



Utah and Region VIII Community Action Association Conference: Innovative Energy Partnerships

*National hub for the 1,000 Community Action Agencies and
700 Weatherization Subgrantees*

Weatherization Leveraged Partnerships Project

Funded by the Department of Energy to offer training and assistance to the WAP Network in designing private partnerships and programs that leverage the WAP.

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FUNDAMENTALS: Staying Connected with Arrearage Management Programs

- Energy Insecurity “BP”
 - Energy Insecurity “DP”/ now
- 3 differences
- Industry recognition and response
 - Scale
 - The population mix

Is an affordability breakthrough possible ?

This Session

- WHAT utility policies and rules would maximize regular payments? AND WHY this may be the time to win change.

(Meg Power)

- HOW can Community Action and our allies win changes and build new partnerships? AND WHY your network should invest in the effort now.

(Cynthia Zwick)

<https://bit.ly/2EqB93w>

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NCLC's* Definition of Energy Security

- Uninterrupted, affordable access to basic residential home energy services without
 - Disconnection notices
 - Involuntary disconnection of service
 - Foregoing other necessities to retain service
 - Maintaining unhealthy indoor temperatures

Elements of “Affordable” Bills & Repayment

- Burden - monthly and annual
- Timing: billing and payments synchronized with income flow
- Flexible re-arrangements as income fluctuates

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A Realistic Arrearage Management Program

- Monthly total amounts due for usage and debt repayment must be affordable percent of income
- If income changes, adjustments must be possible, program staff, too
- 2 Models in use
 - write-down of customer arrears monthly if timely payments on current bill
 - One time forgiveness of unpaid balance
- For a series of timely payments on current bills. The other model entails the retirement of arrearage balances in full on a one-time basis. The one-time “forgiveness” model is administratively straightforward but entails a large initial outlay of program cash resources. Write-downs over a period of 12 months may provide customers with an enhanced incentive to keep up with current bills (as long as they are affordable), while placing less strain on program cash flow. The most prevalent model provides low-income rate participants with opportunities to retire one-twelfth (1/12) of a pre-program overdue balance with each timely payment of a current bill.

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PREREQUISITES

- Willing partners (Does this summer month seem like a moment?)
- Data sharing system
 - SHUTOFFS BY ZIPCODE
 - DELINQUENT ACCOUNT DATA
 - Utility financial risks / collections data
- Able and nimble customer 'case' management (funded!)

Details, Materials and Tools

- CAP-NCAF sponsored webinar by

National Consumer Law CENTER

- [Utility Debt in the Pandemic: How to Change Shut-off and Collection Policy](#)

- CAP Leveraged Partnerships Project staff
- National Consumer Law Center Utility Resources web pages. www.NCLC.org

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