

Hawaii State Low-Income Home Energy Assistance Program (LIHEAP) Working Group

Meeting #2

October 18th, 2022

Hosted by the Hawaii Public Utilities Commission and the Division of
Consumer Advocacy



WebEx Meeting Instructions

- Please identify yourself and your organization when speaking.
- Participants will be muted. Please remain muted unless speaking.
- For questions and comments, please use the “raise hand” or chat functions and the host will call on you.
- We encourage you to turn your video on to facilitate dialogue and interaction amongst attendees.
- We will record the meeting only for future Working Group reference.
- If you are experiencing technical difficulties, please contact peter.b.polonsky@hawaii.gov.

Meeting Norms

- Encourage idea development and creativity.
- Create an environment of trust and collaboration.
- Keep confidences via Chatham House Rules (do not attribute work or statements to either people or organizations without permission).

Meeting Agenda

- Welcome & opening remarks
- Introductions by organization
- Presentation on LIHEAP models from other states
- Breakout group activity & share-out:
 - Funding models
 - Program administration & education
 - Eligibility and applications
 - Pathways to program implementation
- Next steps & homework assignments



Welcoming Remarks



Meeting Objectives

1. Learn about possible methods to better target customers in need and best practice from other states.
 - A handful of states have been executing state sponsored LiHEAP programs for decades.
 - Our group will learn from practices in California, New Jersey, DC, and other states.
2. Begin to develop proposals & vet ideas.



Introductions by Organization



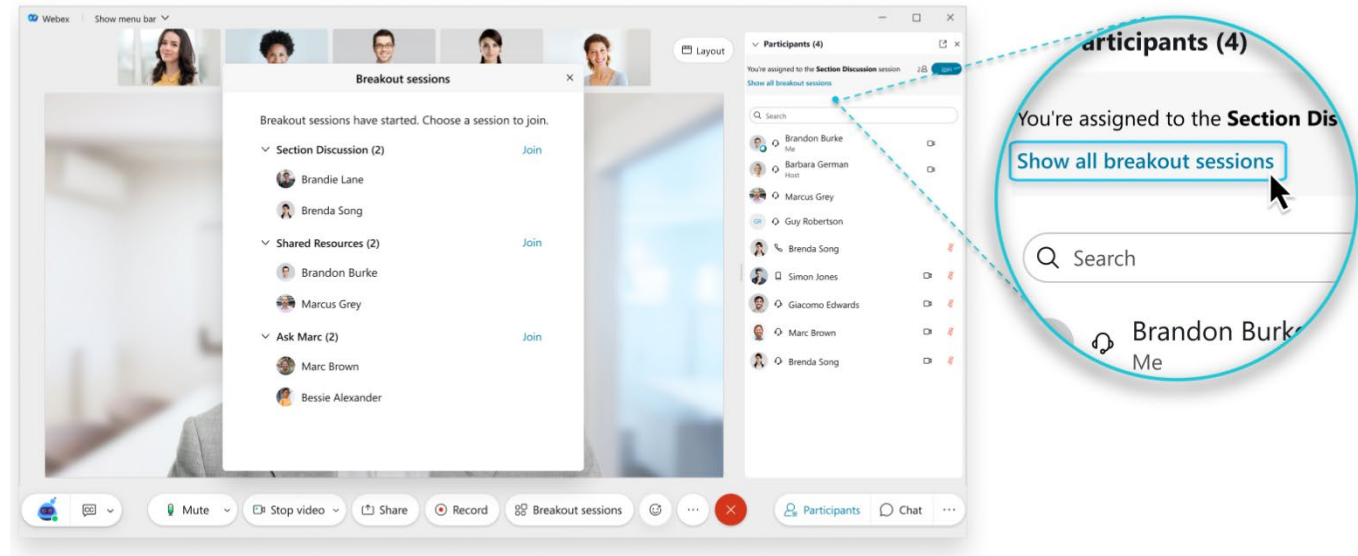
Breakout Groups

- Four breakout groups:
 - Funding models
 - Administration & education
 - Eligibility and applications
 - Pathways to program implementation
- Instructions:
 - Use the Google Docs to develop program ideas & think through possible challenges to implementation
 - Assign a note-taker
 - Assign someone to report back to the group



Breakout Groups

- To join a breakout group:
 - Locate the “Participants” button on the right side of your panel
 - Click “Show all breakout sessions”
 - Click “Join” on the far right to join the breakout session of your choice
- Alternatively, you can locate the “Participants” tab in the menu at the top of your panel



Homework Assignment

- Meet or collaborate between today and November 15
- Continue to refine your sub-group's ideas:
 - What are the range of options?
 - Which is the best option and why? Are there examples and/or best practices?
 - What would your second-best choice be and why? Are there examples and/or best practices?
 - Are there any potential issues?
 - What remaining questions do you have?
- Instructions:
 - Use the Google Docs to refine your group's ideas
 - Breakout groups should come with proposal ideas and questions for the entire group



Next Steps & Potential Meeting Topics

Proposed Meeting Schedule

- 11/15/22 (10:30 am – 12:30 pm)
 - Parties present and discuss program design ideas
- 12/6/22 (10:30 am – 12:30 pm)
 - Review of Legislative report and findings

Sub-groups

- Breakout groups should meet independently to develop and refine proposals between 10/18 and 11/15.



Mahalo!



Hawaii

LIHEAP FY2019 State Profile

Total Funding Available

\$5,170,426

Total Households Served

8,648

Income Eligibility Requirements

\$43,305

for a 4-person household

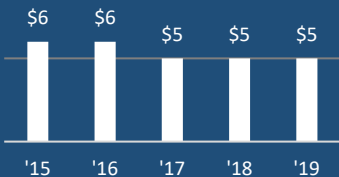
% of State Income-Eligible Population Served

11%

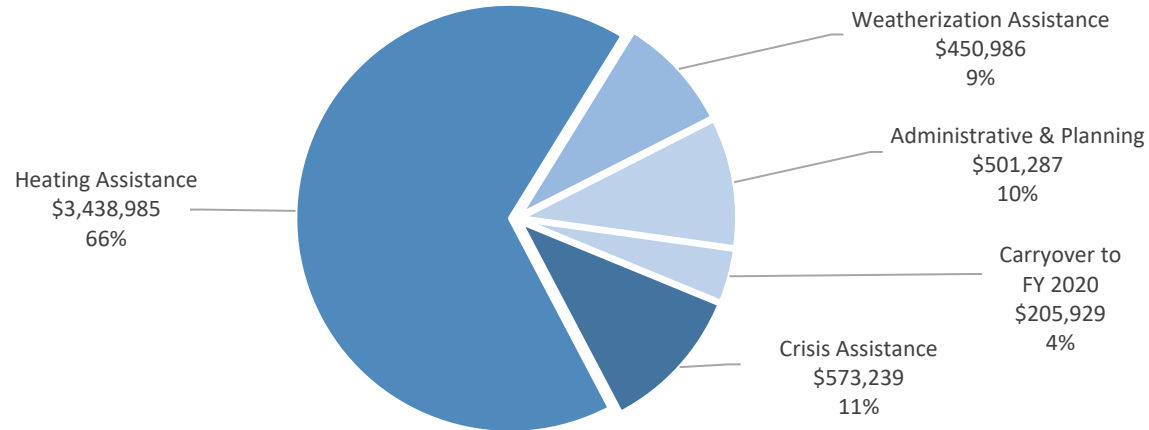
State Income-Eligible Population

81,819

Annual Funds, 2015-2019 (\$ millions)

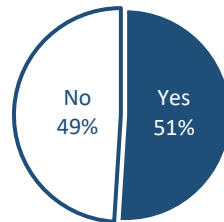


Uses of Funds

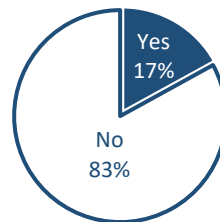


Vulnerable Recipient Households

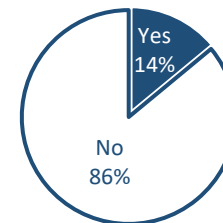
Households with Elderly Member



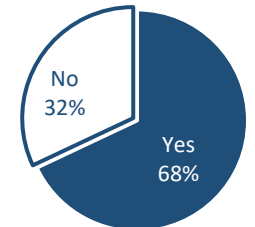
Households with Young Child



Households with Disabled Member



Households with Any Vulnerable Member



Types of Assistance

Heating Assistance served 7,500 households with a reported average benefit of \$705.

Year-Round Crisis Assistance served 1,127 households with a reported average benefit of \$509.

Weatherization Assistance served 83 households with a calculated average benefit of \$5,434.

Data are current as of July 22, 2020

For more information, see <https://liheappm.acf.hhs.gov/>.

HAWAII FY 2019 LIHEAP

PERFORMANCE MANAGEMENT SNAPSHOT

In FY 2019, Hawaii furnished LIHEAP bill payment assistance to 8,627 households. They collected energy burden data for 7,215 households (84%)

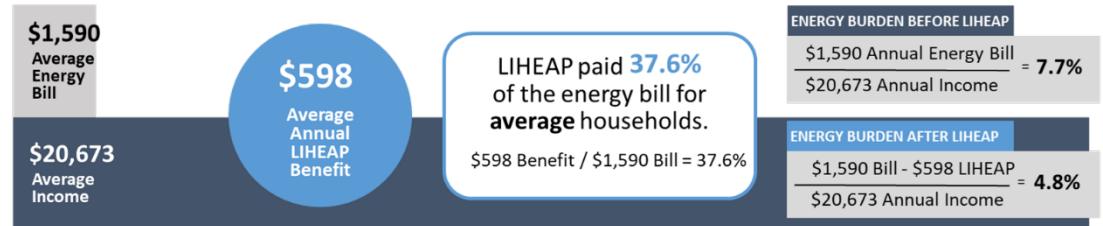
Does LIHEAP furnish higher benefits to higher burden households?

Yes. In Hawaii, the total LIHEAP benefit received by high burden households in FY 2019 was about **\$160 (27%) more** than the total LIHEAP benefit received by the average recipient household.

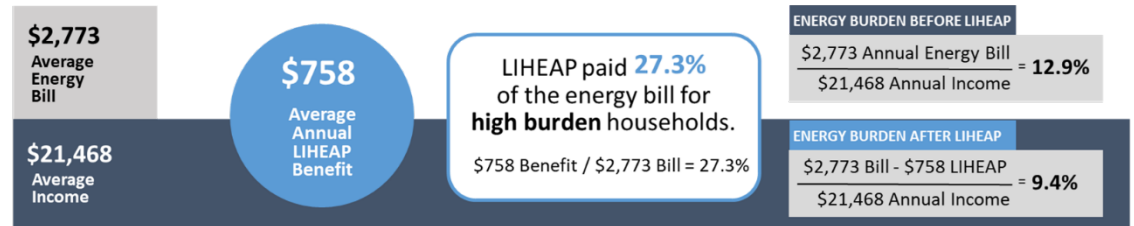
Does LIHEAP pay a larger share of the home energy bill for high burden households?

No. In FY 2019, LIHEAP paid **37.6%** of the energy bill for average households in Hawaii, while LIHEAP paid **27.3%** of the energy bill for high burden households.

All Households



High Burden Households



Prevention and Restoration of Home Energy Service Loss

As a Result of Bill Payment Assistance

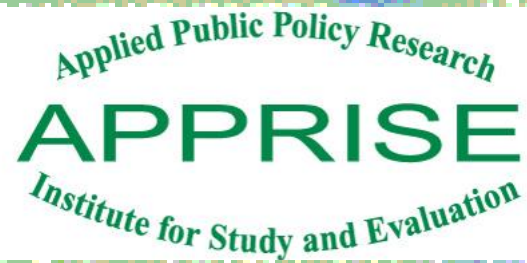


As a Result of Equipment Repair or Replacement

Hawaii did not report preventions or restoration as a result of equipment repair or replacement

- In FY 2019, LIHEAP benefits in Hawaii **prevented the loss of service 1,016 times**, by stopping threatened utility service disconnections and by delivering fuels to homes that were at risk of running out.
- In FY 2019, LIHEAP benefits **restored home energy service 111 times** for households who had been disconnected by their utility provider or who had run out of fuel oil, propane, or wood.

* High burden recipient households represent 25% of all recipient households with 12 months of bill data, based on having the highest energy burden. The attached State Snapshot provides detailed income, energy cost, and burden statistics across all fuel types. Data are current as of July 27, 2020.



Low-Income Energy Assistance: *Program Models*

David Carroll, Managing Director, APPRISE

October 18, 2022

2019 LIHEAP Program

- Funding – Federal = \$5,170,426
- Administrative – State Management / CBOs Intake
- Eligibility
 - Income Eligibility = 150% HHS Poverty Income Guideline
 - 81,819 HHs Income Eligible
 - Program Eligibility = Excludes HHs with Utilities in Rent
- Uses of Funds = Regular (66%), Crisis (11%), WX (9%), Administrative (10%), Carryover (4%)
- Served 8,648 HHs / 11% of Income Eligible HHs

See Hawaii LIHEAP Profile for FY 2019

LIHEAP Program Impacts

- 2019 Program Statistics
 - Average Income = \$20,673
 - Average Energy Bill = \$1,590
 - Pre-LIHEAP Energy Burden = 7.7%
 - Average LIHEAP Benefit = \$598
 - Post-LIHEAP Energy Burden = 4.8%
 - Prevented Loss of Service for 1,016 HHs
 - Restored Service for 111 HHs

Performance Management Executive Summary

LIHEAP Program Impacts

- 2020 Program Statistics
 - Average Income = \$23,969
 - Average Energy Bill = \$2,082
 - Pre-LIHEAP Energy Burden = 8.7%
 - Average LIHEAP Benefit = \$490
 - Post-LIHEAP Energy Burden = 6.6%
 - Prevented Loss of Service for 733 HHs
 - Restored Service for 85 HHs

LIHEAP Program Impacts

- 2021 Program Statistics (preliminary)
 - Average Income = \$21,358
 - Average Energy Bill = \$1,506
 - Pre-LIHEAP Energy Burden = 7.1%
 - Average LIHEAP Benefit = \$1,033
 - Post-LIHEAP Energy Burden = 2.2%
 - Prevented Loss of Service for 1,196 HHs
 - Restored Service for 0 HHs

LIHEAP Program Notes

- 2023 Funding = Probably GT \$5 million (Total Funding Available = \$4.7 billion compared to \$3.6 billion in 2019)
- Population Served = 80% of HHs have Income < 100% HHS PIG
- Average Energy Bills = \$1,500 or \$2,000? Need to review 2019, 2020, and 2021 Calculations
- Program Eligible HHs – Need to calculate number of HHs with electricity in rent

QUESTIONS

Program Design Issues

- Population
 - HHs at or below 100% HHS PIG = 50K [- In Rent]
 - HHs at or below 150% HHS PIG = 80K [- In Rent]
 - HHs at or 60% of State Median = 110K [- In Rent]
- Benefit Types
 - Benefit Matrix [OR]
 - Rate Discount [CA, DC, MA]
 - Percent of Income [NJ, PA, OH, NV]

Program Design Issues

- Program Administration
 - State LIHEAP Program Office [OR, IL, OH]
 - Utility Program Administration [NY, PA, CA, MA, OH]
 - Collaboration [DC, NJ]
- Affordable Percent of Income
 - 3% [DC, NV]
 - 6% [IL, NY]
 - 10% [OH]
 - Varies by Poverty Level [PA]
 - Not Stated [OR, MA]

Program Design Issues

- Legal / Regulatory Authority
 - Legislation [NJ, DC]
 - Regulatory [CA, NY, PA]
 - Needs Research [NV, IL, OH, MA, OR]

- Funding Type
 - Ratepayer [All]
 - Taxpayer [OR, DC]
 - Voluntary / Shareholders [All] [Note: Less than 1% of funding]

California Program Example

- Eligibility – Income 60% of SMI for CARES / 80% of AMI for FERA
- Benefit Type – CARES = 20% Rate Discount
- Program Administration – Regulated Utilities [Note: SMUD and LA DWP have programs]
- Policy Targets - Serve 100% of Eligible HHs
- Special Procedures - Self-Certification
- Regulatory Authority – CPUC
- Funding - Ratepayers

Oregon Program Example

- Eligibility – Income 60% of SMI
- Benefit Type – LIHEAP Benefit Matrix
- Program Administration – State Program Office
- Policy Targets – Maintain Service
- Special Procedures – Local Agency Decision-Making
- Regulatory Authority – Needs Research
- Funding - Ratepayers

New Jersey Program Example

- Eligibility – Income 60% of SMI
- Benefit Type – Percent of Income
- Program Administration – Collaboration
- Policy Targets – 6% of Income
- Special Procedures – Fixed Benefit / Arrearage Forgiveness / Screen SNAP Program Participants
- Regulatory Authority – Legislative
- Funding – Ratepayers
- Note: Lifeline Seniors Program previously funded by Casino Revenues

DC Program Example

- Eligibility – Income 60% of SMI
- Benefit Type – Rate Discount
- Program Administration – Collaboration
- Policy Targets – 3% of Income
- Special Procedures – Utility Rate Discount / LIHEAP Benefit Matrix / PIPP Under Consideration
- Regulatory Authority – Needs Research
- Funding – Ratepayers & Taxpayers

Recommendations

- Coordination with LIHEAP
 - Ensure programs work together toward your common goal
- Affordability
 - Consider percent of income & extraordinary circumstances
 - Address needs of low-income & high usage
- Accessibility
 - Coordinate with other social service and housing programs
- Administrative
 - Collaboration between state program office, local CBOs, and energy vendors

Recommendations

- Local Information Gathering
 - LIHEAP Intake Agencies
 - WAP Agencies
 - Housing Agencies
 - Other CBOs / Habitat, Food Banks, Other
 - Utility Executives
 - Utility Managers
 - Utility Staff (Customer Service & Collections)

Recommendations

- National Information Gathering
 - Online
 - LIHEAP Clearinghouse – Other State Programs
 - LIHEAP Performance Management Website – Data and Statistics
 - NEUAC/NEADA – Other Information
 - ACEEE – Program Models / Population Needs
- Special Guests
 - DC: DOEE + Office of the People’s Counsel
 - IL: State Program Office + Advocates + Utilities
 - CA: CPUC + Advocates + Utilities

QUESTIONS