

2023-2025 Low Income Needs Assessment

WELCOME & AGENDA

LINA Study Team

- SoCalGas: Kevin Ehsani and Johna Roth
- PG&E: Iris Cheung
- SCE: Carol Edwards
- SDG&E: Brenda Gettig
- CPUC: Mia Hart

Today's Purpose & Agenda

- Initiate the 2025 Low Income Needs Assessment
- Brief history and background
- Review process, study guidelines, timeline, and expectations
- Discuss topics for consideration
- Solicit input from LINA Subcommittee, CBOs, & other interested stakeholders
- Review next steps

2023-2025 Low Income Needs Assessment

HISTORY, BACKGROUND, AND PAST LINA STUDY TOPICS

History & Background: Guiding Legislation

- LINA was initiated in 2002 in response to AB 1890, enacted in 1996.
- Initial LINA study was completed in 2007.
- Subsequent studies completed every three years since 2013.
- Two upcoming studies for 2025 and 2028.

History & Background: Guiding Legislation

PU Code 382 - 2013

...The assessment shall evaluate low-income program implementation and the effectiveness of weatherization services and energy efficiency measures in low-income households. The assessment shall consider whether existing programs adequately address low-income electricity and gas customers' energy expenditures, hardship, language needs, and economic burdens.

History & Background: Overall Process

Each study...

- addresses overall statute requirement
- includes slightly different objectives
- includes opportunities for stakeholder input

History & Background: Overall Topics

- Energy-related needs of customers eligible for ESA and CARE
- The size and profile of the market & program penetration
- Benefits of the ESA and CARE programs
- Barriers to addressing relevant energy needs
- Energy burden and willingness to participate
- Opportunities to increase the value of the programs

Prior LINA Studies

	Study Focus
2007	Broad Focus: Willingness to participate, demographics, energy needs, energy burden
2013	Willingness to participate; Non-participant demographics; Participation barriers
2016	Energy insecurity & hardship; Unique energy needs
2019	CARE enrollment, recertification, verification; Mitigation of health, comfort, safety hardships; Households using alt fuels & those in less reliable service areas
2022	Addressed renters' energy needs; Assessment of unmet needs and ESA program gaps; Gain better understanding of vulnerable populations' needs

2023-2025 Low Income Needs Assessment

ROLES & RESPONSIBILITIES, STATUTORY GUIDELINES, AND STUDY
TIMELINE

Roles & Responsibilities

- Energy Division is the project lead and provides overall direction
- An IOU provides overall contract & day to day management for ED and participating IOUs
- ED and IOUs coordinate and jointly manage the consultant
- LIOB advises and provides input, especially during planning

Guidelines for the 2025 LINA Study

D21-06-015, dated June 3, 2021:

- Sets the schedule
 - Includes LIOB and stakeholder input
- Adds multi-language requirement to 2025 and 2028 studies
 - Customer data must be collected for three most common non-English languages.

Timeline for 2023

Develop Research Topics

Q1 2023

Develop Research Topics

Solicit Initial LIOB & CBO Input; Discuss Potential Work Scope with Stakeholders (this meeting)

Develop Work Scope

Q2 2023

Develop Draft Work Scope and **Get LIOB Feedback**

Second Public Workshop to Present Draft Work Scope to Stakeholders

Finalize and Obtain Approved Study Scope

Request for Proposals & Contractor Selection

Q4 2023

Develop Request for Proposal & Solicit Bids

Review Proposals & Select Winner

Contracting Starts

Timeline for 2024 - 2025

Study Execution

Contracting for Study Completed

Q1 2024

Research Plan & Implementation

Contractor Develops Draft Research Plan

IOU Study Team Reviews & Comments

Solicit LIOB Input on Refined Research Plan

Data Collection & Analysis

Q2 – Q4 2024

Results, Draft & Final Report

Contractor Delivers Draft Report

IOU Study Team Reviews & Comments

Presentation of Results to LIOB Subcommittee

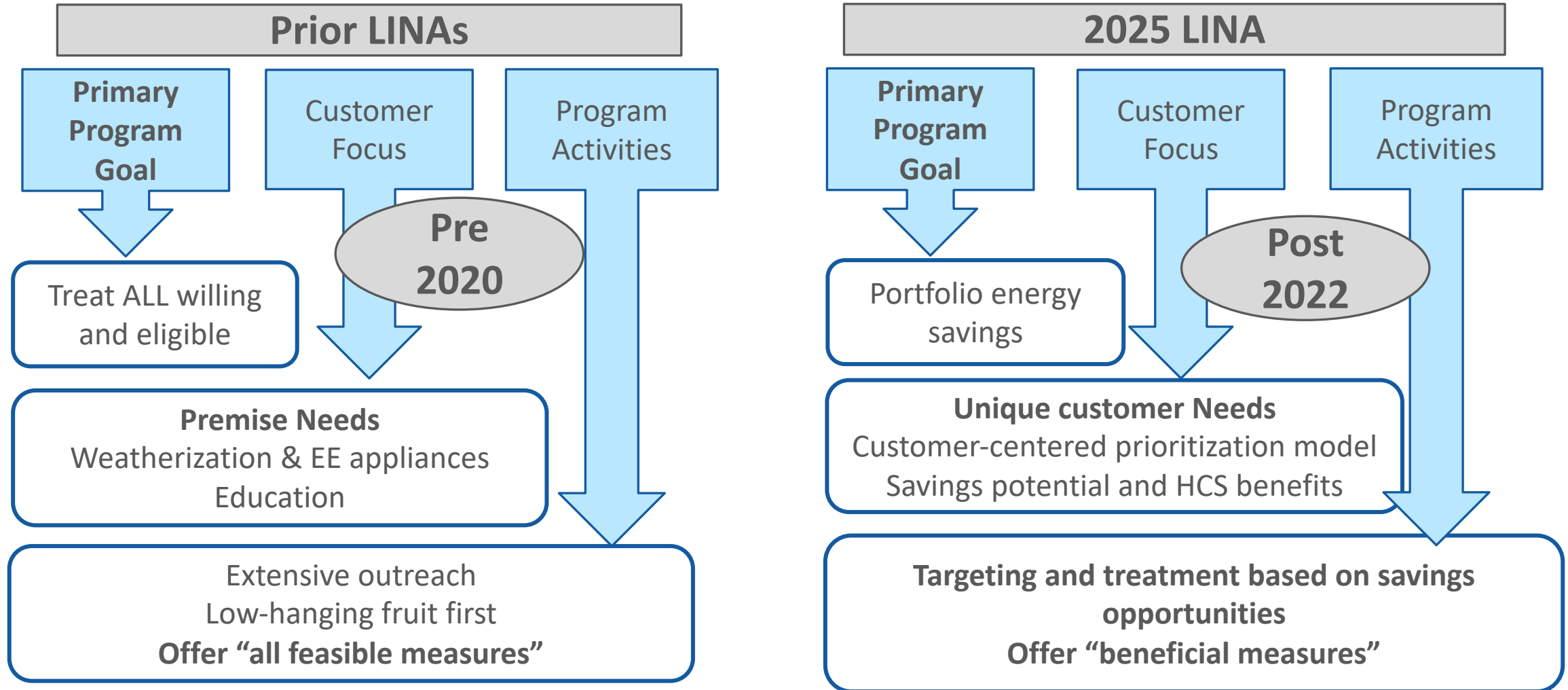
Review/edit Draft and Final Reports; Post Final Report

Q4 2025

EM&V and Input Considerations

- The LINA Study Team is seeking input and feedback from the LIOB and the Community Based Organizations on the scope of the 2025 LINA Study.
- Study execution & reliable results include timing and budget considerations. Better outcomes with:
 - Clear objectives
 - Focused research questions
 - Budget and timeline that can accommodate the scope
- The LINA Study Team is to listen to and consider all ideas and feedback.
 - We will not be responding to everything.
- If we run out of time, comments can be submitted online through Wednesday March 15, 2023.

2025 LINA to Inform NEW Program Design



2023-2025 Low Income Needs Assessment

DISCUSSION OF PROPOSED TOPICS FOR LINA 2025

2025 Needs Assessment

- 2025 study can inform customer needs in context of new program design (customer-centered prioritization model to maximize energy savings and health, comfort, and safety benefits)
- 2025 LINA completes after IOUs submit applications for the next program cycle
- Discuss possible research topics
 - Hear from CBOs and gather ideas
 - Share ideas that have come up among IOUs and ED
 - Obtain thoughts and inputs on these ideas
 - Gather additional topics or ideas to consider
 - Gauge group interest and add/remove ideas
 - Identify one or two priorities to further define

Questions for Stakeholders

Given the status of the program and what we know based on prior studies and information from the field, what information gaps may help IOUs, contractors and the CPUC to improve implementation of the (new) ESA program and CARE?

What issues are low-income households experiencing related to household energy use?

- What are some of the questions you have / want to find out related to this issue?
- What do you want to highlight or draw attention to that is not widely known or recognized?
- Is there anything about this issue that you think you know (believe to be true) but need to confirm with more information/data

LINA 2025: Potential Topics

CARE and ESA Process Evaluation

- Review customer experience with the current CARE enrollment, certification, and verification processes?
Determine:
 - ease/burden for customers
 - effectiveness and alignment across IOUs
 - if there's opportunity for streamlining
- Goal: Identify issues, processes, and hurdles that we may be able to improve

LINA 2025: Potential Topics

Assessment of High- and Low-Usage LI Customers

- Look at the needs and determine:
 - primary causes of high energy use
 - if any measures/services may mitigate high usage
 - what behavioral causes may be addressed with modified education
 - characteristics of low-usage households
 - what can we learn from that may benefit communication and treatment of other low-income households?
 - To what extent are low usage households jeopardizing their health or safety by refraining their energy use?
- Goal: Identify issues that ESA can and cannot address among both low and high usage populations

LINA 2025: Potential Topics

Assessment of Needs Based on Household Profiles

- What customer segments or “profiles” of multiple segments indicate a customer with higher needs?
 - Examples: Demographics, financial, geographical, health
 - Look at the specific needs of these groups: energy savings, HCS, or a mix
 - Are there differences in affordability, hardship, and participation in ESA/CARE that may highlight disparities or inequities of historically underserved and marginalized communities?
 - Which profiles/segments have lower participation rates and could benefit most?
 - What measures, services, or education materials could help address those needs through ESA?
 - What improvements can be made to education, outreach, or treatment to maximize savings and HCS benefits and better prioritize treatment of households (by household profile/segments), including historically underserved?

Discussion: CARE and ESA Process Evaluation

Examine customer journey – what is the experience of customers at each stage of the process from assessment and enrollment to income verification or receiving measures. Identify specific pain points and issues that may improve our implementation processes. **SET PRIORITY: HIGH/LOW**

Discussion Points/Notes

Notes

Assessment of High/Low Usage LI Customers

Given new program focus on energy savings and targeting high users, this study would examine ENERGY NEEDS that can and cannot be addressed with ESA – both among high users and low users who may be sacrificing health to conserve. **SET PRIORITY: HIGH/LOW**

Discussion Points/Notes

Notes

ESA Customer Segment Study

Evaluate customer profiles based on greatest/specific needs. Understand and identify energy/HCS needs based on segments (demographic, financial, geographical, health), and extent to which program design or delivery can be changed to better serve those with the greatest need and historically underserved.

SET PRIORITY: HIGH/LOW

Discussion Points/Notes

Notes

New Idea

Description:

SET PRIORITY: HIGH/LOW

Discussion Points/Notes

Notes

New Idea

Description:

SET PRIORITY: HIGH/LOW

Discussion Points/Notes

Notes

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NEXT STEPS & CLOSING REMARKS

Revisiting the Timeline for 2023

Develop Work Scope

Q2 2023

Develop Draft Work Scope and **Get LIOB Feedback**

Second Public Workshop to Present Draft Work Scope to Stakeholders

Finalize and Obtain Approved Study Scope

Request for Proposals & Contractor Selection

Q4 2023

Develop Request for Proposal & Solicit Bids

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Contracting Starts

Study Execution

Q1 2024

Contracting for Study Completed

Discussion of RFP

Additional Input

Presentation deck available

& comments solicited via

<https://pda.energydataweb.com>

Accepting comments through March 15, 2023

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