

Stakeholder ComEd Financial Assistance + EE Metrics Proposal – ComEd Response

Green highlight = agreed by ComEd; see additional comments in margins

1. Number and percentage of customers receiving utility bill assistance that were referred to EE measures/programs, broken down by:
 - Number of customers, in total, referred to EE programs, broken down by program and SF/MF designation
 - Number of customers referred to EE programs, broken down by program and SF/MF designation for the population of bill assistance customers as a whole
 - Number of customers referred to EE programs, broken down by program and SF/MF designation for the top 20 zip codes (and/or census tracts) with the highest disconnection rates
2. The number and percentage of IQ EE applicants/participants that were referred to energy assistance programs or other financial assistance support (including, the Low Income Home Energy Assistance Program (LIHEAP), the Percentage of Income Payment Plan Program (PIPP), any utility-sponsored assistance program, and the ability to wave customer deposits & late fees, per CEJA provisions) broken down by:
 - SF and MF, total and tracked separately
 - By zip code and/or census tract
3. Details on which programs and measures were recommended
 - Include the implementer they were recommended by
 - Type of referral/recommendation (e-mail, flyer, direct assistance/hand-holding)
4. Number or percentage of customers that were referred to EE and followed through on EE work, including which programs/measures and if any future EE work is in progress or planned
 - Includes number of applicants and number enrolled
 - If denied, include reason for denial
5. Analysis/data (exact metric TBD/to be discussed) on the financial impact on customers who receive both assistance and energy efficiency services (e.g., bill reductions, arrearage reductions, fewer disconnections, etc.)
6. Narrative updates on current efforts and future planned efforts to coordinate utility bill assistance and credit and collections with energy efficiency programs
7. Number of locations available for assistance IQ EE assistance (include days and hours available and method of customer contact) in the top 20 zip codes with the highest disconnection rates.
8. Description of how the company intends to increase outreach in top 20 communities with disconnections (i.e., presentations, materials distributed, which community organizations, information on how to apply, streamlined application process, etc.)

Commented [LM1]: Quarterly

Commented [LM2]: One-time evaluation/analysis at year-end, then metric to-be discussed

Commented [LM3]: Q4 Quarterly

Commented [LM4]: Q4 Quarterly