Services (Allison Smith)
- North Carolina Housing Coalition (Adrienne Spinner)
- North Carolina Justice Center (Alfred Ripley)
- North Carolina Sustainable Energy Association (Daniel Parker)
- Public Staff of the North Carolina Utilities Commission (Tommy Williamson)
- Rowan Helping Ministries (Kyna Grubb)
- Sierra Club (Cassie Gavin)
- Southeast Energy Efficiency Alliance (SEEA) (Will Bryan)
- Southern Alliance for Clean Energy (SACE) (Forest Bradley-Wright)
- Southern Environmental Law Center (SELC) (David Neal)
- Vote Solar (Lindsey Hallock)



APPENDIX H – LIAC

LIAC WORKSHOP VII

**DOCKET NOS. E-7, SUB 1213; E-7, SUB 1214;
E-7, SUB 1187; E-2, SUB 1219 AND E-2, SUB 1193**



North Carolina **Low Income Affordability Collaborative**

Workshop 7

May 19, 2022

Convened by



Public Staff
North Carolina Utilities Commission

Welcome



MACIE SHOUN
Workshop Facilitator

Workshop Support



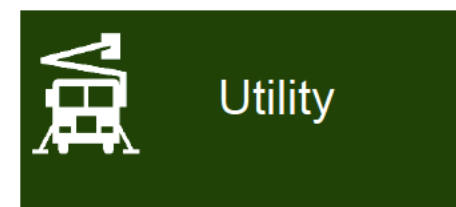
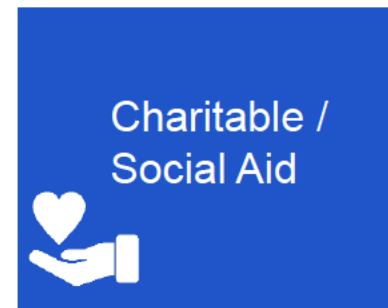
JAMIE BOND



NNEOMMA NWOSU

40-50
active LIAC participants

Organizational Representation



4 LIAC subteams

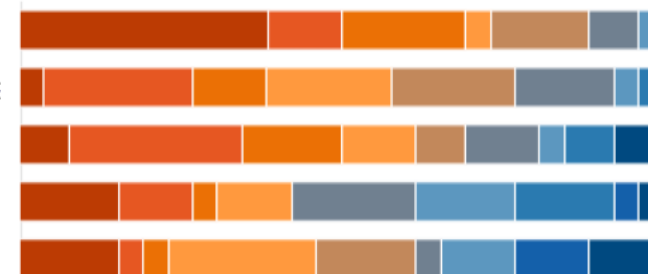


Top Guiding Principles

Rank

- WE COME PREPARED
- WE VALUE RESPECTFUL DEBATE
- WE OFFER SOLUTIONS
- WE ARE TRANSPARENT
- WE ARE OPENMINDED

First choice Last choice



NC Low Income Collaborative

Agenda | May 19, 2021

Workshop VII: Funding & Resource Needs

	<i>CONVENE</i>		
PART I	Welcome, Safety & Agenda	Guidehouse	60-75 min
	Collaborative Updates (EE)	EE Liaisons	
	Subteam A Update	Subteam Co-Leads	
	Rates & Programs (Subteam C): • Review of Delinquency	LIAC Subteam C	
	<i>BREAK</i>		
PART II	Rates & Programs (Subteam C): • Existing Programs & External Opportunities	LIAC Subteam C	60-75 min
	Program Proposal Evaluation Process	Guidehouse	
	Round Table	All (GH Facilitated)	
	Wrap-up & Look Ahead	Guidehouse	
	<i>ADJOURN</i>		

SESSION OBJECTIVES

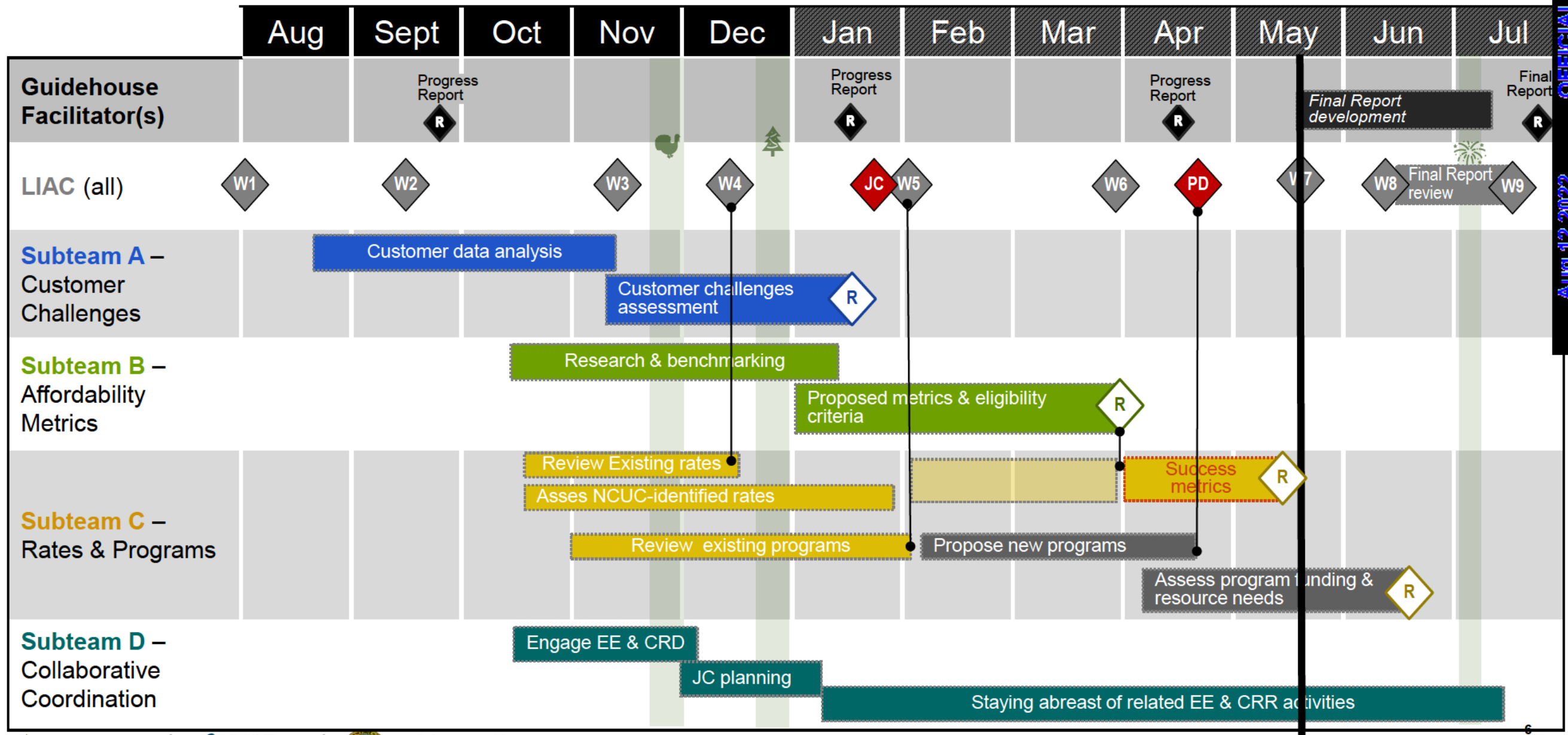
- Maintain awareness of EE Collaboratives
- Hear progress updates from Subteams, with a focus on Subteam C Output
- Prepare to evaluate the programs proposed by LIAC members

LIAC Macro Timeline | as of 5/19/2022

Docket No. E-7, Sub 1276
Harris Exhibit 1
Page 507 of 548

KEY

- W Regular LIAC Workshop
- JC Joint Collaborative Session
- RO Subteam Readout
- PD Program Proposal Pitch Day



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Aug 12 2022

EE LIAISON UPDATES

Assessment of Analytics

Subteam A Update

May 19, 2022

- Assessment is still being finalized since V4 of the analytics that were published
- Final draft will be shared with the full collaborative
- Additions to Assessment:
 - Statistical Modeling overview
 - Details of key variables impacts on affordability
 - Updated numbers and minor enhancements throughout

Assessment of Customer Challenges Relating to Energy Affordability

Produced by Sub-Team A of the Low-Income Affordability Collaborative

May 9, 2022

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Between 700,000 and 900,000 residential customers are low-income and/or are struggling to pay their electric bills	4
Between 390,000 and 490,000 residential customers met Duke Energy's "arrears definition" during the 2019/2020 analytical period	4
Energy intensity (kWh/square foot) is a driving factor in low-income affordability challenges, likely in part due to poor housing quality/efficiency	5
Low-income and "arrears struggling" households are much more likely to be disconnected for non-payment	6
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Analytical Results: Arrears Definition	8
Analytical Results: 24-Hour DNP Notice	10
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Key Findings & Opportunities

Key Findings:

- Younger customers are more likely to be in arrears and disconnected for non-pay
- Electric burden has a significant impact on electric bill affordability
- Winter impact & heat source are more impactful than summer
- Renters have more affordability challenges than owners



Opportunities:

- Bill assistance programs may help customers who are low-income or have low cash reserves/liquid assets to pay their electricity bills
- Improving a household's energy efficiency through air sealing, insulation, and efficient heating systems could substantially help affordability challenges
- Identifying low-income customers who are experiencing affordability challenges is necessary to offer the right solutions to address these challenges

SUBTEAM C UPDATES

Review of Practices and Regulatory Provisions Related to Disconnections

May 19, 2022

What, if any, practices and regulatory provisions related to disconnections for nonpayment should be modified or revised?

NCUC Rule R12-11. Disconnection of Residential Customer's Electric Service

- NCUC Rule R12-11 is applicable to all residential customer who receive electric service from a regulated utility.

- Bill past due shall not be less than twenty-five (25) days after the billing date.
- Payment due to company or designated payment agency during regular business hours by 5:00 p.m. on the twenty-fifth (25th) day, unless such day is a Saturday, Sunday, or legal holiday in which event the last day for payment runs until the end of the next day which is not a Saturday, Sunday, or legal holiday.
- Electric service to a residential customer shall not be terminated for nonpayment of a delinquent account until the utility has given such customer **at least 10 days' written notice** that his service is subject to termination.
- **At least 24 hours prior** to a proposed service termination, the utility shall, in good faith, attempt to contact a customer to whom a written disconnect notice has been mailed (as well as any third party who may have been designated by the customer to receive notice pursuant to subsection (n) of this rule), either by telephone or by visit to the customer's premises.
- **Immediately prior to the actual termination of service**, the utility's representative shall attempt to personally contact the customer on the premises.

- With respect to bills rendered between November 1 and March 31 of every year and in conformity with the policy considerations expressed by Congress in the Public Utility Regulatory Policies Act (PURPA) of 1978, the notice of proposed termination shall also contain a statement that no termination shall take place without the express approval of the Commission if the customer can establish all of the following:
 - (a) That a member of the customer's household is either handicapped or elderly (65 years of age or older), or both.
 - (b) That the customer is unable to pay for such service in full or in accordance with subsection (l)(3) of this rule.
 - (c) That the household is certified by the local social service office which administers the Energy Crisis Assistance Program or other similar programs as being eligible (whether funds are then available or not) to receive assistance under such programs.

Current Notice Effectiveness

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Aug 12 2022

DEC - Average Monthly Residential Notices							
Pre & Post COVID		10 Day Notice	24 Hour Notice	Day of Disc. Notice	Disconnected	Reconnected	No Action
PRE	July 2019 – Dec 2019	~335,000	~179,000	~32,000	~9,300	~8,700	~600
	Reduction from previous notice		46%	82%	72%		Less than 1% (of delinquent population)
POST	Nov 2020 – Feb 2021	~228,000	~105,000	~48,000	~6,700 ~7,500 (purged)	~5,000	~9,200 (includes purge)
	Reduction from previous notice		54%	54%	70%		4% (of delinquent population)

DEP - Average Monthly Residential Notices							
Pre & Post COVID		10 Day Notice	24 Hour Notice	Day of Disc. Notice	Disconnected	Reconnected	No Action
PRE	July 2019 – Dec 2019	~180,000	~101,000	~21,000	~8,000	~6,800	~1,200
	Reduction from previous notice		44%	79%	62%		Less than 1% (of delinquent population)
POST	Nov 2020 – Feb 2021	~159,000	~105,000	~25,000	~7,300 ~200 (purged)	~6,500	~1,000 (includes purge)
	Reduction from previous notice		34%	76%	70%		Less than 1% (of delinquent population)

Current Notice Effectiveness

DEC - Average Monthly Residential Notices							
Pre & Post Campaign Implementation		10 Day Notice	24 Hour Notice	Day of Disc. Notice	Disconnected	Reconnected	No Action
PRE	Jan 2019 – Jun 2019	~320,000	~169,000	N/A	~13,000	~10,100	~2,900
	Reduction from previous notice		47%	N/A	92%		.91% (of delinquent population)
POST	July 2019 – Dec 2019	~335,000	~179,000	~32,000	~9,300	~8,700	~600
	Reduction from previous notice		46%	82%	72%		.18% (of delinquent population)
DEP - Average Monthly Residential Notices							
Pre & Post Campaign Implementation		10 Day Notice	24 Hour Notice	Day of Disc. Notice	Disconnected	Reconnected	No Action
PRE	Jan 2019 – Jun 2019	~177,000	~108,000	N/A	~5,000	~4,300	~700
	Reduction from previous notice		44%	N/A	95%		.40% (of delinquent population)
POST	July 2019 – Dec 2019	~180,000	~101,000	~21,000	~8,000	~6,800	~1,200
	Reduction from previous notice		44%	79%	62%		.67% (of delinquent population)

NC Residential Payment Channel Breakdown March 2019 – February 2020				
Jurisdiction	Mail-In	One-Time (Speedpay)	Electronic / Draft	Walk-In
DEC	22.0%	30.6%	43.9%	3.5%
DEP	23.4%	28.7%	38.8%	9.0%

NC Residential Installment Plans January 2022			
Jurisdiction	Arrears	Deposit	Total
DEC	75,435	2,541	77,976
DEP	42,781	1,842	44,623

NC Budget Billing
April 30, 2022
287,046 ¹
¹ Approximately 9% of the DEC and DEP NC residential customers

Review for possible revisions of rules best addressed through rulemaking procedure ordered by the North Carolina Utilities Commission.

BREAK

(Resuming at 2:00 PM)



SUBTEAM C UPDATES

Existing Programs and External Opportunities Discussion

Led by Subteam C

NCUC Order

Investigate the strengths and weaknesses of existing rates, rate design, billing practices, customer assistance programs and energy efficiency programs in addressing affordability. Questions that should be addressed include:

- What defines a “successful program” and what metrics should be monitored and presented that show the impact of programs on addressing or mitigating affordability challenges?
- What percentage of residential customers are eligible for each existing program and what percentage of eligible customers enroll in and/or take advantage of these programs?
- What is the impact of existing programs on the energy burden for enrolled customers?
- Should existing programs be maintained, replaced or terminated? If maintained, should any changes be made to improve results? If programs are replaced, what would replace them?
- What existing utility and external funding sources are available to address affordability? Estimate the level of resources that would be required to serve additional customers
- What are the opportunities (and challenges) of the utilities working with other agencies and organizations to collaborate and coordinate delivery of programs that affect affordability concerns?

Weatherization and Equipment Replacement Program (“WERP”) & Refrigerator Replacement Program (“RRP”)¹

Duke Energy Carolinas launched WERP and RRP in February 2015.

Program is designed to assist low - income customers with installing energy efficiency measures in their home through WERP and RRP. WERP and RRP are delivered in coordination with State agencies that administer the state’s weatherization programs.

WERP and RRP are available for income-qualified customers residing in existing, individually metered single-family homes, condominiums, and mobile homes.

- Funds are available for (i.) weatherization measures and/or (ii.) heating system replacement with a 15 or greater SEER heat pump, and/or (iii.) refrigerator replacement with an Energy Star appliance.

Measures eligible for funding identified via a full energy audit.

Customers are placed into a tier based on energy usage so that high energy users to receive more extensive weatherization measures.

- Tier 1 provides up to \$600 for energy efficiency services
- Tier 2 provides up to \$4,000 for energy efficiency services
- Up to \$6,000 for HVAC replacement.
- Refrigerator Replacement \$1,080

% of Eligible Customers: ~ DEC 33.2%

Program Funding: Energy Efficiency Rider

Program Administrator: North Carolina Community Action Agency (NCCAA) and TRC.

- Agencies use a combination of federal, local and Duke Energy funds to administer program.
- Program eligibility determined by state assistance agencies.

Metrics used to evaluate program success:

- Number of customers served
- Number of measures installed
- Evaluated and verified kWh reductions driven by installed measures

Energy Burden Impact									
	Weatherization Tier I			Weatherization Tier II			Refrigerator Replacement		
	Before	After	Change	Before	After	Change	Before	After	Change
LIEAP/CIP	6.9%	6.8%	0.1%	7.7%	6.8%	0.9%	6.9%	6.8%	0.1%
<150% FPL	6.6%	6.5%	0.1%	7.5%	6.5%	1.0%	6.8%	6.5%	0.3%
150% to 200% FPL	3.8%	3.8%	0.0%	4.3%	3.8%	0.5%	4.0%	3.8%	0.2%

	Customer Served	WERP Energy Savings Per Participant (kWh)	RRP Energy Savings Per Participant (kWh)	Avg Cost Per Participant	Budget	Actual Spend
2019	1,044	1,994	805	\$3,487	\$4,493,243	\$3,642,979
2020	502	1,909	805	\$3,935	\$ 2,769,257	\$1,975,502
2021	976	1,827	805	\$3,463	\$3,200,131	\$3,380,340

¹Work is underway to file similar program for approval with the NCUC in DEP service territory.

²Data in tables reflect system values.

Weatherization and Equipment Replacement Program (“WERP”) & Refrigerator Replacement Program (“RRP”)

PROGRAM OPPORTUNITIES AND CHALLENGES

- **What are the challenges of working with other agencies or organizations to collaborate and coordinate delivery of this program?** The Company has no insight into how customers are prioritized at the State Agency level. Number of customers served is limited by State Agencies staffing as well as contracting services available for installation.
- **What are the opportunities of working with other agencies or organizations to collaborate and coordinate delivery of this program?** The agencies work directly with the customers and provide actionable feedback for how to expand the program.
- **In your opinion what are the strengths of this program?** Services are provided at no cost to the customer, lowers customer’s energy bills, and provides kWh savings to the Company.
- **In your opinion what are the weaknesses of this program?** Limitations to being able to address all customer needs at the time of service (health and safety).

PROGRAM RECOMMENDATIONS

- **If given the opportunity what are (3) three things, you would change or add to this program to make it better and why?**
 - Improve reporting to provide more visibility into where Healthy and Safety funds are going, tracking of weatherization deferrals, understanding of additional funding needed to enable customers to participate in WERP/RRP.
 - Potential prioritization of customers based on energy intensity, income level, potential for customer assistance funds.
 - Determine long term funding for Health and Safety funds to ensure customers are able to continue to receive needed Weatherization services. Explore opportunities to expand services provided and include additional measures as identified.

LIAC Sub-Team C Working Group 1 – Recommendations

The recommendations detailed below were provided by LIAC Sub-Team C Working Group 1 members for the Company to consider to increase program participation and outreach.

- Identify opportunities to increase program participation through existing network of providers
- Evaluate opportunities to expand network of providers that supports increasing number of program participants
- Work with network providers to identify opportunities for the Company to market program to eligible customers
- Evaluate opportunities with providers for increased health and safety investment

Neighborhood Energy Saver (“NES”)

Duke Energy Carolinas and Duke Energy Progress offer Neighborhood Energy Saver.

Program provides energy savings by providing measures and services at no cost to customers. The goal is to offer persistent energy savings to income-qualified customers through the direct installation of energy-saving measures.

NES is available to individually metered residential customers in selected neighborhoods where ~50% of the homeowners have income equal to or less than 200% of the Federal Poverty Guidelines, based on third party and census data.

Marketing for NES targets neighborhoods with a significant low-income customer base using a grassroots marketing approach to interact on an individual customer basis and gain trust. Participation is driven through a neighborhood kick-off event that includes trusted community leaders and local and state officials explaining the benefits of the Program. Historically, 65% of the customers marketed participate in the program.

% of Eligible Customers¹ - DEC ~33.2% & DEP ~33.5%

Program Funding: Energy Efficiency Rider

Program Administrator: Franklin Energy

- Metrics used to evaluate program success:**
- Number of customers served
 - Number of measures installed
 - Evaluated and verified kWh reductions driven by installed measures

Energy Burden Impact			
	Neighborhood Energy Saver		
	Before	After	Change
LIEAP/CIP	8.7%	8.3%	0.4%
<150% FPL	8.1%	7.7%	0.4%
150% to 200% FPL	4.6%	4.3%	0.3%

	Year	Customer Served	Energy Savings Per Participant (kWh)	Avg Cost Per Participant	Budget
DEC	2019	9770	693	\$347	\$3,981,170
	2020	1753	693	\$364	\$3,680,962
DEP	2019	4517	819	\$349	\$1,911,674
	2020	617	819	\$595	\$1,888,543

¹ Reflects current residential approximate percent of customers in the respective service territory identified as Low Income (200% of FPL) out of the total number of residential customers. However, due to the nature of the program design, additional customers which live in neighborhoods where ~50% of the homeowners have income equal to or less than 200% of the Federal Poverty Guidelines will also be eligible to participate. Additionally, customers which have been identified as low income but which live in very rural settings may not be eligible to participate.

² Data in tables reflect system values.

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Neighborhood Energy Saver (“NES”)

PROGRAM OPPORTUNITIES AND CHALLENGES

- **What are the opportunities of working with other agencies or organizations to collaborate and coordinate delivery of this program?**
Utilize NES to recommend state agencies for health and safety repairs. Engage local weatherization and agencies in kickoff and neighborhood events to better support customer additional needs.
- **In your opinion what are the strengths of this program?** Services are provided at no cost to the customer. Able to serve a large number of customers and provide 1:1 recommendations and improvements to their home.
- **In your opinion what are the weaknesses of this program?** Limitations to being able to address all customer needs at the time of service (health and safety).

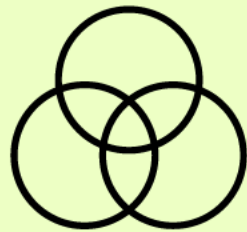
PROGRAM RECOMMENDATIONS

- **If given the opportunity what are (3) three things, you would change or add to this program to make it better and why?** Explore expansion into additional energy savings measures such as HVAC repair and replacement opportunities and AC units. Explore opportunities to partner with additional contractor networks to provide services to qualifying customers who do not happen to be located within a “neighborhood”.

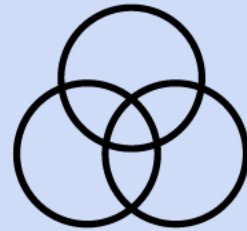
PROGRAM PROPOSAL PROCESS UPDATE

Proposal Updates

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Proposal 8 and 18 combined
to make **Proposal 23**



Proposal 9 and 22 combined
to make **Proposal 24**

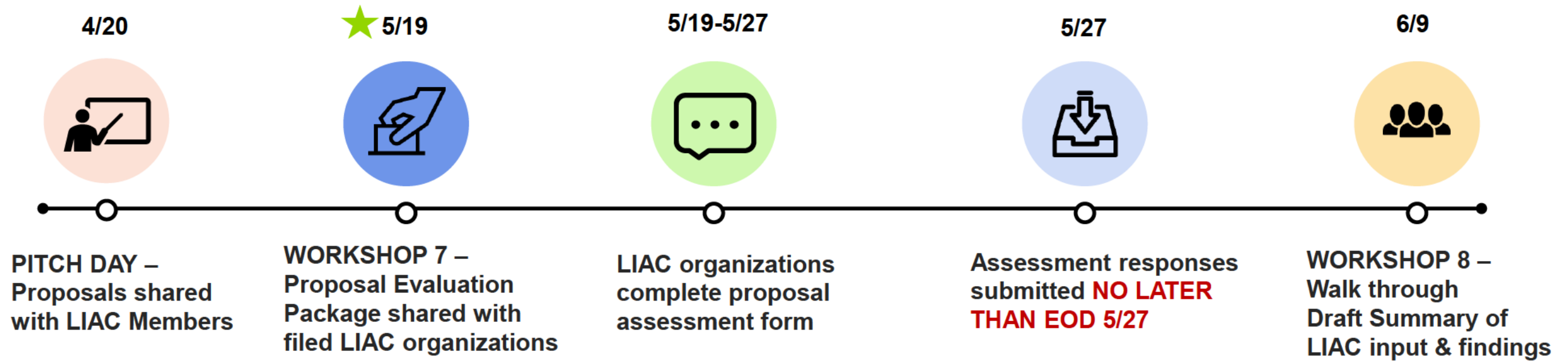


Proposal 16 added
examples



Proposal 17 transferred to
on-tariff working group

Proposal Process Timeline



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LIAC Proposal Assessment



LIAC Proposal Support

After reviewing the nineteen (19) proposals described in the **Proposal Reference Packet**, dated May 19, 2022, please note your organization's level of support for each of the proposals.

Note that proposals 07, 08, 17, 18 and 22 have been redirecotor or combined to create a new proposal and are not part of this assessment request.

4. Does your organization support the **Proposal 01** – Closing the EE Spending and Savings Gap? *

- ☐ My organization **supports** (for consensus)
- ☒ My organization **support with revision** (please provide revisions in comment field)
- ☐ My organization **does not support** (please provide rationale for not supporting in comment field)
- ☐ My organization **abstains** from responding

5. Please note your **comments related to Proposal 01** below.

Enter your answer

LIAC Proposal Assessment Package will be shared following this session:

- Reference Guide (19 proposals plus examples for Proposal 16)
- Assessment Link for designated representative to provide consensus or feedback

DESIGNATED LIAC ORGANIZATION REPRESENTATIVE

RED – To Confirm

LIAC Organization	Designated Rep
AARP	Steven Hahn
Advance Carolina	La'Meshia Whittington
Apartment Assoc. of NC	N/A
Appalachian Voices	Rory McIlmoil
Carolina Small Business Development Fund	Kevin Dick
ChargePoint	Matthew Deal
Charlotte Area Fund	Nick Wharton
CIGFUR	Christina Cress
City of Raleigh	Gregory Jenkins
Crisis Assistance Ministry	Carol Hardison
Dominion Energy	Lisa FaJohn
Duke Energy	Conitsha Barnes
Legal Aid of NC	Scheree Gilchrist
NAACP	Dr. Anthony Spearman
National Institute Economic Development	Kevin Price

LIAC Organization	Designated Rep
NCCAA	Detrick Clark
NC OAG	Peggy Force
NC DEQ (State Weatherization)	Paula Hemmer
NC DHHS	Allison Smith
NCJC	Al Ripley
NC ORR (HOPE/ERA)	Tara Fikes
NC Pandemic Recovery Office	Daniel Parker
NCSEA	Daniel Parker
Nicholas Institute	Kay Jowers
PS NCUC	Lucy Edmondson
Rowan Helping Ministries	Kyna Grubb
Sierra Club	Will Harlan
SEEA	William Bryan
SACE	Forest Bradley-Wright
SELC	David Neal
Sunrun	Thad Cully
Vote Solar	Lindsey Hollock

OPEN DISCUSSION

Next Steps

Homework & Look-Ahead

Remaining LIAC Sessions

6/9 – Workshop 8

7/7 – Workshop 9

Next up

WHEN

6/9 – Workshop 8

WHAT

- Review of final output from each Subteam
- Proposal portfolio follow-up

YOUR TASK(S)

- Ensure that the designated individual for your organization completes the assessment by **EOD 5/27**
- Reach out to Macie (mshoun@guidehouse.com) if you would like a legal representative from your organization to be involved in the discussions around Subteam C task 3E

ADJOURN

**THANK
YOU**
*all for your
commitment &
engagement*

Contact

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704.347.7621

Jamie Bond
Associate Director
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704.347.7626



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APPENDIX I – LIAC

LIAC WORKSHOP IX

**DOCKET NOS. E-7, SUB 1213; E-7, SUB 1214;
E-7, SUB 1187; E-2, SUB 1219 AND E-2, SUB 1193**



North Carolina **Low Income Affordability Collaborative**

Workshop 9

July 7, 2022

Convened by



Public Staff
North Carolina Utilities Commission

Welcome



MACIE SHOUN

Workshop Facilitator



NNEOMMA NWOSU

Workshop Support

40-50
active LIAC participants

Organizational
Representation

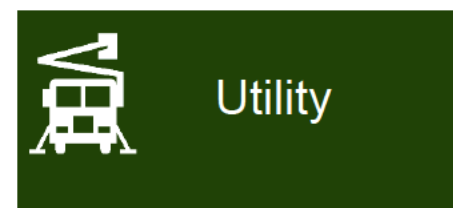


Charitable /
Social Aid

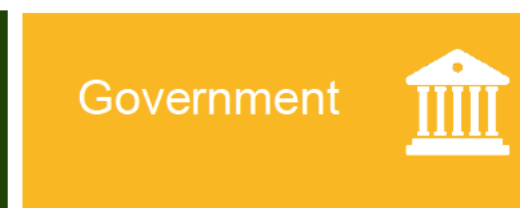


Univ

Trade
Association or
Interests Group



Utility



Government

4 LIAC
subteams

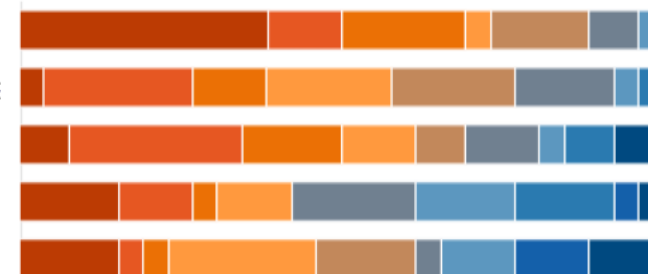


Top Guiding
Principles

Rank

- WE COME PREPARED
- WE VALUE RESPECTFUL DEBATE
- WE OFFER SOLUTIONS
- WE ARE TRANSPARENT
- WE ARE OPENMINDED

First choice Last choice



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NC Low Income Collaborative

Agenda | July 7, 2022

Workshop IX: Collaborative Final Meeting

CONVENE

Welcome & Opening Remarks

Guidehouse

Program Filing Overview

*Guidehouse
Duke Energy*

Final Report Framework

*Duke Energy
Public Staff*

30-45 min

Thank you & Next Steps

*Guidehouse
Duke Energy
Public Staff*

ADJOURN





SESSION OBJECTIVES

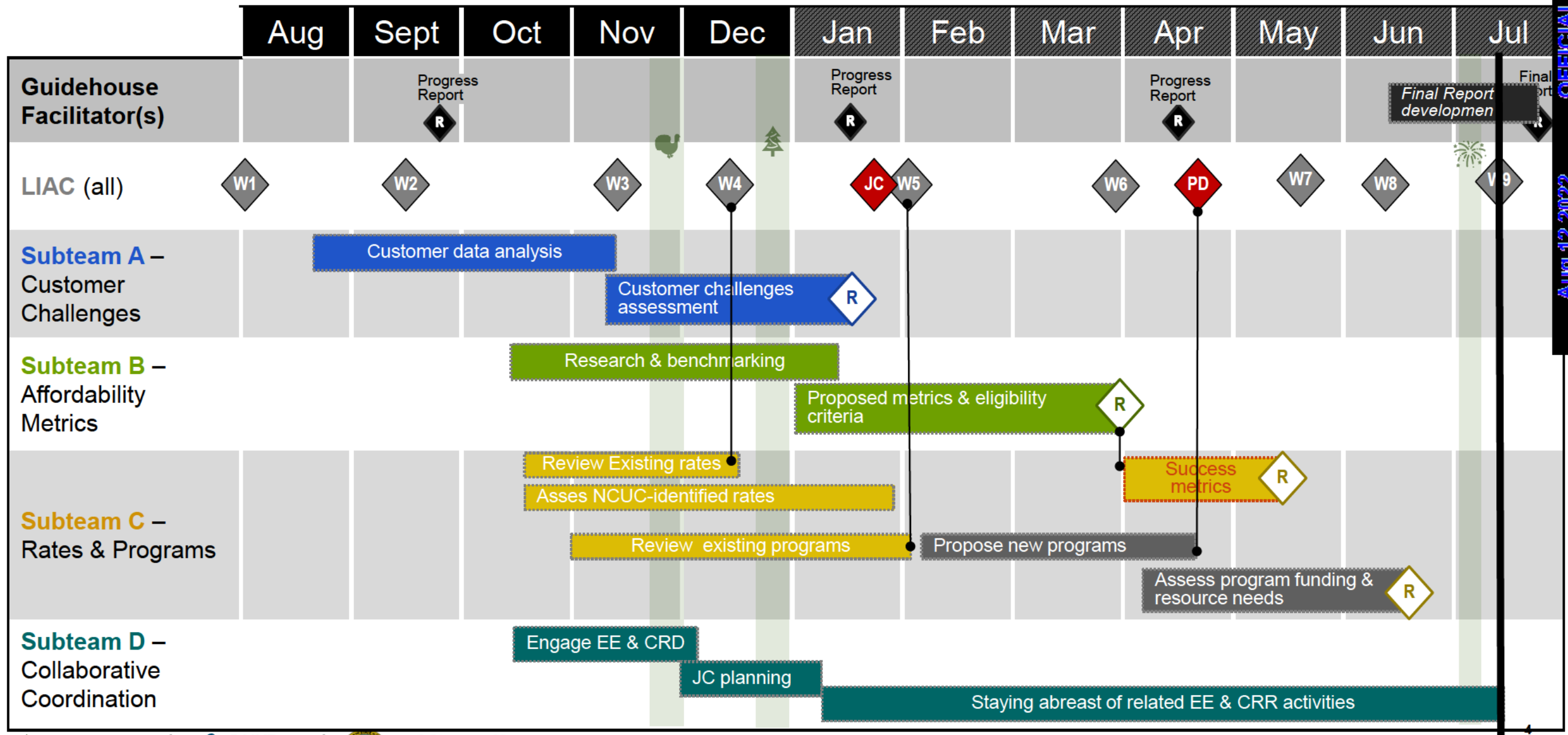
- Share the report framework with collaborative members
- Review the next steps in the Regulatory Process as defined by the NCUC order approving the LIAC

Look Back: LIAC Macro Timeline | as of 7/7/2022

Docket No. E-7, Sub 1276
Harris Exhibit 1
Page 543 of 548

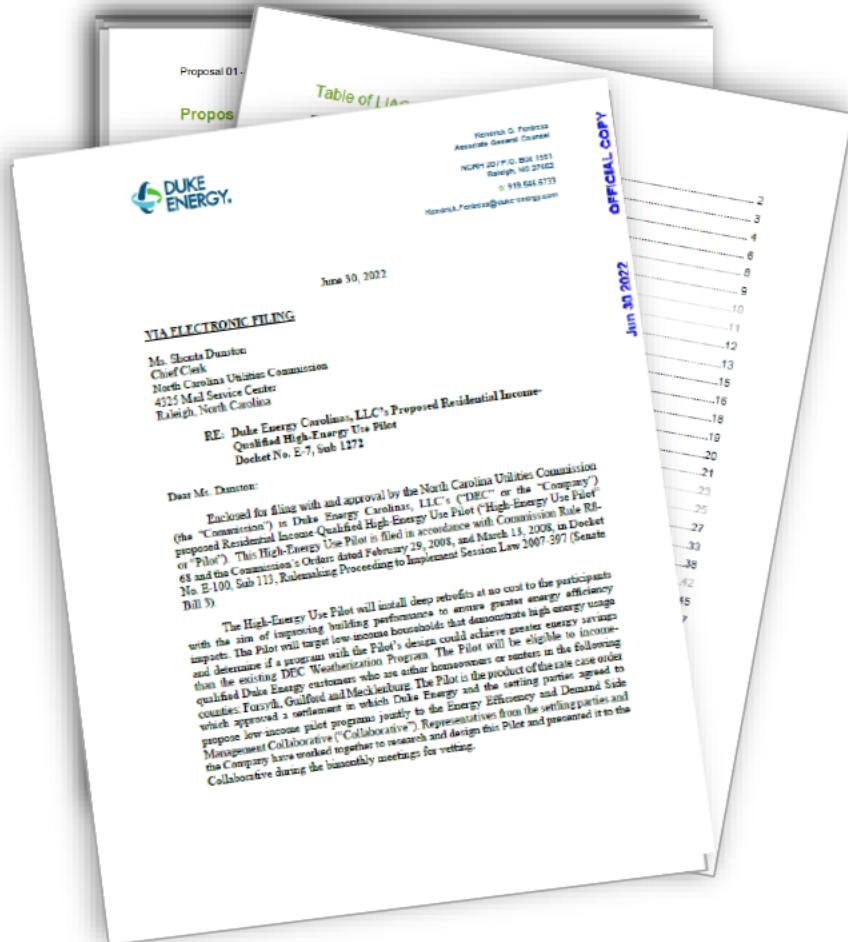
KEY

-  Regular LIAC Workshop
-  Subteam Readout
-  Joint Collaborative Session
-  Program Proposal Pitch Day



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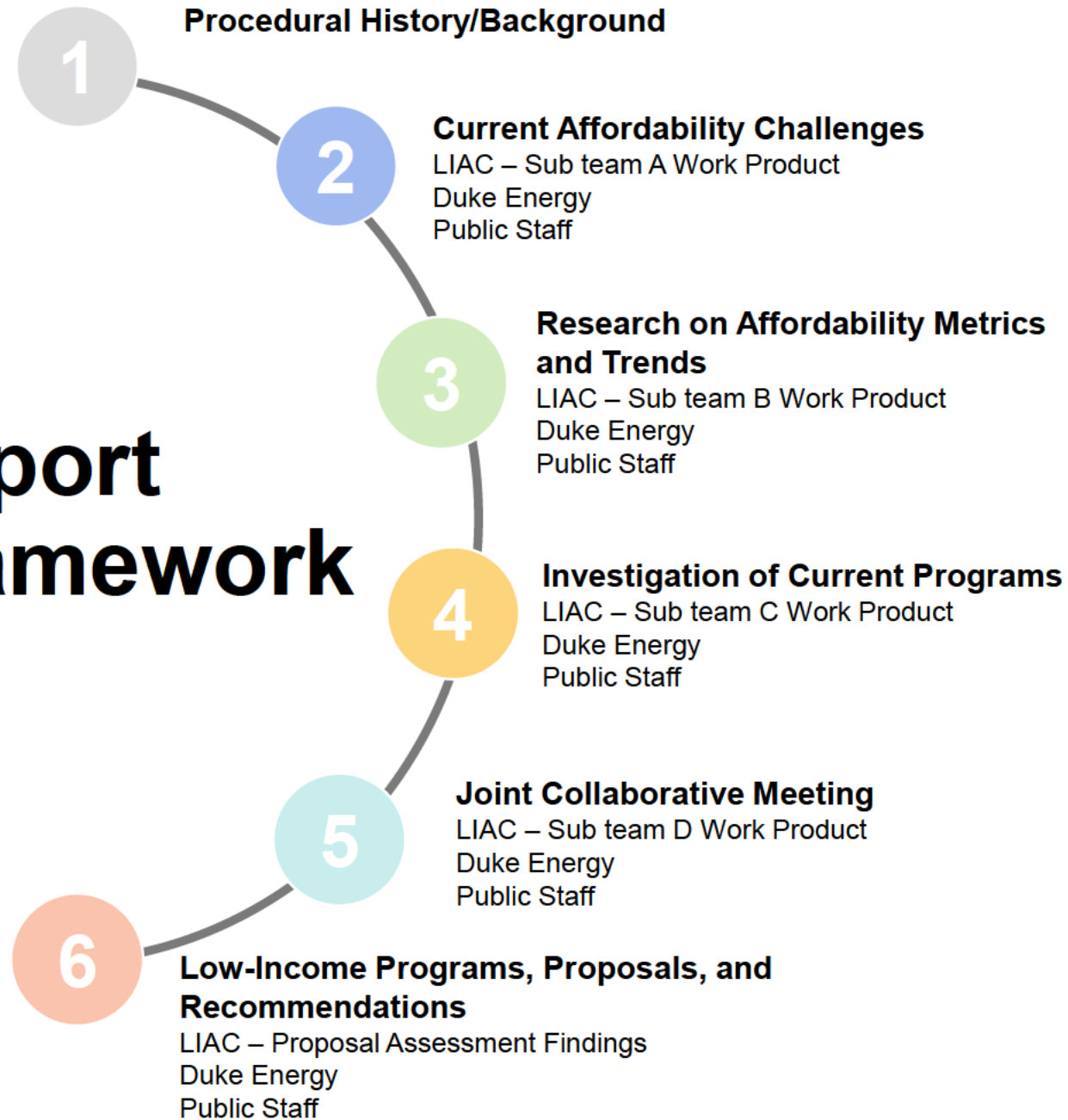
Program Filings



In the past month Duke Energy has filed two programs that have similarities to programs we have discussed:

- **DEP: Residential Income Qualified EE & Weatherization Program (Filed June 13th)**
 - [Docket No. E-2, Sub 1299](#)
 - Similar to Proposal 2
- **DEC: Residential Income-Qualified High Energy Use Pilot (Filed June 30th)**
 - [Docket No. E-7, Sub 1272](#)
 - Similar to Proposal 3

Report Framework



From Duke Energy and
the Public Staff:

Thank you!

Next Steps in the Regulatory Process:

Duke Energy and the Public
Staff will file the Joint Final
Report on July 29th

The Commission will issue a
procedural order allowing for
comment on the Joint Final
Report

ADJOURN

**THANK
YOU**
*all for your
commitment &
engagement*

Contact

Chip Wood
Partner
chip.wood@guidehouse.com
704.347.7621

Macie Shoun
Consultant
mshoun@guidehouse.com
919.559.7423



CUSTOMER ASSISTANCE PROGRAM (CAP) CREDIT

APPLICABILITY

The monthly bill credit shown below will be available to all residential service schedules for customers who are approved for either Low Income Energy Assistance Program (LIEAP) or Crisis Intervention Program (CIP) administered by the North Carolina Department of Health and Human Services (DHHS). The Company will receive a list of recipients from DHHS and automatically apply the credit to the customer's bill. The customer will receive the credit for 12 billing months.

MONTHLY RATE

The applicable monthly bill credit is \$42. The monthly bill credit cannot reduce a customer's bill below the Basic Customer Charge.

RIDER CAR CUSTOMER ASSISTANCE RECOVERY

APPLICABILITY

The incremental rate shown below is not included in the Rate provision in the rate schedules listed below. This adjustment increases billing rates to fund the Customer Assistance Program. This Rider is not applicable to the Lighting rate class.

MONTHLY RATE

The incremental rate for the appropriate rate class, including revenue-related taxes and regulatory fees, shall be as shown in the following table:

Rate Class	Applicable Schedules	Billing Rate (\$/kWh for Residential; \$/bill for General Service and Industrial)
Residential	RS, RE, ES, RT, RSTC, RETC	\$0.001246
General Service	SGS, BC, LGS, TS, OPT-V, HP, PG, S, SGSTC, HLF	\$1.30
Industrial	I, OPT-V, HP, PG	\$1.30



Low Income Energy Assistance (LIEAP)

The Low Income Energy Assistance Program (LIEAP) is a federally-funded program that provides for a one-time vendor payment to help eligible households pay their heating bills.

Households including a person aged 60 or older or disabled persons receiving services through the NC Division of Aging and Adult Services are eligible to sign up for assistance from Dec. 1 – 31. All other households may apply from Jan. 1 – March 31 or until funds are exhausted.

Households that meet the following criteria may be eligible:

- Have at least one U.S. citizen or non-citizen who meets the eligibility criteria.
- Meet an income test.
- Have reserves at or below \$2,250.
- Be responsible for its heating costs.

Eligibility

The following chart describes the Low Income Energy Assistance Eligibility Requirements.



Eligibility Requirement	What's Needed	How Often
Identity	ID, Contact with someone knowledgeable of your situation.	At application
Address	Lease, rental agreement, any other shelter expenses, contact with someone knowledgeable of your situation.	At application or situation, if moving
Citizenship/ Alien Status	Verification of citizenship/alien status via Immigration and Naturalization Service.	At application
Social Security Number	Valid social security card or number.	At application
Earned Income: Wages/Self-Employment	Wage stubs, tax forms contacting employer.	At application
Unearned Income: Public Benefits/ Private Retirement Benefits/Trust, etc.	Documents from provider, award letter.	At application
Assets/Resources	Ownership and tax records - bank and court documents.	At application
Heating Expense	Copy of bills.	At application

[Low-Income Energy Assistance Income Levels Based on 130% of Federal Poverty \(/lieap-130-charts/download?attachment\)](#)



[CIP/LIEAP Q&A \(/cip-lieap-qa-11-2021-revised/download?attachment\)](#)

How to Apply

Households including a person aged 60 or older or an individual receiving disability benefits and services through the NC Division of Aging and Adult Services are eligible to sign up for assistance from Dec. 1 – 31. All other households may apply from Jan. 1 – March 31, or until funds are exhausted. Contact your local Department of Social Services (<https://www.ncdhhs.gov/divisions/social-services/local-dss-directory>) for the application dates and for additional information on LIEAP.

Contact

For more information, please contact your local Department of Social Services (</divisions/dss/local-county-social-services-offices>) or the NC Division of Social Services (</divisions/dss/social-services-contact-form>).

Energy Assistance

Energy Provider Portal (</divisions/social-services/energy-assistance/energy-provider-portal>)

Low Income Energy Assistance (</divisions/social-services/energy-assistance/low-income-energy-assistance-lieap>)

Crisis Intervention Program (</divisions/social-services/energy-assistance/low-income-energy-assistance/crisis-intervention-program>)

Low Income Household Water Assistance Program (</divisions/social-services/energy-assistance/low-income-household-water-assistance-program-lihwap>)



<https://www.ncdhhs.gov/divisions/social-services/energy-assistance/low-income-energy-assistance-lieap>





Crisis Intervention Program

Individuals and families experiencing a heating or cooling related crisis may apply for assistance through the Crisis Intervention Program (CIP). Applicants can complete a CIP application by mail, email, fax or drop-off at their local DSS. A face-to-face interview is not required at this time. In addition, disconnect notices are not required at this time. Applicants can present a final notice or past due utility bill and must have a health related or life threatening emergency to potentially be eligible for crisis funds. [Access the application here \(https://policies.ncdhhs.gov/divisional/social-services/forms/dss-8178-energy-programs-application/@@display-file/form_file/dss-8178-ia.pdf/\)](https://policies.ncdhhs.gov/divisional/social-services/forms/dss-8178-energy-programs-application/@@display-file/form_file/dss-8178-ia.pdf/). [En Español aplicar aqui. \(https://policies.ncdhhs.gov/divisional/social-services/forms/spanish/dss-8178sp-solicitud-para-programas-de-ayuda-para-energia/@@display-file/form_file/dss-8178sp-ia.pdf\)](https://policies.ncdhhs.gov/divisional/social-services/forms/spanish/dss-8178sp-solicitud-para-programas-de-ayuda-para-energia/@@display-file/form_file/dss-8178sp-ia.pdf/)

The Crisis Intervention Program (CIP) is a Federally funded program that assists individuals and families who are experiencing a heating or cooling related crisis. A household is considered to be in a crisis if it is currently experiencing or is in danger of experiencing a life threatening or health related emergency and sufficient, timely and appropriate assistance is not available from any other source. Life threatening is defined as a household which has no heating or cooling source or has a disconnect notice for their primary heating or cooling service and the health or well being of a household member would be in danger if the heating or cooling crisis was not alleviated. Each household should be evaluated on a case by case basis to determine if there is a heating or cooling crisis.

Applications are taken beginning July 1, 2022 – June 30, 2023 or until the CIP allocation is exhausted, whichever comes first.

Households that meet the following criteria may be eligible:

- Have at least one U.S. citizen or non-citizen who meets the eligibility criteria
- Meet the income test
- Have an energy related crisis
- Have a utility statement that shows how much is owed to alleviate the crisis

Eligibility

The following chart describes the Crisis Intervention Program Eligibility Requirements.

Eligibility Requirement	What's Needed	How Often
Citizenship/ Eligible Alien	Verification of citizenship/eligible alien status via Immigration and Naturalization Service	At application
Social Security Number, when available	Valid social security card or number	At application
Heating or Cooling Expense	Copy of bills	At application



Showing 1 to 3 of 3 entries

Crisis Intervention Program Income Levels Based on 150% of Federal Poverty Level (/cip-150-charts/download?attachment)

How to Apply

Contact your local Department of Social Services to complete the application process and for additional information on CIP.



Contact

For more information please contact your local Department of Social Services (/divisions/social-services/local-county-department-social-services-dss-offices) or contact us (https://www.ncdhhs.gov/divisions/dss/social-services-contact-form).

Low Income Energy Assistance

Crisis Intervention Program (/divisions/social-services/energy-assistance/low-income-energy-assistance/crisis-intervention-program)

<https://www.ncdhhs.gov/divisions/social-services/energy-assistance/low-income-energy-assistance/crisis-intervention-program>

Estimated Expenditures for Tariffed On-Bill

	Year 1	Year 2	Year 3
Total Cost	\$ 542,147	\$ 831,698	\$ 1,589,342