

# SSI OVERVIEW

## Task 3b/c

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## 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?



## Supplemental Security Income (SSI) Discount

**Duke Energy Carolinas** offers a bill discount to eligible Supplemental Security Income (SSI) recipients.

Supplemental Security Income (SSI) is a federal income supplement program designed to help elderly, blind, and disabled people who have little or no income. It provides cash to meet basic needs for food, clothing, and shelter.

The North Carolina Utilities Commission approved bill discount for recipients of SSI on August 31, 1978:

- Experimental discount rate under the hypothesis that SSI recipients have usage characteristics that differ substantially from the average residential customer - as a result have a small impact on system costs.
- A 1981 Research Triangle Institute study on Duke Power customers who were SSI recipients concluded: "If the North Carolina Utilities Commission feels that this particular class of customers should be granted special rate consideration, then there exist cost as well as social equity justifications for doing so."

# Supplemental Security Income (SSI) Discount

**Eligibility Requirements:** (Primary Account Holder) must meet all of the following:

- DEC residential customers in North Carolina
- SSI supplement check recipient
- Must be either blind, disabled or 65 years of age and older
- Head of household and/or the principal wage earner
- Recipient name must be Duke Energy account holder (Customer must be on electric rate NCER RS or NCER RE)

## Program Administration:

- This rate is offered to DEC NC customers by the NC Department of Human Resources (DHS). If it is determined that a customer is eligible for this rate, DHS provides the customer with an application that must be completed and mailed to:

Duke Energy c/o Billing Account Maintenance  
9700 David Taylor Dr.  
Charlotte, NC 28262-2363

## Program Promotion:

- Bill insert is sent annually to all NC residential customers with details about available residential rates.
- Outside of the annual bill insert, and notices mailed by DHS, there are no other promotional activities involving the SSI rate that we are aware of.

## Program Information:

- Customers that use more than 350 kWh per month receive a discount of \$3.17
- Customers that use less than 350 kWh per month receive a discount equal to: total kWh x .9054 cents
- $9.3826 \text{ cents/kWh} - 8.47772 \text{ cents/kWh} = 0.9054 \text{ cents/kWh}$  discount
- This discount is only available for DEC customers
- A previous customer taken off the SSI Rate, who qualifies again in the future, must reapply.
- SSI status will be canceled for customers that final bill or transfer service. Customers who remain eligible must reapply.



# SUCCESS CRITERIA AND METRICS TO MONITOR PROGRAM IMPACT

## Task 3a



# Success Criteria and Metrics to Monitor Program Impact

	Success Criteria (Desired Outcome)	Metrics recommended to Monitor Program Impact (By Program) <sup>1</sup>
1	Minimize Barriers for Customers to Participate	<ul style="list-style-type: none"><li>• Number of Customers Served</li><li>• Percent of Customers Served</li><li>• Percent of Eligible Customers Served</li><li>• Percent Program Participation by Housing Type</li></ul>
2	Significantly and Sustainably Helps Participating Customers	<ul style="list-style-type: none"><li>• Average Electric Burden per Program Participant</li><li>• Average Arrearages Amount per Program Participant</li><li>• Percentage of Program Participants Disconnected <sup>2</sup></li><li>• Participants at Various Income Levels (50% FPL, 100% FPL, 200% FPL, etc.)</li><li>• Affordability Ratio <sup>3</sup></li></ul>
3	Significantly Helps Participating Customers (Needs Based)	<ul style="list-style-type: none"><li>• Number of Measures installed</li><li>• Evaluated and Verified kWh Reductions (Due to Measures Installed)</li><li>• Needs served based on Opportunity per Customer <sup>4</sup></li><li>• Percent of Households Deferred Due to Health and Safety Issues <sup>5</sup></li></ul>

1. The ability to track these metrics geographically would be valuable. It is important to note that the ability to provide zip code data publicly will depend on the NCUC issuing an order approving this request. There is pending Rulemaking in Docket No. E-100, Sub 161 for zip code level data.

2. This metric could benefit from a more sophisticated calculation to account for economic impacts that are uncontrollable by Duke Energy.

3. This metric 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. It is important to note a data source to support this metric may not be available.

4. The intention of this metrics is to capture what percentage of eligible measures are served per customer/household.

5. Deferral information as a metric will need to be carefully crafted to avoid unintended incentives around program implementation.



# Success Criteria and Metrics to Monitor Program Impact

	Success Criteria (Desired Outcome)	Metrics recommended to Monitor Program Impact (By Program)
4	Low Administrative Cost of Operation the Program	<ul style="list-style-type: none"><li>• Cost of Program</li><li>• Cost of Program per Program Participant</li><li>• Cost of Program per Program Participant weighted by Value to Participants</li><li>• Maximize Leveraged Dollars <sup>1</sup></li></ul>
5	Minimizes bill impacts for Non-Participants	<ul style="list-style-type: none"><li>• Average kWh cost across all Customers</li><li>• Percentage (and/or) Average Monthly Bill Increase for Non-Participants</li></ul>
6	Eligible for Cost Recovery <sup>2</sup>	

1. This metrics should explicitly state the involvement of the agency performing the work on behalf of Duke Energy.  
2. No metrics are recommended for monitoring this success criteria, though it is important to consider the reliability of funding sources for each program.

# FUNDING SOURCES AND OPPORTUNITIES/ CHALLENGES

## Task 3j/i

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# Task 3i

What **existing utility** and external funding sources are available to address affordability?

	Utility Funding Sources	
	Bill Assistance	Energy Efficiency
SSI Bill Discount (funded through base rates)	X (Monthly limit up to initial 350 kWh)	N/A
Share the Light (funded through customer contributions and shareholder contribution up to eligible annual match)	X	
Income Qualified Weatherization Program (funded through EE/DSM Rider)		X
Neighborhood Energy Saver (funded through EE/DSM Rider)		X

# Task 3i

What existing utility and **external funding** sources are available to address affordability?

	External Funding Sources	
	Bill Assistance	Energy Efficiency
State Weatherization Program  Administrator: NC DEQ		X Note: Provides funding for weatherization services and health and safety investment
Low Income Energy Assistance Program and Crisis Intervention Program  Administrator: NC DHHS	X (Annual contribution limit)	Note: Provides funding for weatherization services and health and safety investment.
Community Development Block Grant Program  Administrator: NC Department of Commerce		Note: Enables weatherization via funding health and safety repairs.



# Task 3j

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?

	Utility Working with other Agencies	
	Opportunities	Challenges
<b>State Weatherization Program</b>  <b>Administrator: NC DEQ</b>	DEQ plans to deploy a new software platform that proposes to collect housing inspection data. Any weatherization deferral for health and safety needs will be visible for all local agencies to monitor.	Lack of transparency and information sharing, No standardized process to collect/track deferral information Misalignment on the timing of which organization is spending \$ and when, Inconsistent communication channel between Duke and DEQ, Miscommunication/misunderstanding around priority
<b>Low Income Energy Assistance Program and Crisis Intervention Program</b>  <b>Administrator: NC DHHS</b>	Use qualification for LIEAP/CIP to aid in energy burden calculation	Low level of funding per participant compared to the need

# Subteam D Tasks

## SUB-TEAM D

### Collaborative Coordination

*Coordinate between the affordability collaborative and the rate study and energy efficiency stakeholder groups*

- 4.a-1) Stay abreast of the ongoing work of the separate teams (affordability, comprehensive rate design and energy efficiency)
- 4.b-1) Describe the major interactions and connections between the affordability collaborative and the rate study and energy efficiency stakeholder groups
- 4.b-2) Identify interim material produced from LIAC to make available to the CRD and EE collaboratives
- 4.b-3) Identify interim material produced from the CRD and EE collaboratives to make available to the LIAC
- 4.b-4) Identify LIAC key areas of concern to discuss during joint meeting

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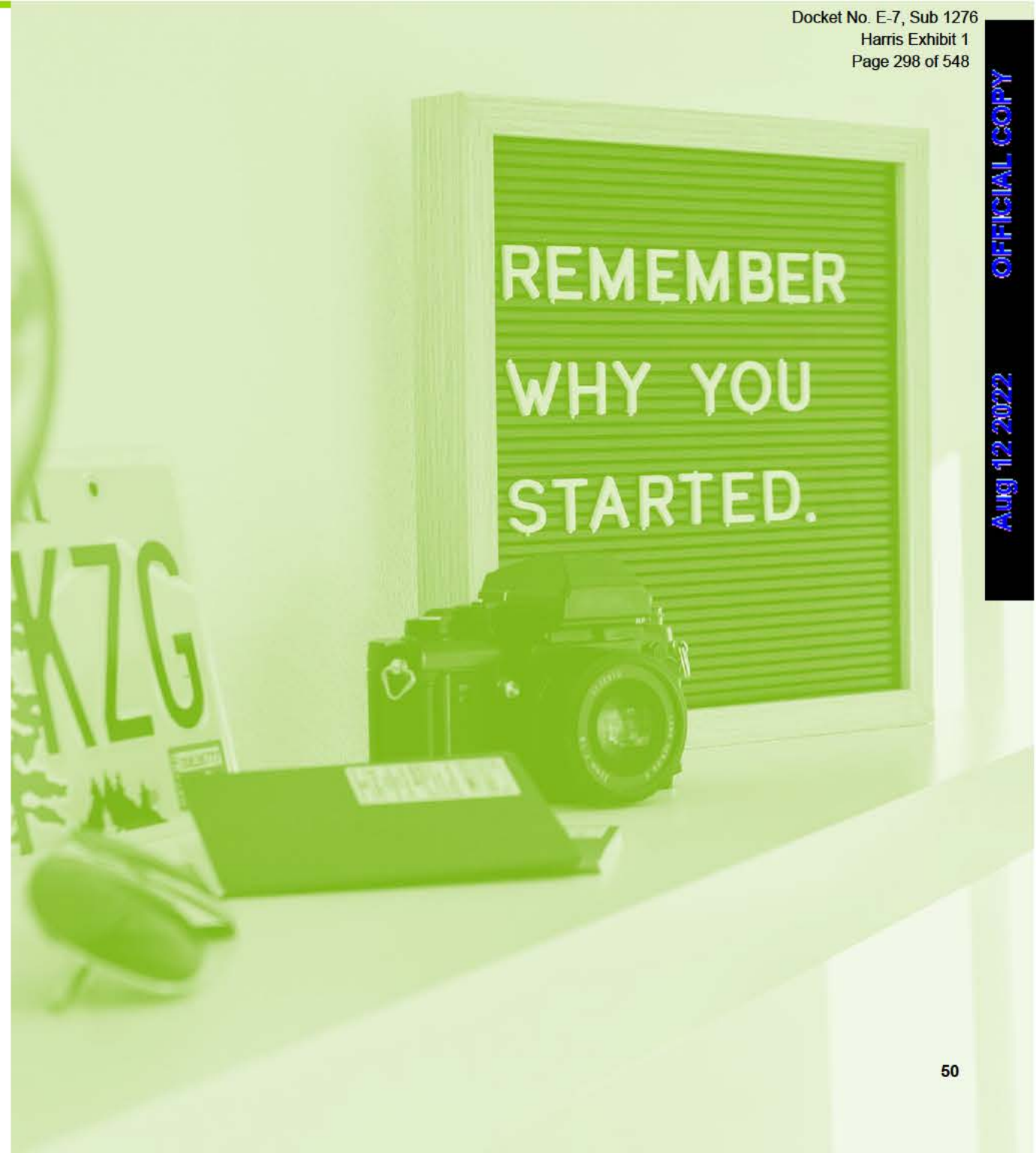
# Subteam Recap of Completed Tasks

SUB-TEAM D Collaborative Coordination			
Task	Work Product	Date Shared with/Sent to LIAC	Date Discussed with LIAC
4.a-1) Stay abreast of the ongoing work of the separate teams (affordability, comprehensive rate design and energy efficiency)	N/A	Ongoing	During LIAC workshops as needed
4.b-1) Describe the major interactions and connections between the affordability collaborative and the rate study and energy efficiency stakeholder groups	Joint Collaborative Session Findings	March 31, 2022, at Workshop 6	
4.b-2) Identify interim material produced from LIAC to make available to the CRD and EE collaboratives	Joint Collaborative Session Workshop Presentation	January 26, 2022 – Joint Collaborative Session	
4.b-3) Identify interim material produced from the CRD and EE collaboratives to make available to the LIAC	Joint Collaborative Session Workshop Presentation	January 26, 2022 – Joint Collaborative Session	
4.b-4) Identify LIAC key areas of concern to discuss during joint meeting	N/A; Identified during Subteam D Meetings		N/A

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# BREAK

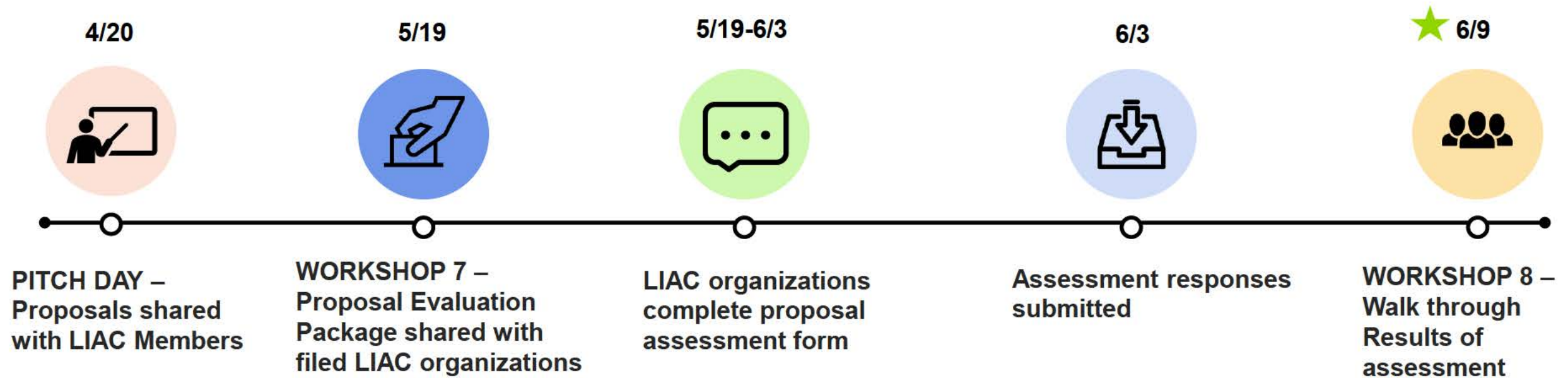
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# PROGRAM PROPOSAL ASSESSMENT RESULTS

# Proposal Process Timeline



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# LIAC Proposal Assessment



LIAC Program Proposal Reference Packet with Assessment Results was shared yesterday via email. It includes:

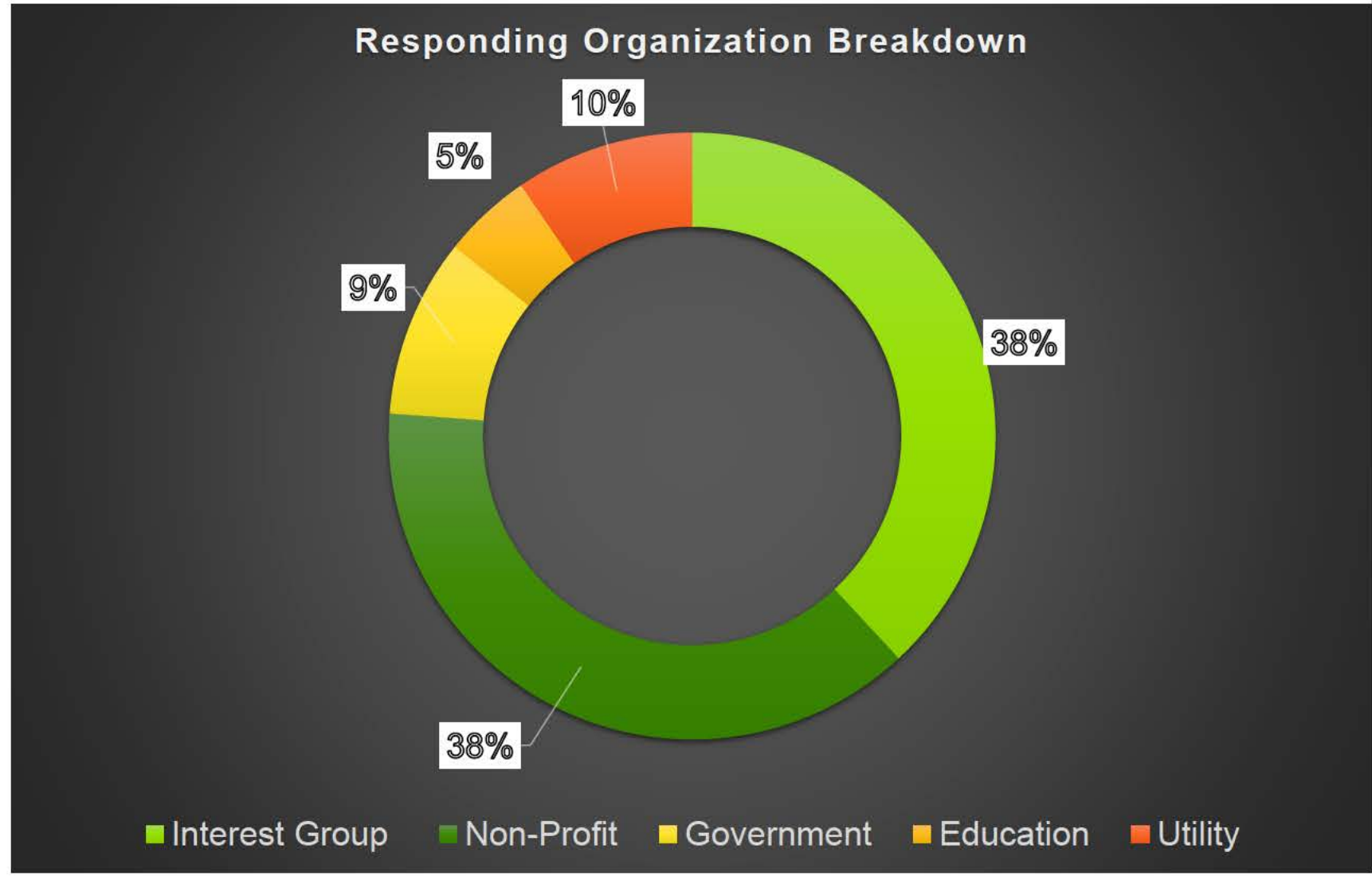
- Overview of Respondents
- Program Proposal Information
- Assessment Results in Pie Chart form
- Comments from the Assessment

Note: One organization encountered technical difficulties and has since had their responses added to the Packet, the updated Packet will be shared later today. The following slides contain the most up-to-date version of the information.

# Overview of Assessment Results

## ASSESSMENT PARTICIPATION

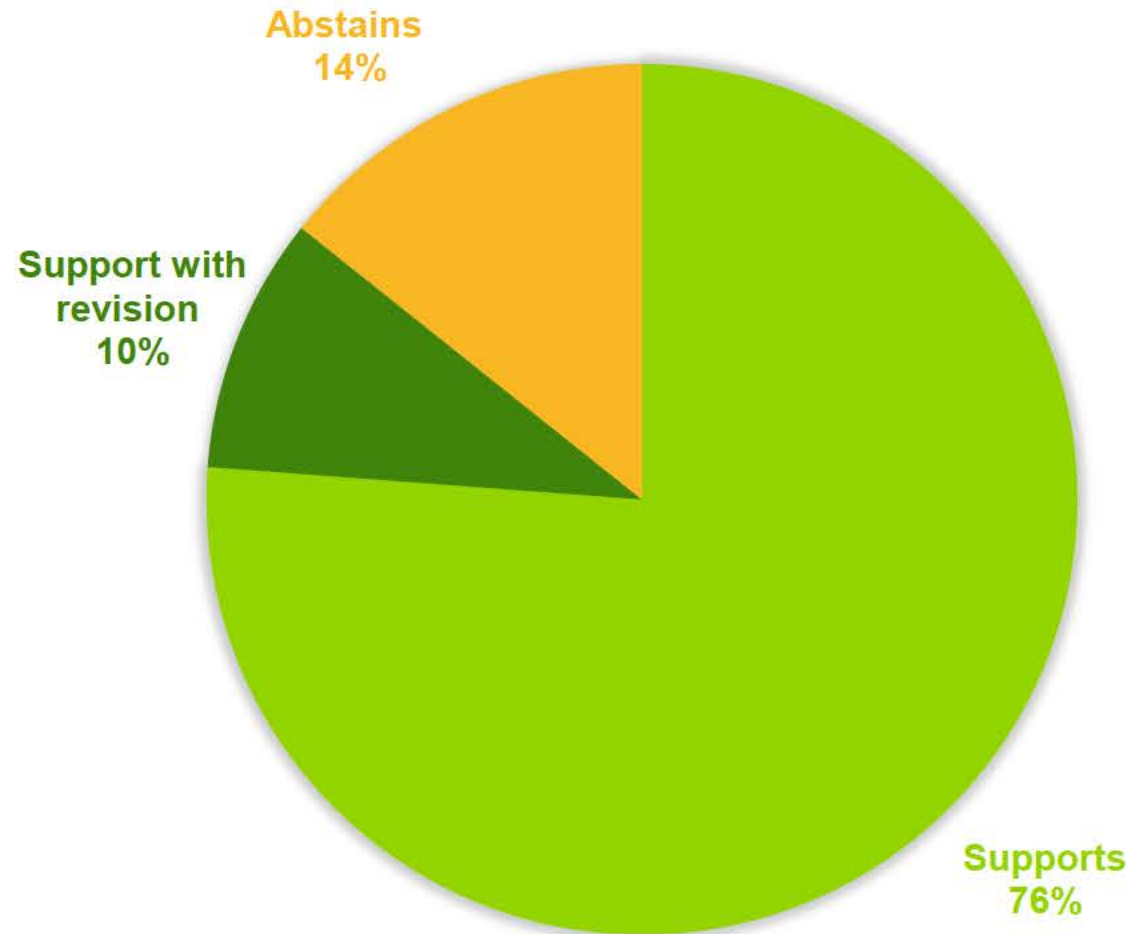
Total Number Responding Organizations	21
Percent of total LIAC organizations that provided input	60%





# Overview of Assessment Results

## *Proposal 1 - Closing the EE Spending and Savings Gap*



### Comments:

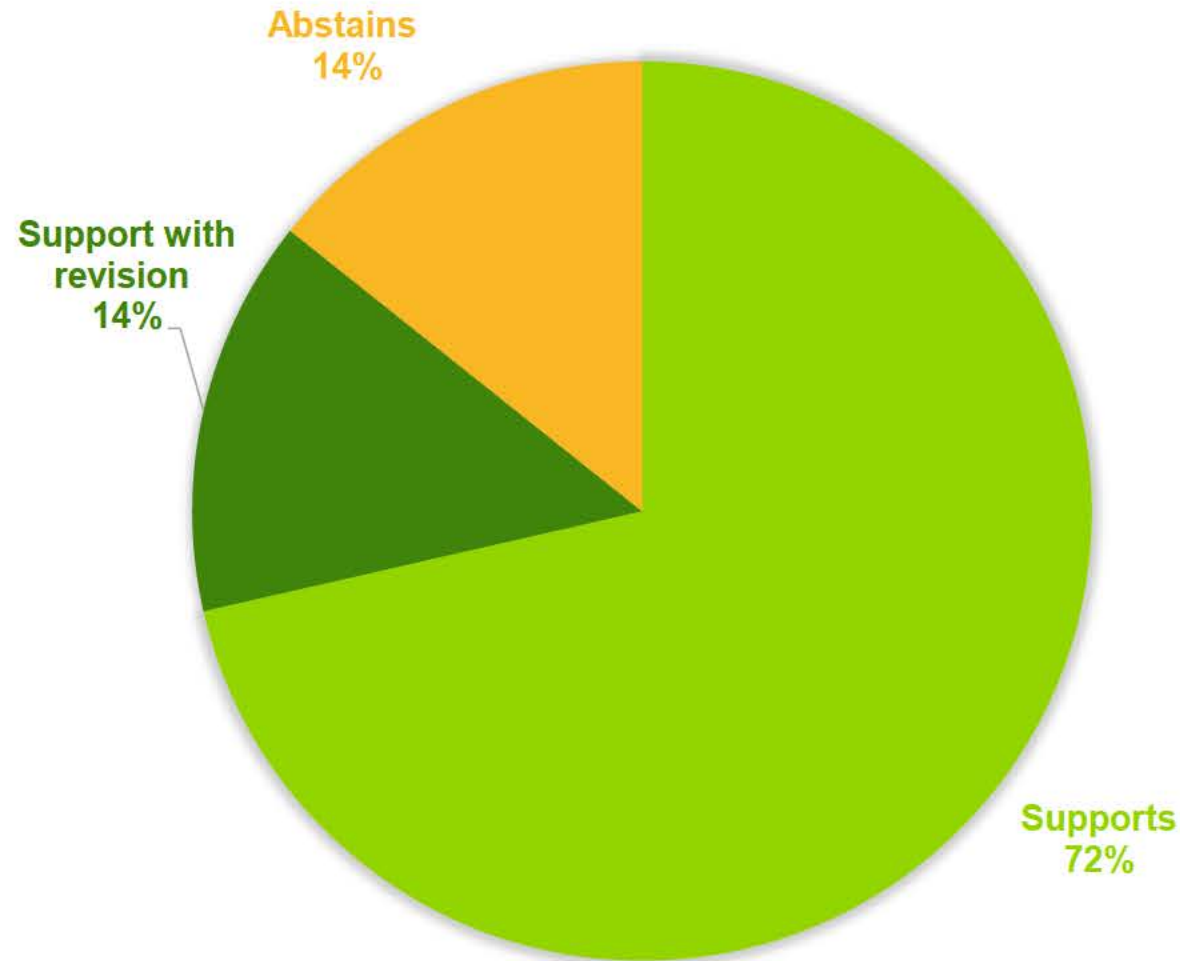
- ““The reasons for the gap in spending should be studied and understood. There are historical differences between DEC and DEP. For instance, DEP has more Tier 1 counties compared to DEC. Additionally, pre-merger, DEP and DEC each had its own portfolio of DSM/EE programs, and there were many differences between the two portfolios. Over time post-merger, many of the programs of the two companies have been modified to be identical; however, these historical differences may account for the gap to some extent. Once the differences are understood then DEP may better target customers of need and mindfully deploy EE programs based on actual identified customer groups. The following general note should be considered included in Public Staff responses to all proposals. .” - **Public Staff of the North Carolina Utilities Commission**
- Duke Energy strives to offer programs that reasonably similar between the jurisdictions and apply learnings before expanding programs to the other jurisdiction, which is why it is filing the DEP Weatherization Program with the NCUC the week on June 7th. The addition of the Weatherization Program in DEP will immediately increase the DE Program spend and reduce the current gap in spending. However, the jurisdictional make-up of the DEC and DEP territories is different, so it's unlikely that the low-income program spend, and energy saving will be consistently proportionate. – **Duke Energy**

\*Some comments have been shortened for the purpose of this presentation. Please see the placket for complete comments.



# Overview of Assessment Results

## Proposal 2 – DEP Income Qualified Weatherization



*“AARP looks forward to learning more about the specific ways in which this program would lower the cost barrier to energy efficiency retrofits in low-income households, and information about the cost and savings for low-income households that participate in this and other energy efficiency programs. AARP supports cost-effective measures to promote clean energy that yield affordable energy, AARP supports energy efficiency and weatherization programs including for low income customers. We urge that DOE and Federal infrastructure funds be used first to fund such a program.” – **AARP***

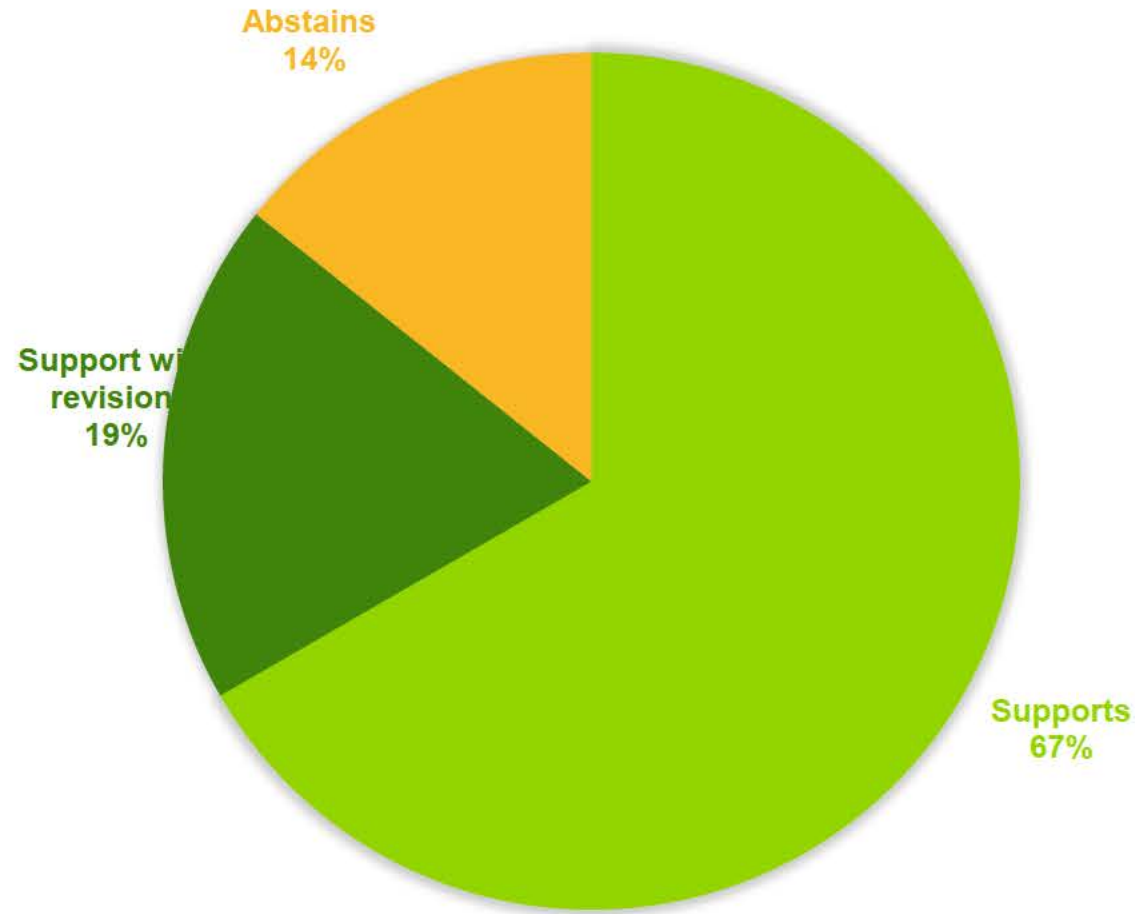
*“Only non-ratepayer funds should be utilized for health and safety work.” - **Public Staff of the North Carolina Utilities Commission***

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



# Overview of Assessment Results

## Proposal 3 – Income Qualified High Energy Use



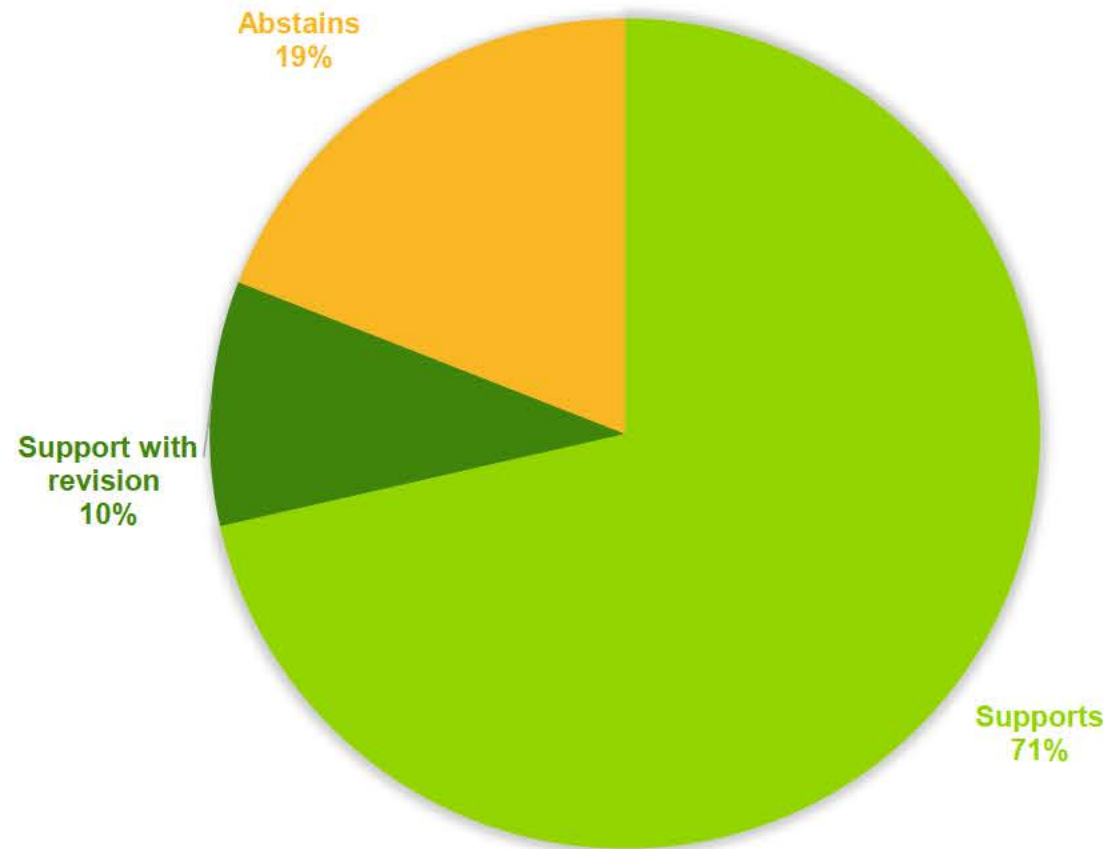
*“AARP supports energy efficiency programs including for low income customers. We urge that DOE and Federal infrastructure funds be used first to fund such a program. We think a pilot program might also be a good idea.” – **AARP***

*“Must include a component for customer education for maintenance of equipment and practical ideas to reduce energy consumption.” – **Rowan Helping Ministries***

*“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 this pilot and the resulting research could prove valuable.” - **Nicholas Institute***

# Overview of Assessment Results

## Proposal 4 – Residential ER and HHP Water Heater Rental



*“A waiver of the Commission disconnect rules may be needed to avoid disconnect based on non-payment of non-electric charges. The Public Staff has historically opposed disconnection for non-electric charges. More detail about the rental contracts needs to be provided before it can be determined whether it is appropriate to implement this program through a rental program. It may be more appropriate to implement this measure in a traditional EE program where the customer purchased, owned, and maintained the equipment and then qualified for a credit/discount similar to the Smart Saver program.” -*

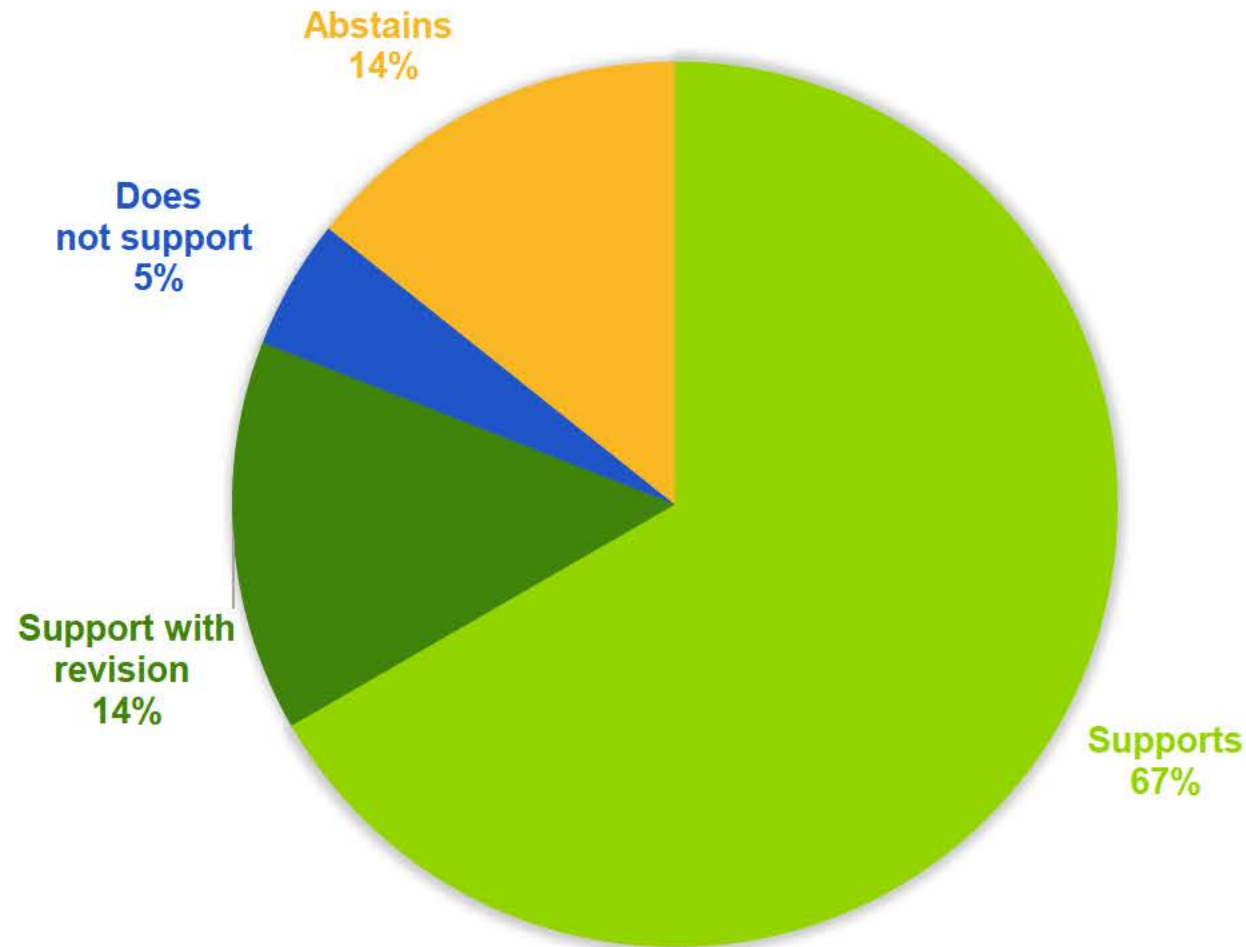
**Public Staff of the North Carolina Utilities Commission**

*“The Companies are committed to evaluating a customer owned program offered via an on-tariff financing offer.” –*  
**Duke Energy**



# Overview of Assessment Results

## Proposal 5 – Manuf. Homes EE Retrofit and Replacement



*“AARP in general supports energy efficiency programs including for low income customers. We would appreciate more information on this program.” – **AARP***

*“It is not appropriate to use of ratepayer funds for replacement of manufactured homes. The program should implement only cost-effective EE measures for low-income customers living in manufactured homes similar to other EE programs.” – **Public Staff of the North Carolina Utilities Commission***

*“The findings of the statistical analysis support a focus on mobile homes regardless of the tenure of the account holder (owner or renter).” – **Nicholas Institute***

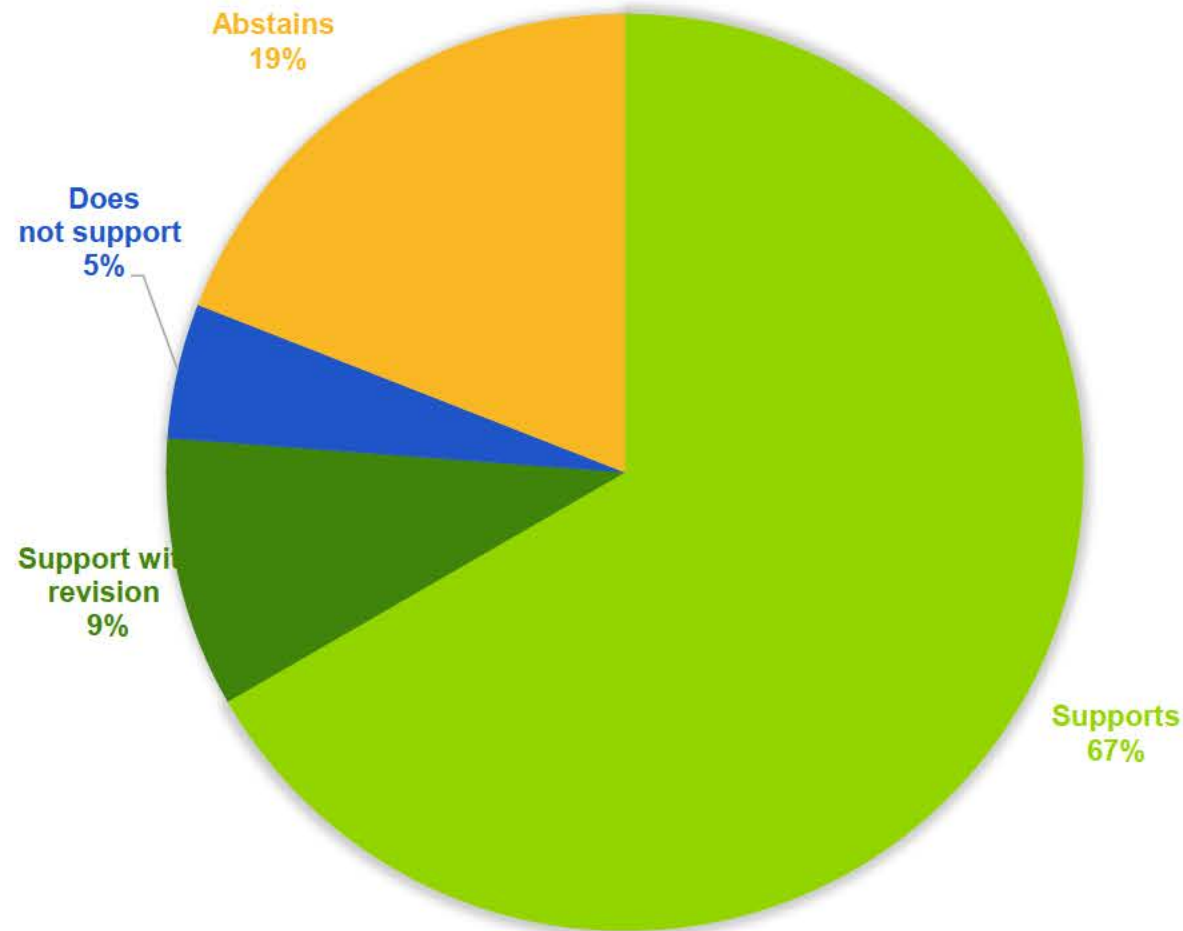
*“This seems beyond the scope of the Duke Energies corporate responsibilities. Great idea for another organization to administer.” – **Rowan Helping Ministries***

*“Yes, the Companies are committed to evaluating this proposal although it may be cost prohibitive.” – **Duke Energy***



# Overview of Assessment Results

## Proposal 6 – Arrearage Management Pilot EE



*"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**

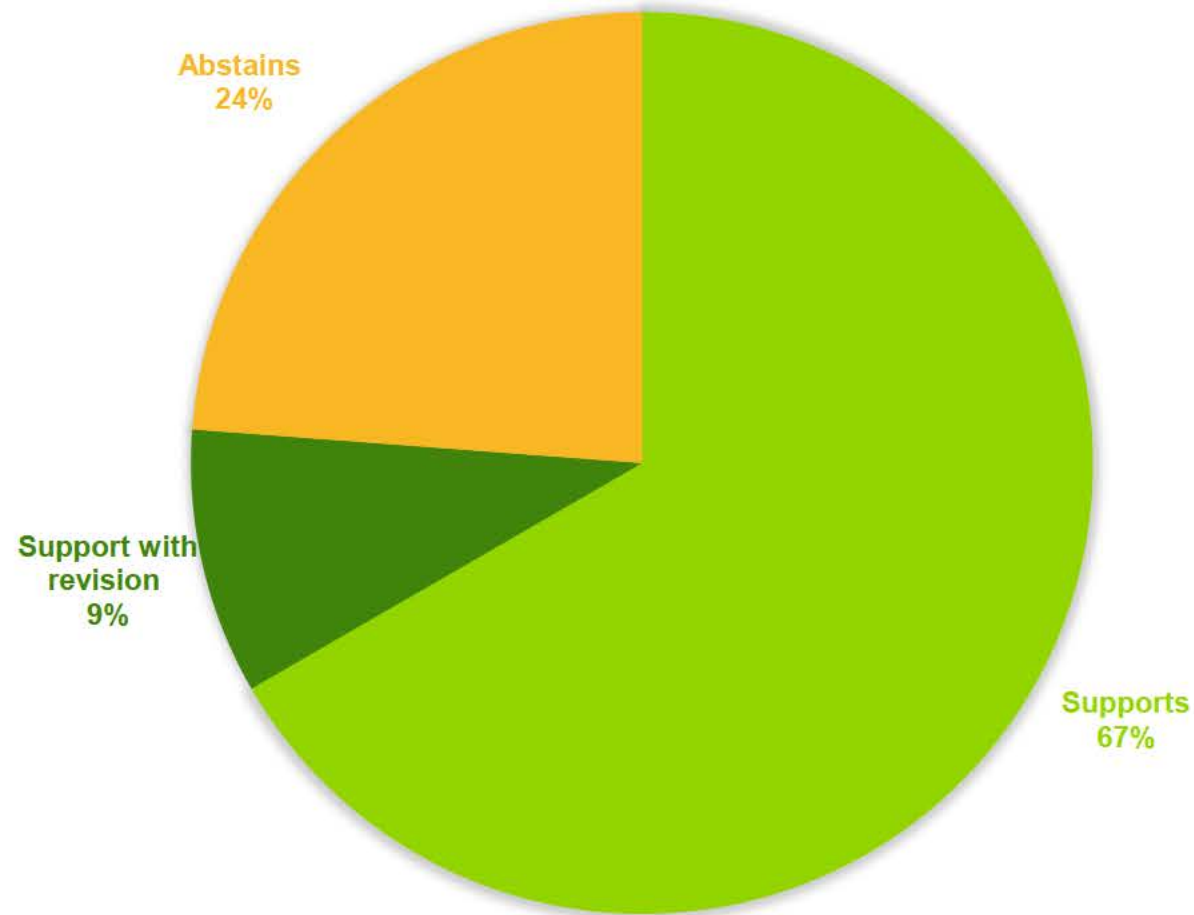
*"The findings of the statistical analysis show that those with higher than the national average electric burdens were statistically significantly more likely to be in arrears and more likely to be disconnected over time."* - **Nicholas Institute**

*"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**



# Overview of Assessment Results

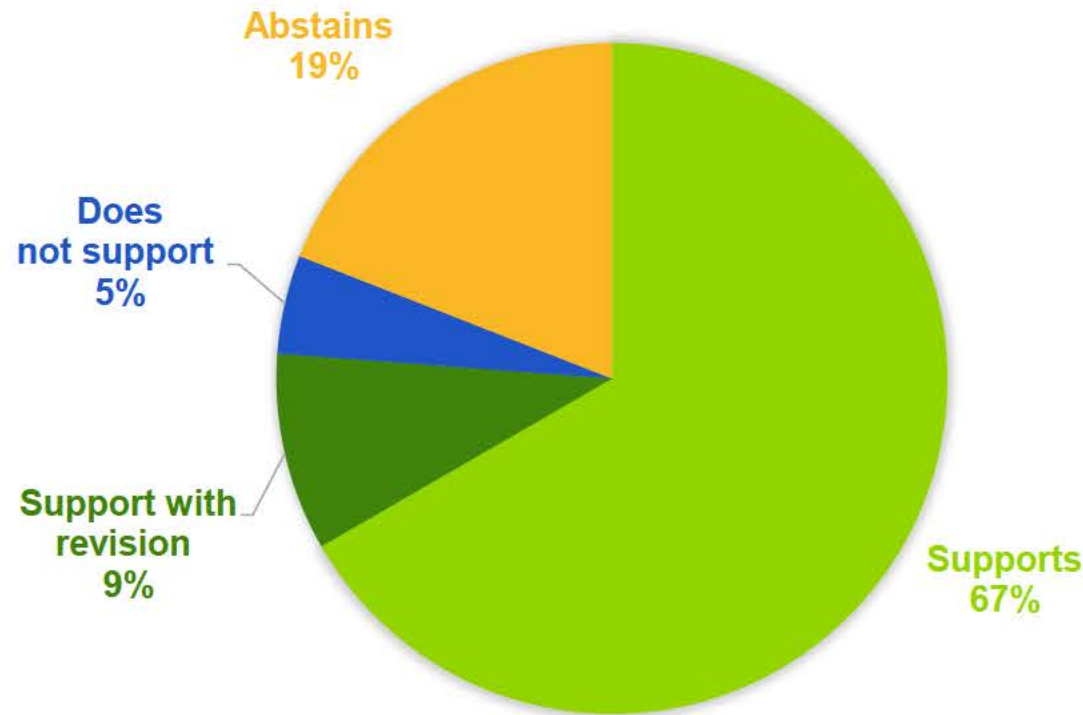
## Proposal 7 – Low Income Carve-out from Market EE



*“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***

# Overview of Assessment Results

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



*“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***

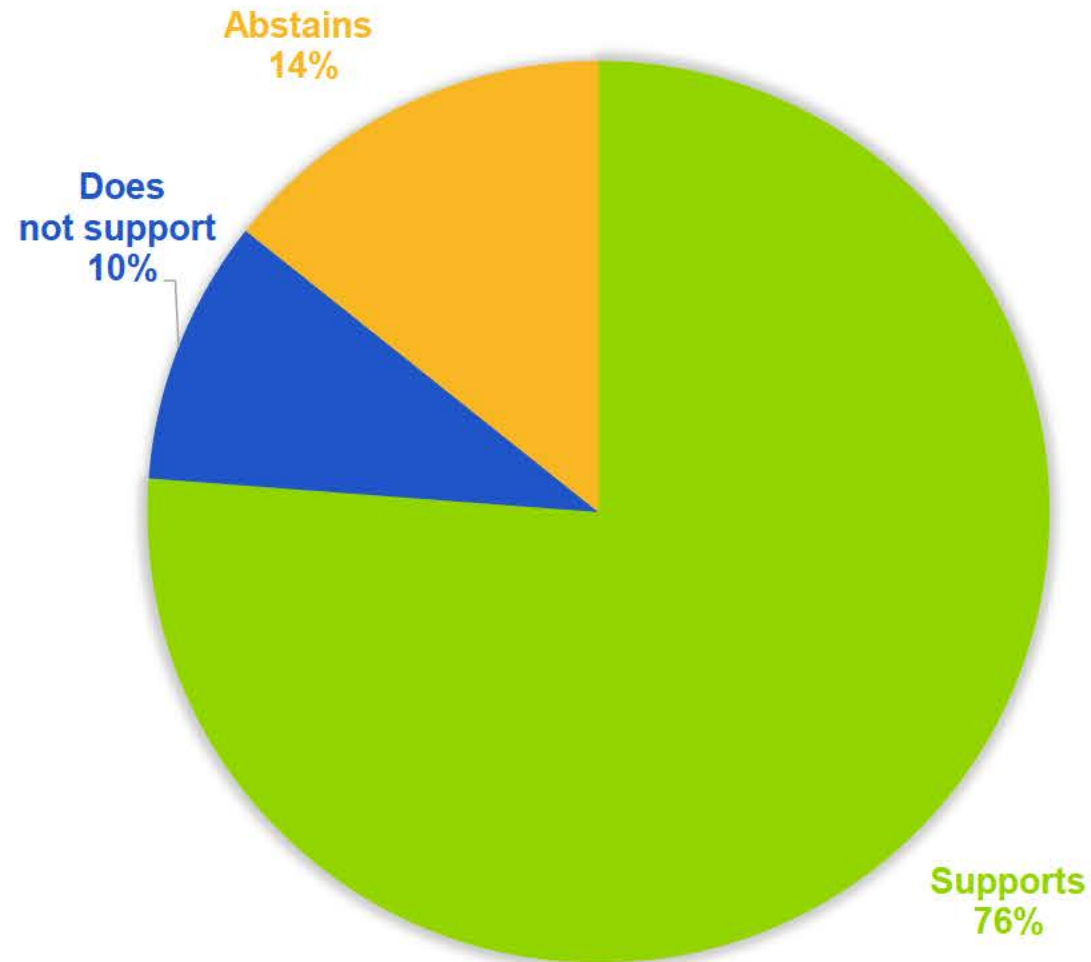
*“The statistical analysis included predictors for many but not all of the factors proposed for the definition of affordability in Proposal 10, and generally, all were significant in predicting the likelihood of being in arrears, receiving a 24-hour notice, and disconnections (excepting home value for 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***



# Overview of Assessment Results

## Proposal 11 – Prioritized Marketing and Distribution LI Funds



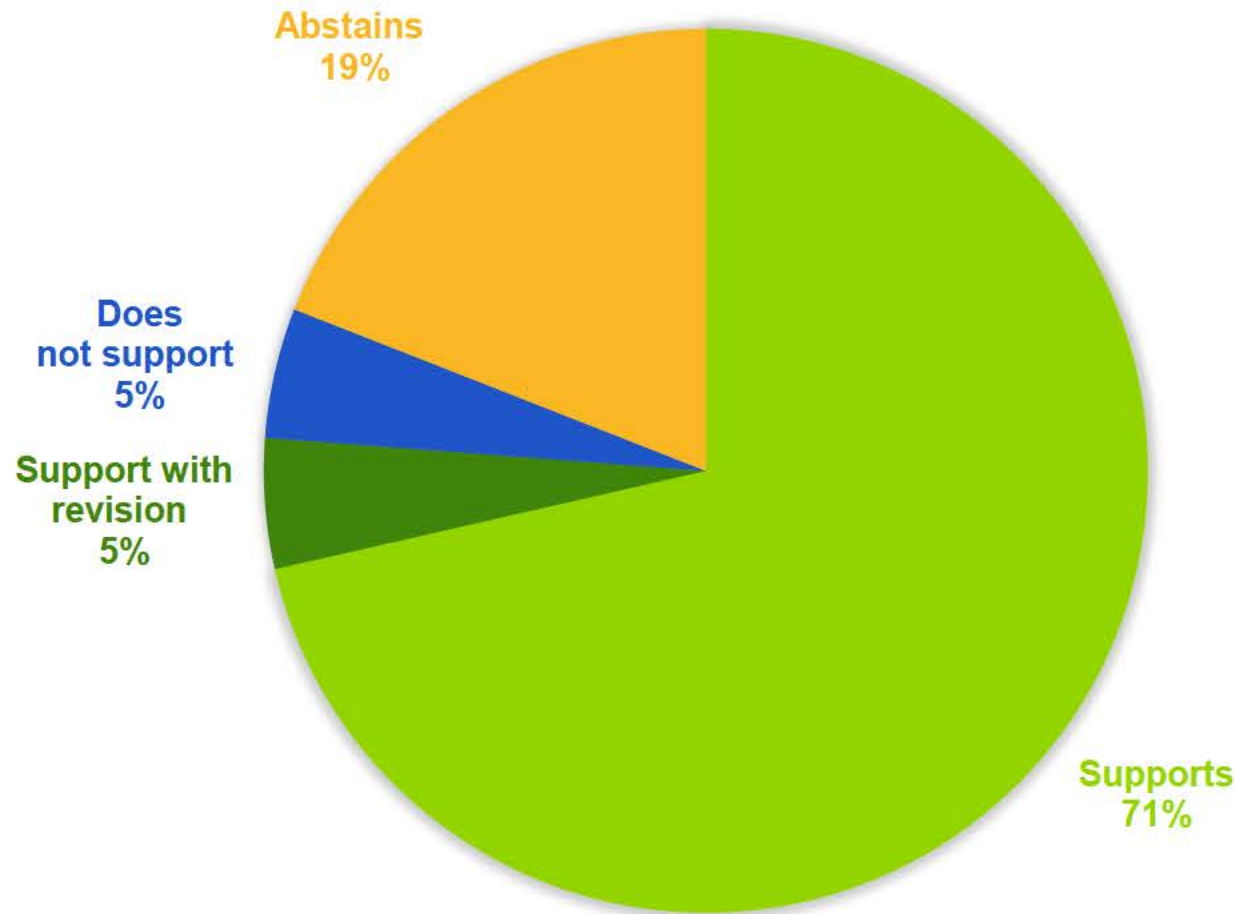
*“All low-income customers should be eligible for low-income programs and initiatives. There does not appear to be an EE component tied to the assistance sought in this program.” -*  
**Public Staff of the North Carolina Utilities Commission**

*“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**

# Overview of Assessment Results

## Proposal 12 – Required Credit and Collections Data Reporting



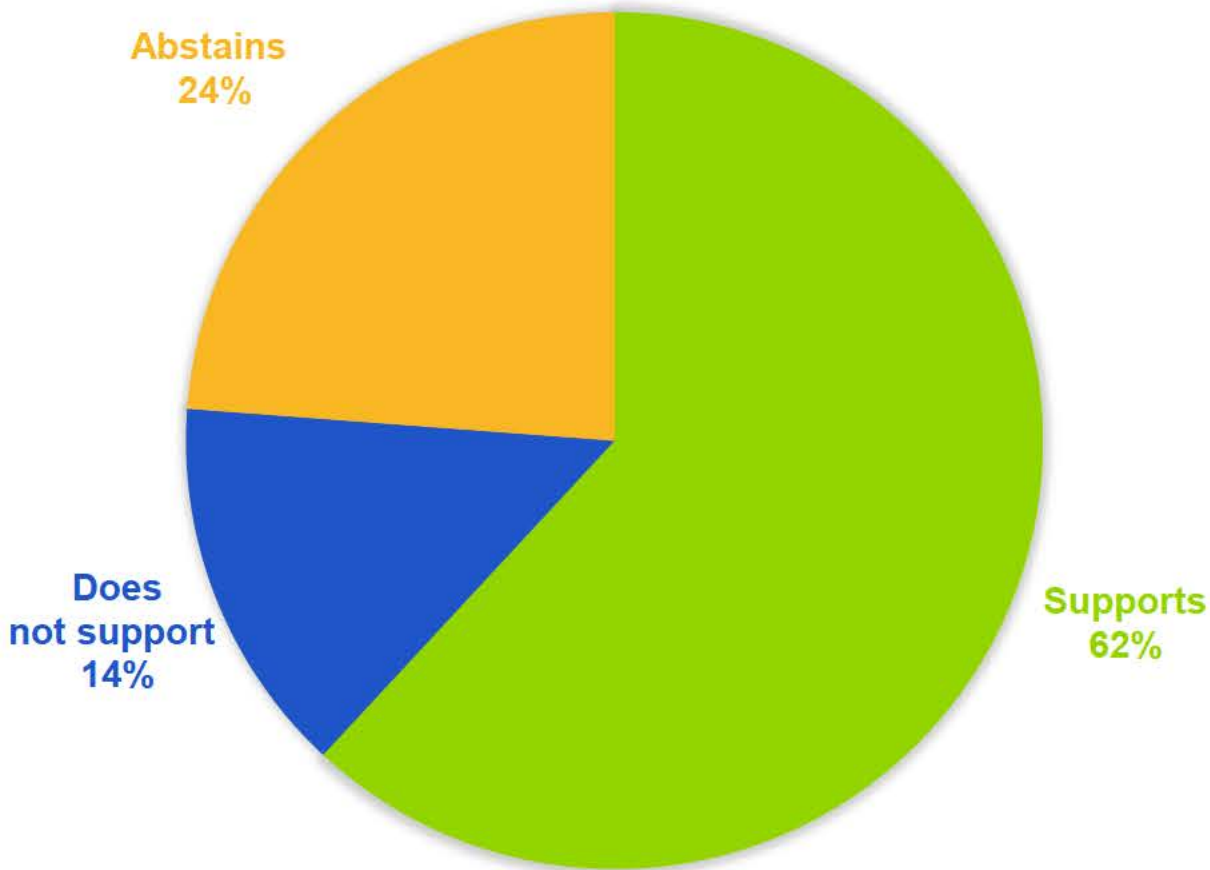
*“These data points could provide meaningful value and may be appropriate as one of the metrics established in the next Duke rate cases.”* - **Public Staff of the North Carolina Utilities Commission**

*“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**



# Overview of Assessment Results

## *Proposal 13 - Minimum Bill Pilot Program*

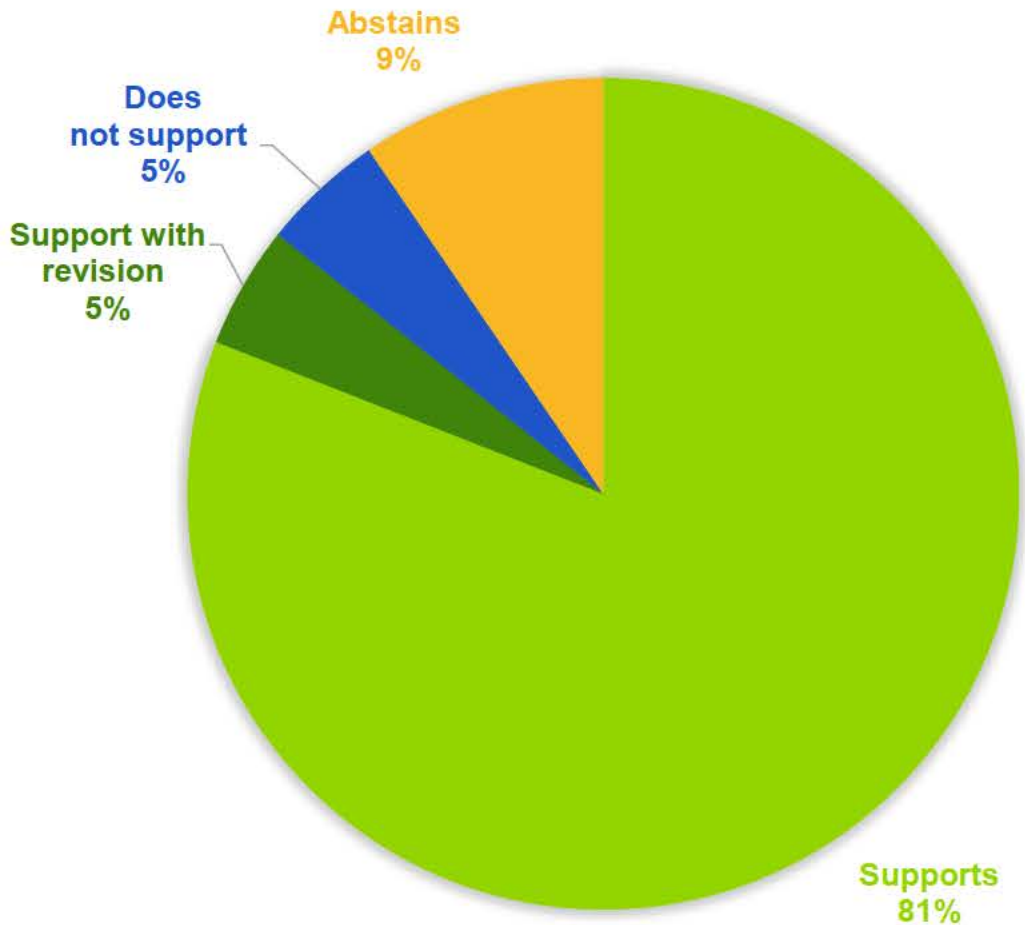


### Comments:

- “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**

# Overview of Assessment Results

## *Proposal 14 - Voluntary Wx, EE, UR Partnership Forum*



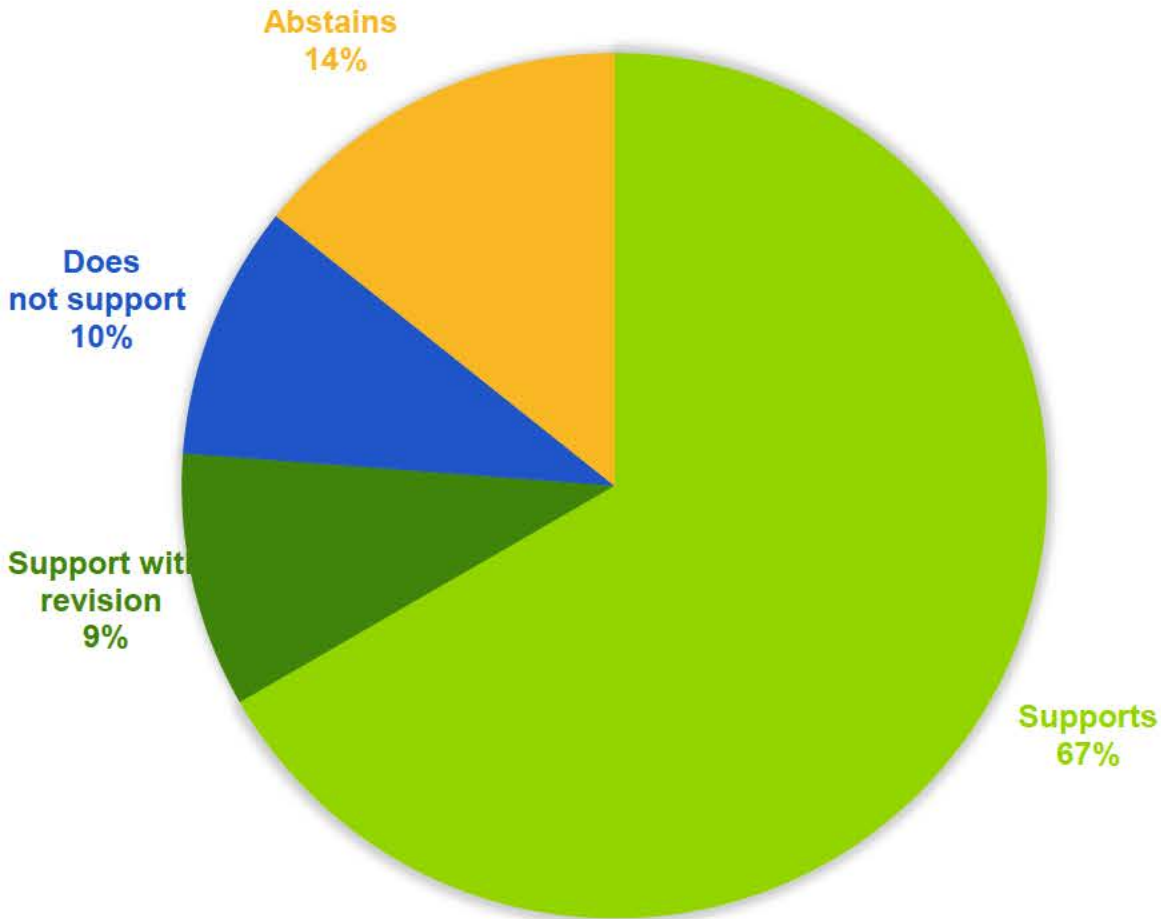
### Comments:

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



# Overview of Assessment Results

## Proposal 15 - Duke Energy Winter Moratorium



### Comments:

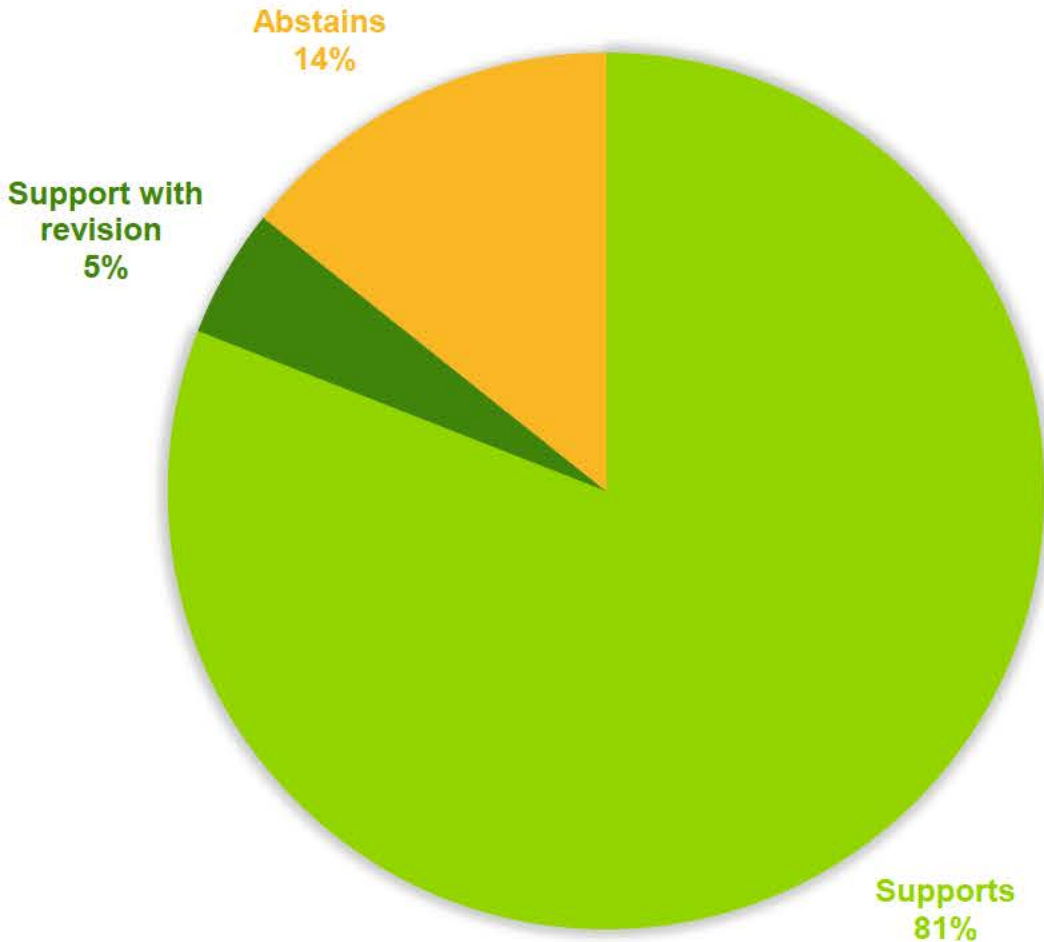
- “Automatically enrolling customers should be done with caution. If we go this route we should send a notice that they will not be disconnected in certain temperatures but clearly stating that not only is the bill accumulating but that there are places to call for housing counseling to explore alternative 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**

\*Some comments have been shortened for the purpose of this presentation. Please see the placket for complete comments.



# Overview of Assessment Results

## *Proposal 16 - Re-examine Regulatory Consumer Protection*



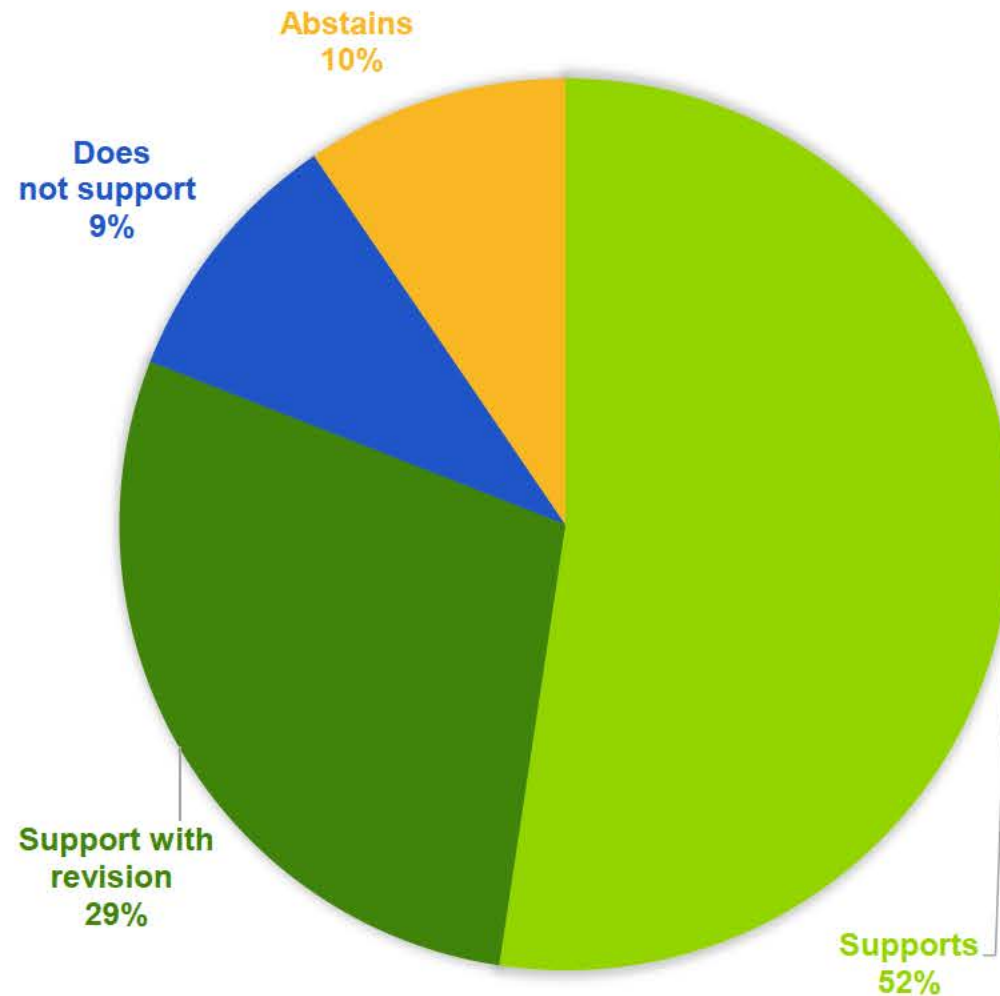
### Comments:

- “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**



# Overview of Assessment Results

## Proposal 19 - NC Healthy Homes Initiative

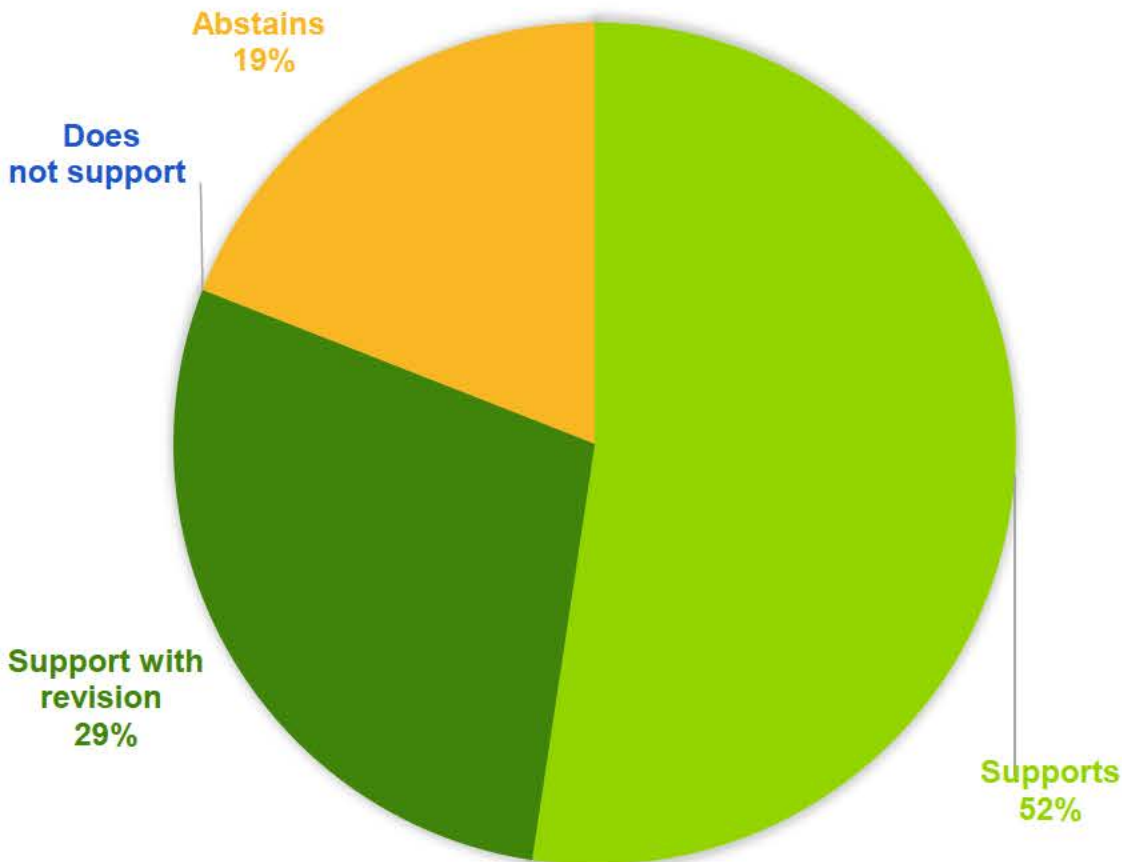


- “This is a critically needed program and builds on NCCAA's experience with the BC/BS grant for the Healthy Homes Initiative and the Duke Healthy Home Fund. But it is not clear from the proposal where the funds would come from for this NC HHI. Ratepayer funds have historically been limited to energy 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) & North Carolina Justice Center**
- “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 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**
- “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**



# Overview of Assessment Results

## Proposal 20 - DEP Weatherization Program

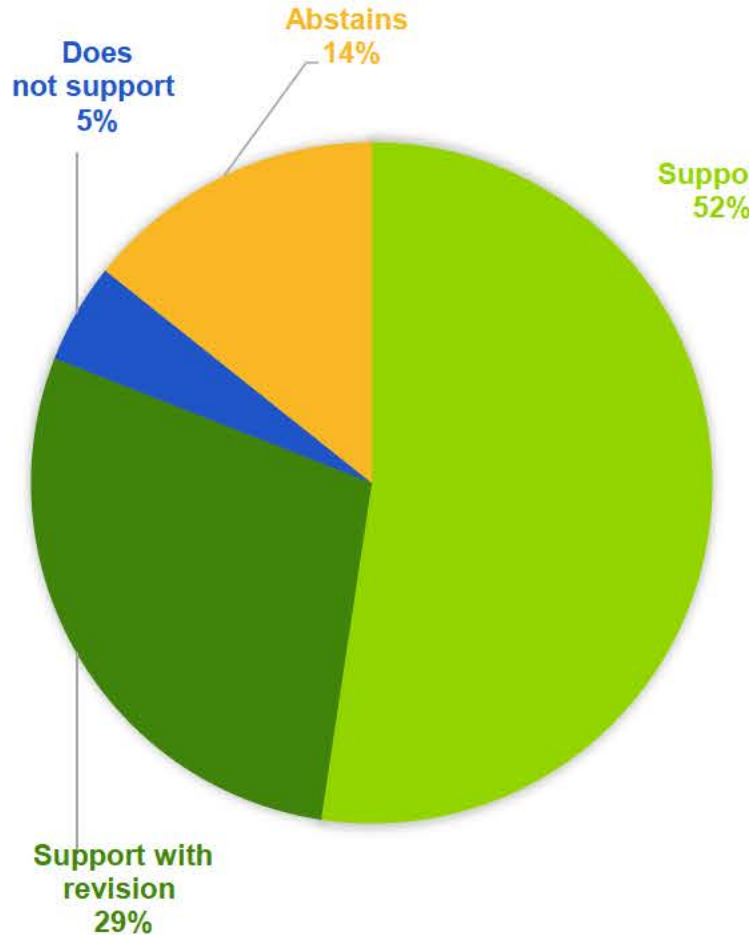


- “For the same reasons that we support LIAC Program Proposal Number 2, which calls for a DEP Weatherization Program modeled after the DEC Weatherization Program, we also support the substance of this Proposal (No. 20). Even though NCCAA has unmatched experience administering this kind of program (as 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 (SEL) & North Carolina Justice Center**
- “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. Weatherization solutions that are more equitably available for low income families would include more options for rental housing.” – **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**
- “The Company plans to file the DEP Income Weatherization Program with the NCUC within the next two weeks.” – **Duke Energy**



# Overview of Assessment Results

## Proposal 21 - NC Low-Income Energy Major Home Repair



- “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 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) & North Carolina Justice Center**
- “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**
- “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)**

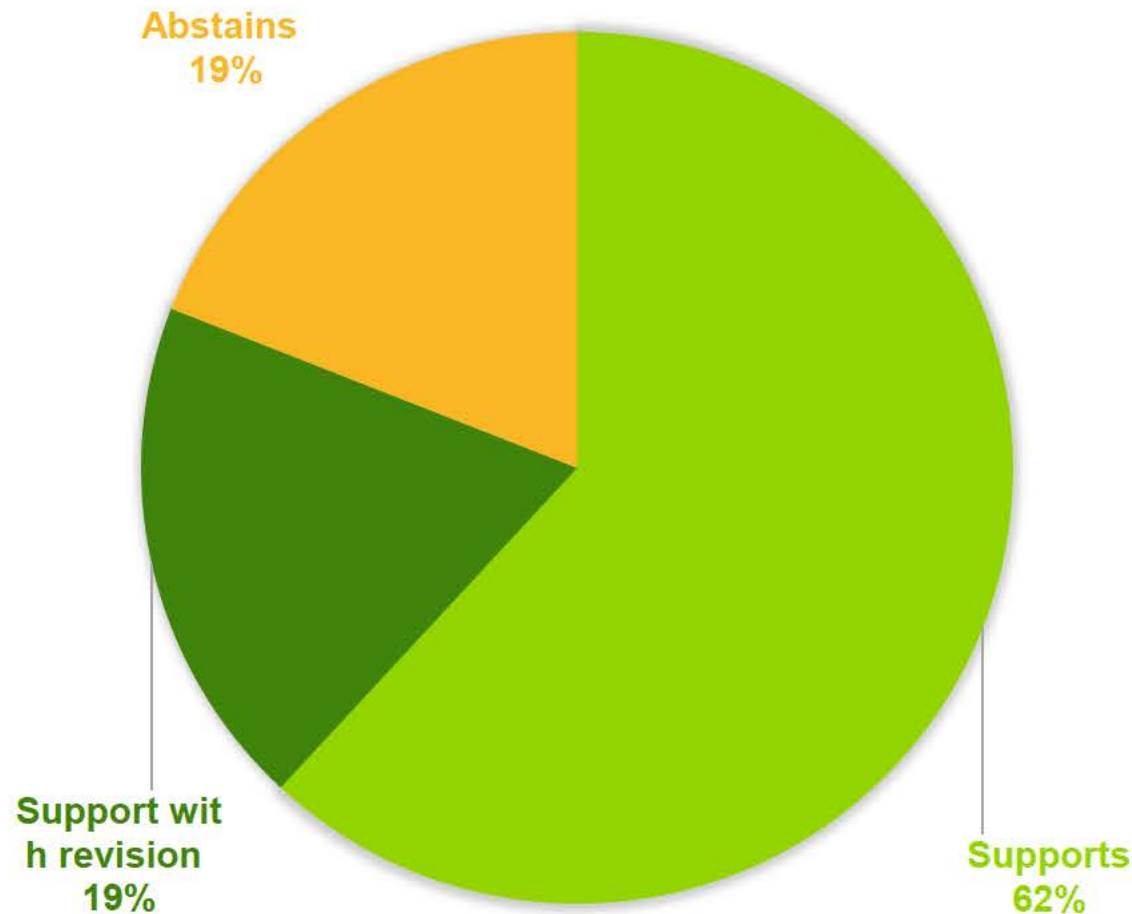


# Overview of Assessment Results

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

### Comments:

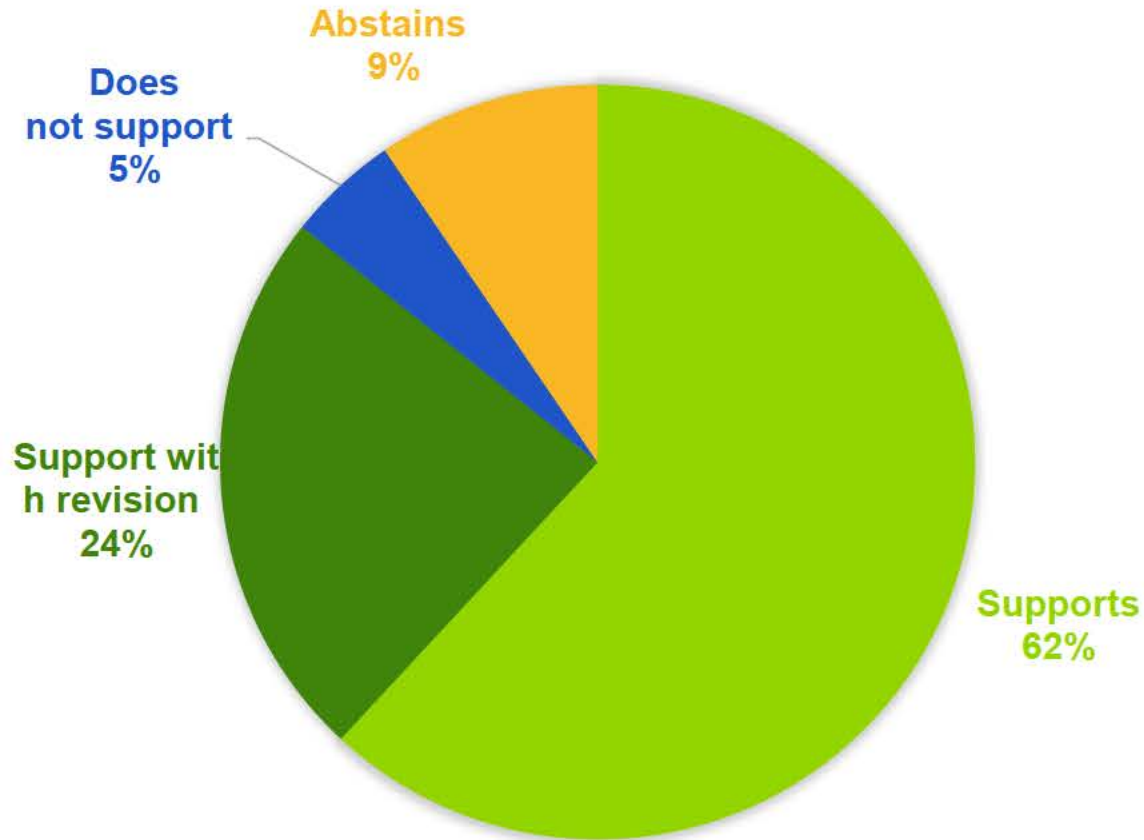
- “We support DOE or infrastructure funds from the Federal government be used for a pilot program.” – **AARP**
- “Ratepayer funds could only be used only for the EE components; non-ratepayer funds could be leverage for non-EE components of this proposal.” - **Public Staff of the North Carolina Utilities 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. 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**





# Overview of Assessment Results

## Proposal 24 - Customer Affordability Program "CAP"



- "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 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. - **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**



# OPEN DISCUSSION



# Next Steps

## Homework & Look-Ahead

### Remaining LIAC Sessions

7/7 – Workshop 9

Next up

### WHEN

7/7 – Workshop 9

### WHAT

- LIAC Report

### YOUR TASK(S)

- Look out for updates on the consolidation of Subteam Tasks and Findings and LIAC report from Guidehouse

# ADJOURN

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



# Contact

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## **APPENDIX F – LIAC**

### **1/26 JOINT COLLABORATIVE MEETING BREAKOUT SESSION FEEDBACK/COMMENTS**

**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**

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## *Joint Collaborative Session*

January 26, 2022

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Convened by



**Public Staff**  
*North Carolina Utilities Commission*

# Welcome

## Meet the Session Facilitators



**NNEOMMA NWOSU**  
*Breakout Facilitator*



**MINA HEALEY**  
*Breakout Facilitator*



**JAMIE BOND**  
*Lead Facilitator for LIAC  
and Joint Workshop*



**VIJETA JANGRA**  
*Breakout Facilitator*



# NC Joint Collaborative Session

**Agenda** | January 26, 2022

## Hosted by NC Low Income Affordability Collaborative (LIAC)

	CONVENE		
I	Welcome, Safety & Agenda	Jamie Bond (Guidehouse)	~30 min
	Joint Session Objectives	Conitsha Barnes (Duke)	
	COLLABORATIVE OVERVIEWS		
II	NC Demand Side Management and Energy Efficiency (EE) Collaborative	EE Collaborative Members	~ 90 min (10 break)
	NC Comprehensive Rate Review (CRR) Collaborative	CRR Collaborative Members	
	NC Low Income Affordability Collaborative (LIAC)	LIAC Collaborative Members	
	TOPICAL DISCUSSIONS		
III	Facilitated Group Discussion	All	60-70 min
	Looking Ahead / Closeout	Jamie Bond	
	ADJOURNING	All (GH Facilitated)	

### SESSION OBJECTIVES

- Understand the overlapping work of the LIAC, EE, CRR collaboratives
- Determine how each collaborative might stay abreast of the ongoing work of other two collaboratives as each carries out their work



# Objectives

STATE OF NORTH CAROLINA  
UTILITIES COMMISSION  
RALEIGH  
DOCKET NO. E-7, SUB 1213  
DOCKET NO. E-7, SUB 1214  
DOCKET NO. E-7, SUB 1167

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION  
DOCKET NO. E-7, SUB 1213

In the Matter of  
Petition of Duke Energy Carolinas, LLC, for  
Approval of Prepaid Advantage Program  
DOCKET NO. E-7, SUB 1214

In the Matter of  
Application by Duke Energy Carolinas, LLC,  
for Adjustment of Rates and Charges  
Applicable to Electric Utility Service in  
North Carolina

DOCKET NO. E-7, SUB 1167

In the Matter of  
Application of Duke Energy Carolinas, LLC  
for an Accounting Order to Recover Incremental  
Storm Damage Expenses Incurred as a  
Result of Hurricanes Florence and Michael  
and Winter Storm Diego

HEARD: Wednesday, January 15, 2020, at 7:00 p.m., in Courtroom  
Courtroom, 6 West Main Street, Franklin, North Carolina  
Thursday, January 16, 2020, at 7:00 p.m., in the Bunk  
201 South Green Street, Morganton, North Carolina  
Wednesday, January 29, 2020, at 7:00 p.m., in the  
Historic Courthouse, 1 SE Court Square, Graham, NC  
Thursday, January 30, 2020, at 7:00 p.m., in Courtroom  
County Courthouse, 632 East 4th Street, Charlotte, NC

ORDER ACCEPTING  
STIPULATIONS,  
GRANTING PARTIAL RATE INCREASE,  
AND REQUIRING  
CUSTOMER NOTICE

***Given the overlapping nature of the work of the energy efficiency collaborative, the proposed rate study effort, and the affordability collaborative, those working on the three efforts should, to the extent possible, stay abreast of and consider the ongoing work of the separate teams as they each carry out their work.***

...

***[The Commission recommends a] joint meeting of the three groups to specifically identify and discuss key areas of concern.***

Source: Docket No. E-7, SUB 1214 | Application by Duke Energy Carolinas, LLC, for Adjustment of Rates and Charges Applicable to Electric Utility Service in North Carolina | Order Accepting Stipulations, Granting Partial Rate Increase, and Requiring Customer Notice | Evidence and Conclusion for Finding of Fact NOS. 52-54

**Demand Side Management &  
Energy Efficiency Collaborative**

**Comprehensive Rate  
Review Collaborative**

**Low Income  
Affordability Collaborative**





# Welcome



*Check the Tech:*

## Who's in "the room"?

INTERACTIVE

# Collaborative Overviews

Aug 12 2022 OFFICIAL COPY





DSM/EE



CRR



LIAC

# Carolinas DSM/EE Collaborative

**Tim Duff**  
*Duke Energy*

**Forest Bradley Wright**  
*Southern Alliance for  
Clean Energy*





## Carolinas DSM/EE Collaborative

