

Goals for the Next Income- Qualified Program Proceeding

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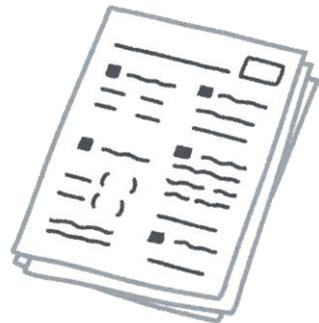
Agenda

- Priorities for Next Proceeding
 - Focus on the Customer-Perspective
 - Deliver the Greatest Benefits to Customers
 - Maximize the Use of Non-Ratepayer Funds
 - Enhance cross-program delivery
- Next Steps
 - Future proceedings

Improve and streamline customers' experience

Issues Customers Face

- **Program competition**
Customers don't care about individual programs. They care about what benefits they can receive
- **Application confusion**
Customers may need to apply to multiple programs before finding one they qualify for

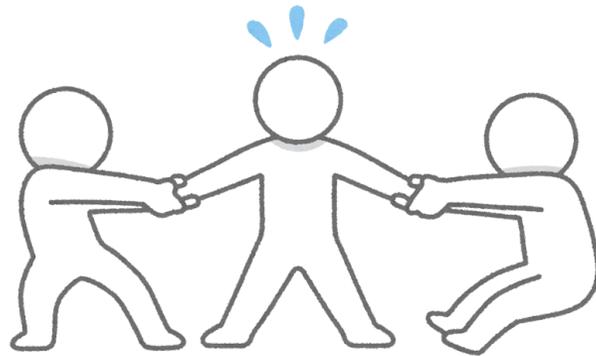


Customer-Focused Improvements

- **Improve the customers journey** to learn about, enroll in, and receive the benefits from low-income programs.
- **Leverage the Concurrent Application System** to create a "one-stop-shop" for customers to enroll in income-qualified programs.
- **Enhance cross-program service delivery** and coordination

Deliver the Greatest Benefit to Customers

- Customers should be matched with programs providing them the most benefits possible
- **Reduce competition and increase coordination** between energy assistance programs
 - E.g., between ESA and the Equity segment of Energy Efficiency



Maximize non-ratepayer sources to provide benefits to low-income population

Ideas	Sample Actions
Layering outside funding to achieve a greater impact	<ul style="list-style-type: none">Layering DOE and CSD Weatherization Program funds with the existing ESA budgets.
Using outside funds to provide bill relief for moderate and low income customers	<ul style="list-style-type: none">Using Cap-and-Trade proceeds to offset the fixed charge for lower-income customers

Energy Savings
.....
Assistance ProgramSM



Strategy: Specific changes to cross-program delivery to tackle bill unaffordability

Objectives

- **Lessen energy burden** for low-income households'
- **Minimize arrearage risks** for households
- **Better match customers** with programs providing the greatest benefits
- **Protect vulnerable population** from the risk of extreme heat

Recommendations

- Sync equity / low-income energy assistance programs to improve cross-program delivery
 - Sample Programs: IGFC, CSD's Weatherization Program, Medical Baseline Program
 - Examples: Referral to ESA and other programs, joint-implementer cooperation
 - Synchronize established policies (e.g., income thresholds, ESA budgets)

Tiers of Fixed Charge	Applicable Customers
1	CARE
2	ESA, FERA, or <80% AMI
3	All other customers

Several opportunities to address policies and programs that target low-income populations

Potential Proceedings	Relevant Programs
The next status quo income-qualified proceeding	ESA, CARE, FERA
Expanded version of income-qualified proceeding	Open to stakeholders' ideas
Cal Advocates' Petition for Rulemaking (P.24-03-013)	ESA, Energy Efficiency, and Demand Response



More information

We develop recommendations to ensure that energy, water, and communications services provided by investor-owned utilities are affordable, safe, and reliable.

Visit our website at www.publicadvocates.cpuc.gov

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