

Illinois Energy Efficiency Stakeholder Advisory Group

2020 SAG Portfolio Planning Process
Proposed Energy Efficiency Ideas Template

Submitter Contact Information

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Energy Efficiency Idea Questions

Please check the boxes below to identify 1) the type of idea; 2) which Illinois utility or utilities will be impacted by the idea; and 3) which EE sector the idea impacts.

Check	Type of Energy Efficiency Idea
<input checked="" type="checkbox"/>	New Measure or New Program Idea
<input checked="" type="checkbox"/>	Proposed Program Approach
<input type="checkbox"/>	Innovative Idea

Check	Illinois Utility Impacted by Energy Efficiency Idea
<input type="checkbox"/>	Ameren Illinois
<input type="checkbox"/>	ComEd
<input type="checkbox"/>	Nicor Gas
<input type="checkbox"/>	Peoples Gas & North Shore Gas

<input checked="" type="checkbox"/>	All Illinois Utilities
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Check	Energy Efficiency Sector Targeted by Energy Efficiency Idea
<input type="checkbox"/>	Residential Customers – Single Family (non-income qualified/income eligible)
<input type="checkbox"/>	Residential Customers – Multifamily (non-income qualified/income eligible)
<input checked="" type="checkbox"/>	Residential Customers – Single Family Income Qualified/Income Eligible
<input checked="" type="checkbox"/>	Residential Customers – Multifamily Income Qualified/Income Eligible
<input type="checkbox"/>	Small Business Customers (commercial & industrial sector)
<input type="checkbox"/>	Medium/Large Business Customers (commercial & industrial sector)
<input checked="" type="checkbox"/>	Other (research & development, emerging technologies, market transformation)

Additional Questions

1. **Description of Idea:** Describe the proposed idea, including the purpose of the suggested idea and rationale. Describe whether this is an idea that could be implemented in an existing EE program, or whether the idea involves establishing a new measure or program. Please indicate whether additional research may be required before implementation.

Idea: Connecting Payment Troubled Customers with Energy Efficiency

Background: Customers that are payment troubled (customers with high arrears, high energy intensity (energy usage per square footage), at risk of being shut-off, and/or high energy burdens (high percentage of household income spent on energy bills)) are often helped by utility and state energy assistance programs. But assistance programs are typically delivered separately from utility income-qualified energy efficiency programs, and sometimes payment-troubled customers aren't receiving either service (many assistance programs are dominated by IQ SF customers, and IQ MF customers have been traditionally underserved by utility EE programs). Given the current COVID-19 crisis and any recovery period following, it will be increasing important to target payment troubled customers with both bill assistance programs and energy efficiency and break down the silos in delivery of these two essential services.

Proposal: Create a program/pilot (or implement within current IQ SF and MF programs) that targets payment troubled customers with energy efficiency. Bring together utility staffers from credit and collections, bill assistance, IQ SF and MF EE, IQ EE implementers, and interested stakeholders to effectively design and implement a program that serves payment troubled customers with both energy assistance and energy efficiency programs in a streamlined, coordinated way. This must go beyond referrals and energy efficiency lightbulbs or kits, in order to serve payment-troubled IQ SF and MF customers in a comprehensive, deep way. The success of the this streamlined approach should include (but is not limited to) the following - improved payment patterns, reduced arrearages, reduced shut-offs,

and avoided bad debt for the customers, as well as reduced credit and collections costs to the utility. It will be important to measure both the energy and non-energy impacts of this work.

2. **Implementation:** How will this idea be delivered to the target market? Describe marketing strategies used to reach the target market and minimize market confusion.

TBD with parties listed above. Could be incorporated into current IQ SF and IQ MF delivery, bill assistance delivery, and/or other delivery strategies.

3. **Background:** Describe where the idea originated from, including whether this idea has been successfully implemented in other jurisdictions. Provide specific background information that will help utilities and SAG participants understand the proposed idea.

- This idea comes from the common practice of delivering energy assistance and energy efficiency programs separately, despite both programs looking to serve the same income-qualified customer base. The idea presented is intended to help utility programs (assistance and energy efficiency) increase the affordability of energy for low-income customers and reduce long-term energy burdens.
- A report by NAACP titled [Lights out in the Cold](#), points to energy efficiency as one solution to helping reduce shut-offs of vulnerable households.
- The [testimony](#) of low-income affordability expert Roger Colton in a DTE EE case points to the need and benefits of combining energy assistance/affordability programs and energy efficiency programs.
- DTE ([attachment C](#)) and Consumers ([item #15](#)) are beginning to implement payment troubled customer pilots and programs based on recent settlement agreements – program design ideas included in the DTE agreement.
- The [Evaluation of PECO's 2014 Low Income Usage Reduction Program \(LIURP\)](#) points to program design ideas and benefits of combining affordability and assistance program.

4. **Idea Impact:** Provide additional information on the customer segment that will be targeted with the program idea, including how and why this idea will have a positive impact on customers participating in Illinois EE programs.

This idea will potentially have the following positive impacts:

- An increase in internal coordination of utilities to serve income-qualified customers in a comprehensive way.
- A reduction in customer confusion and barriers to participation in assistance and efficiency programs.
- An increase in the long-term affordability of energy bills for income-qualified customers and a reduction in energy burdens.

5. **Duration:** Is this idea intended to be offered for the duration of the 4-year EE Plan or as a pilot measure or program?

4-year EE plans

6. **Estimated Budget:** Provide the total estimated budget for each program year (2022 – 2025).

TBD

7. **Estimated Participation:** Provide participation totals for each program year (i.e. number of measures installed, number of customer participants, etc.)

TBD

Sources

If any sources will be useful to Illinois utilities in reviewing ideas, please either provide links within this template or send attachment(s) to the SAG Facilitator with the Energy Efficiency Idea submittal.

[See question #3](#)