

Low-Income Needs Assessment Review



March 30, 2020

empower
dataworks

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

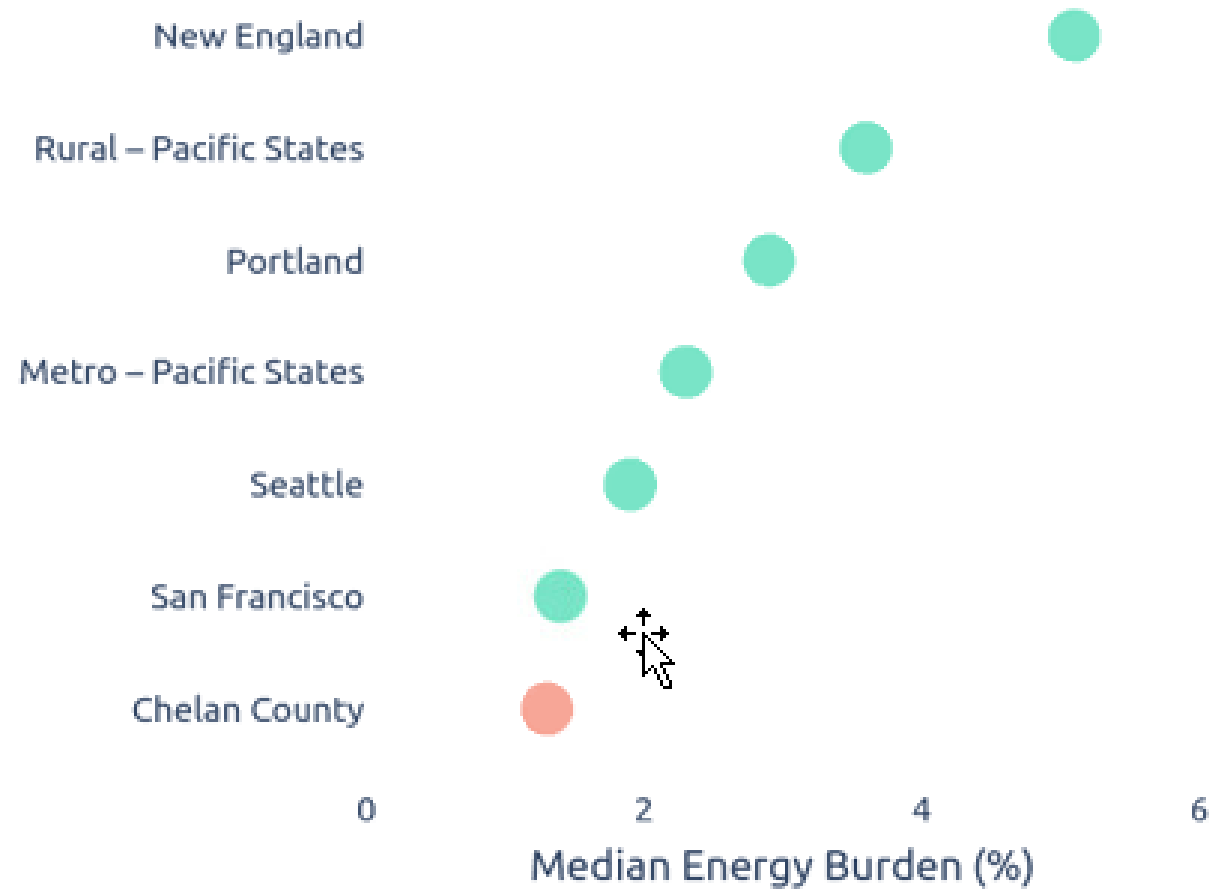
What we've learned

At Chelan PUD

Avg “energy burden” per customer is 1.8%

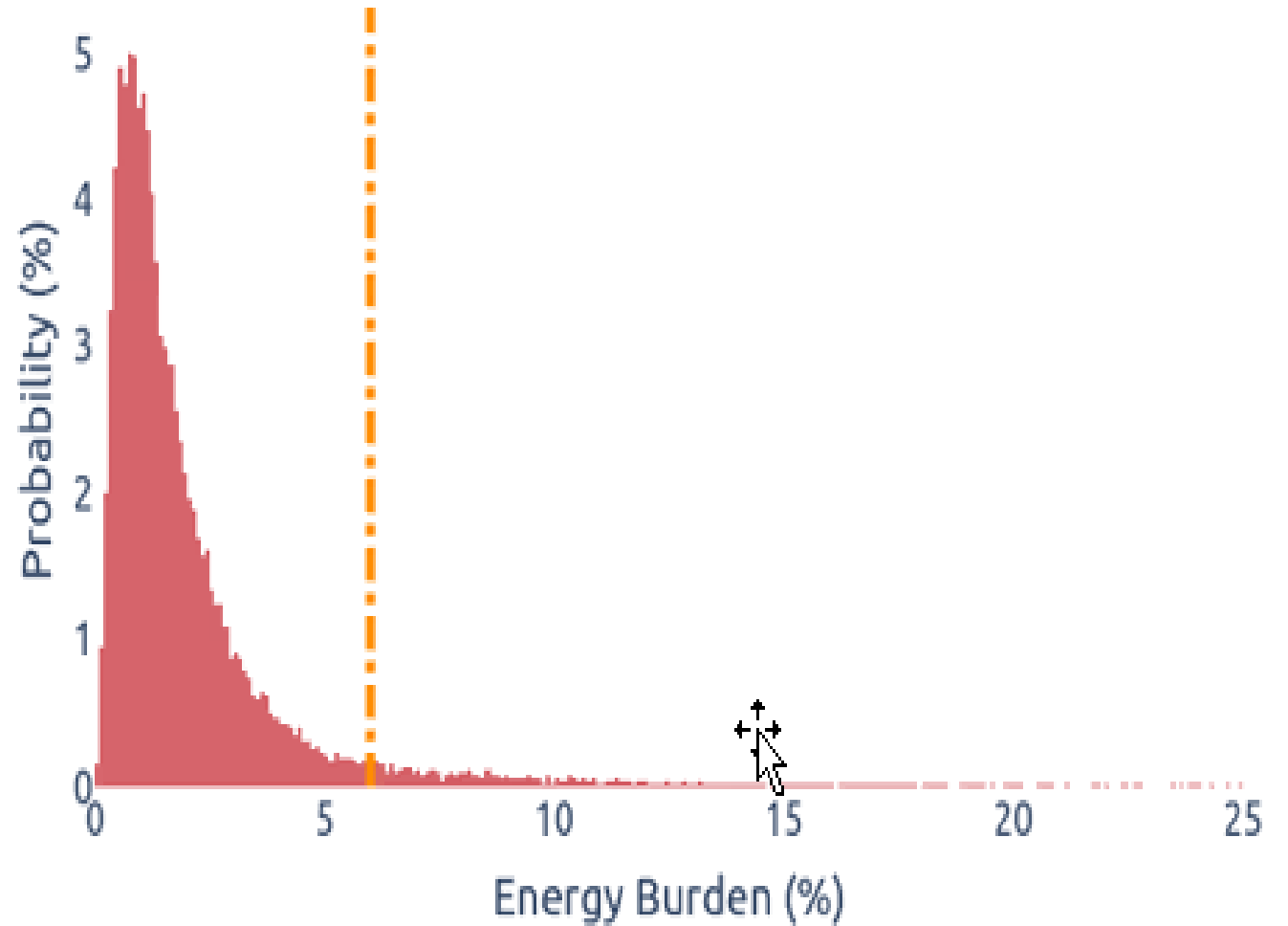
One of the lowest energy burdens in the country

Burden is defined as cost of annual energy bill over annual household salary



What we've learned

Low-Income
Funding
vs.
Avoided Burden



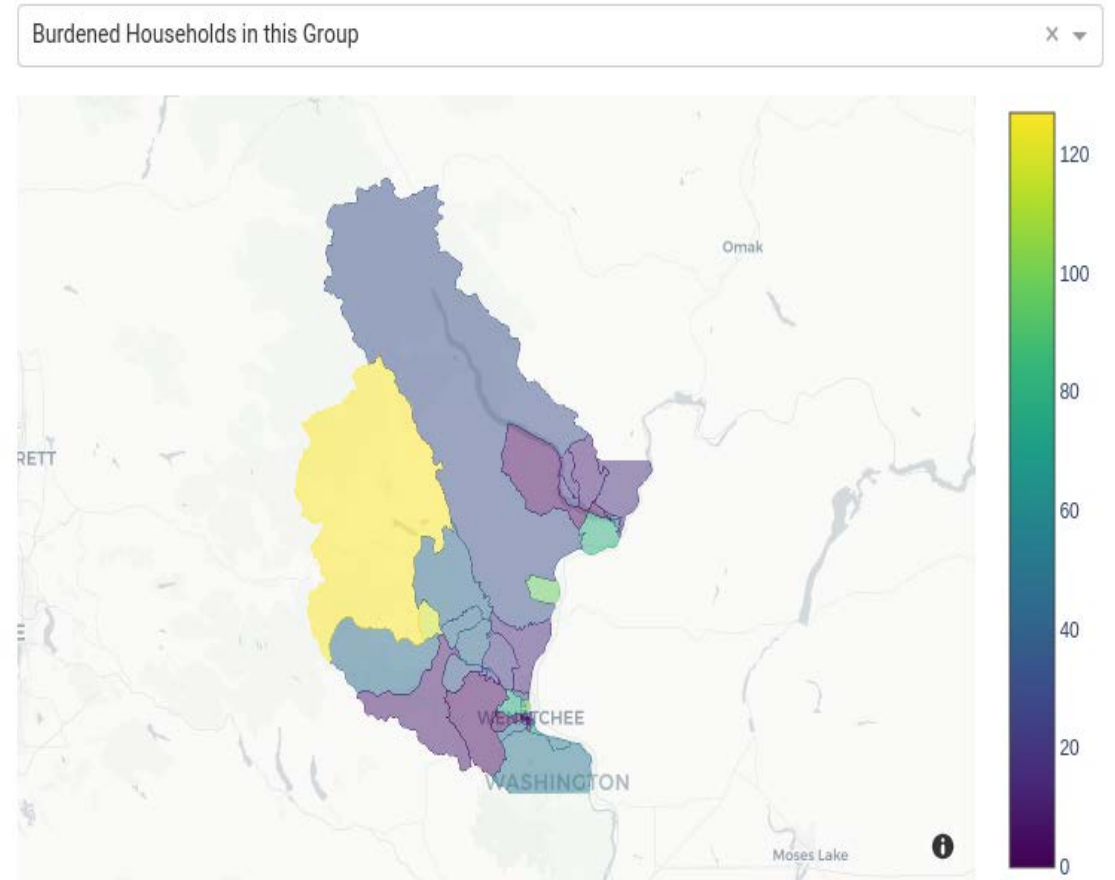
Insights - Energy Burden

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

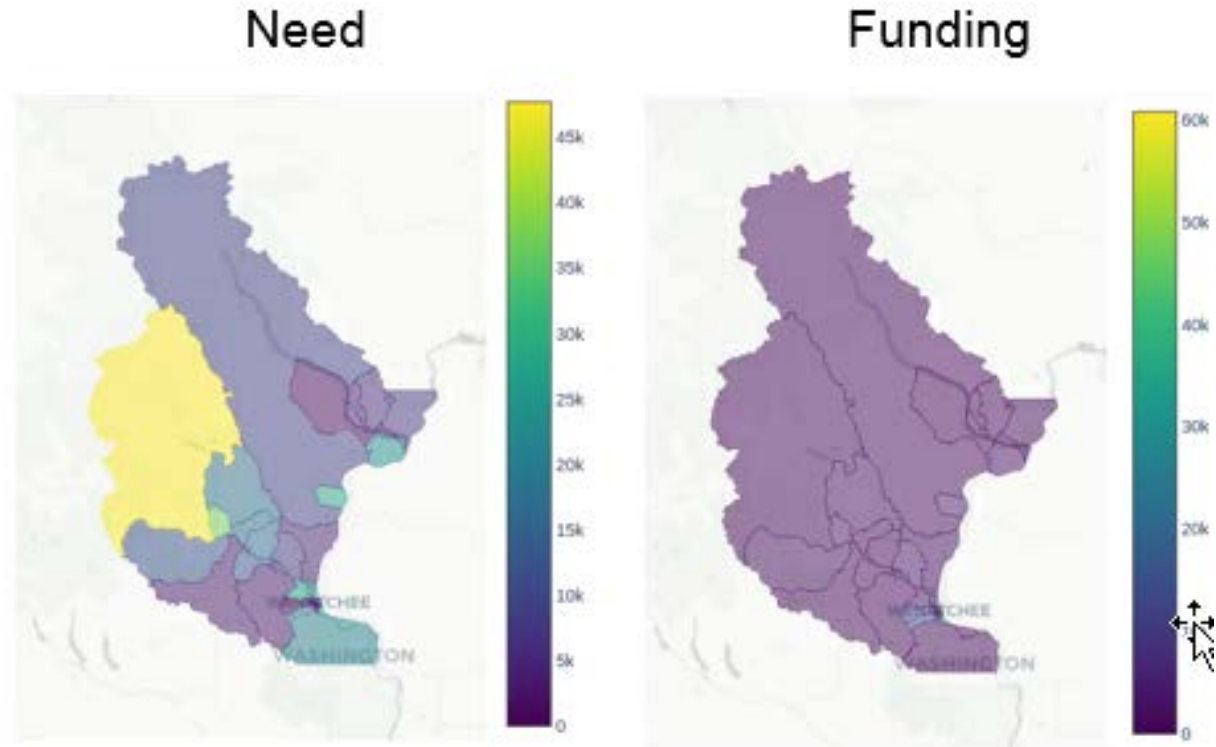
Most of the burden is concentrated in under-age-65 households



Lighter colors show areas of high energy burden

Insights - Assistance Gaps

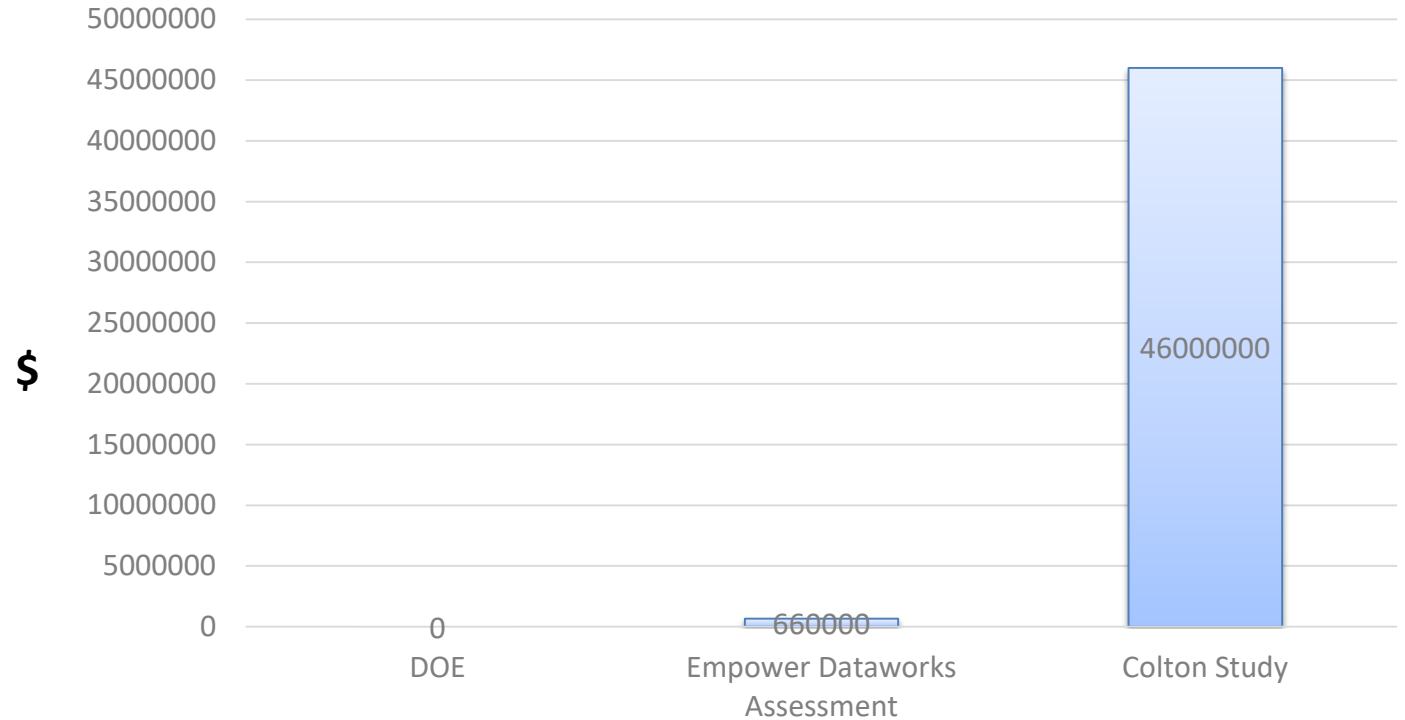
Current programs are not targeted at high energy burden areas - they are generally focused in Wenatchee



Mismatch between energy assistance need and funding

Insights - Assistance Gaps

The total energy assistance needed for Chelan County in 2019 is approximately \$660k. **Half of this need is already budgeted** in current programs



Comparison funding gaps between three different studies

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?