Low-Income Needs Assessment Review

March 30, 2020
Why we’re here

• Review the District’s low-income energy efficiency programs to assure alternatives for customers who could be impacted by rate increases or a change in rate design

• Comply with the new Clean Energy Transformation Act (CETA)

For information, no board action requested
What we’re doing now

• Low Income Disabled and Senior Disabled discount programs

• Helping Hand voluntary customer donations

• Conservation Low Income Weatherization program
What we’ve learned

• Chelan PUD customers have one of the lowest “energy burdens” in the country

• We do have a small segment of customers with higher energy burdens

• Now we have the data to better help that segment of customers
At Chelan PUD
Avg “energy burden” per customer is 1.8%
One of the lowest energy burdens in the country
Burden is defined as cost of annual energy bill over annual household salary
What we’ve learned

Low-Income Funding vs. Avoided Burden
Insights - Energy Burden

High priority - **outside Leavenworth**

Medium priority - **Entiat, Chelan Falls and some areas in Wenatchee**

The energy burden of **mobile homes** outweighs that of multi-family

Most of the burden is concentrated in under-age-65 households

Lighter colors show areas of high energy burden
Insights - Assistance Gaps

Current programs are not targeted at high energy burden areas - they are generally focused in Wenatchee.
The total energy assistance needed for Chelan County in 2019 is approximately $660k. Half of this need is already budgeted in current programs.
Conservation Proposals

- **Launch PUD-run low-income conservation** - specifics to be explored in upcoming program design project and presented to the board and the public for comment.

- **Build a program funnel** using “lighter touch” elements such as free home audits and behavioral and educational programs, and by integrating existing rebates and incentives.
Low-Income Assistance Changes

• Outreach strategies to specifically target underserved geographic and demographic customer segments
  • Educate our partner agencies about these programs in areas that are less served (Upper Valley MEND, Chelan Valley Hope).
Summary

• Chelan PUD customers have one of the lowest “energy burdens” in the country

• That said, we do have a small segment of customers with higher energy burden

• Now we have the data to better help that segment of customers

• We’ll be back to report on our progress when the conservation program design is complete

Questions?