

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

Meeting #4

December 6th, 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

- Introductions by organization
- Welcoming remarks
- Discussion of Legislative report draft
 - Review of structure & initial feedback
 - Real-time input, if any
- Discussion on Program objectives and recommendations
 - Outcome-based objectives
 - Program design elements
 - Other recommendations
- Determine future Working Group cadence and activities



Introductions by Organization



Welcoming Remarks



Meeting Objectives

1. Review the draft Legislative report.
2. Align on any key program objectives and Legislative recommendations.
3. Determine future Working Group cadence and activities.



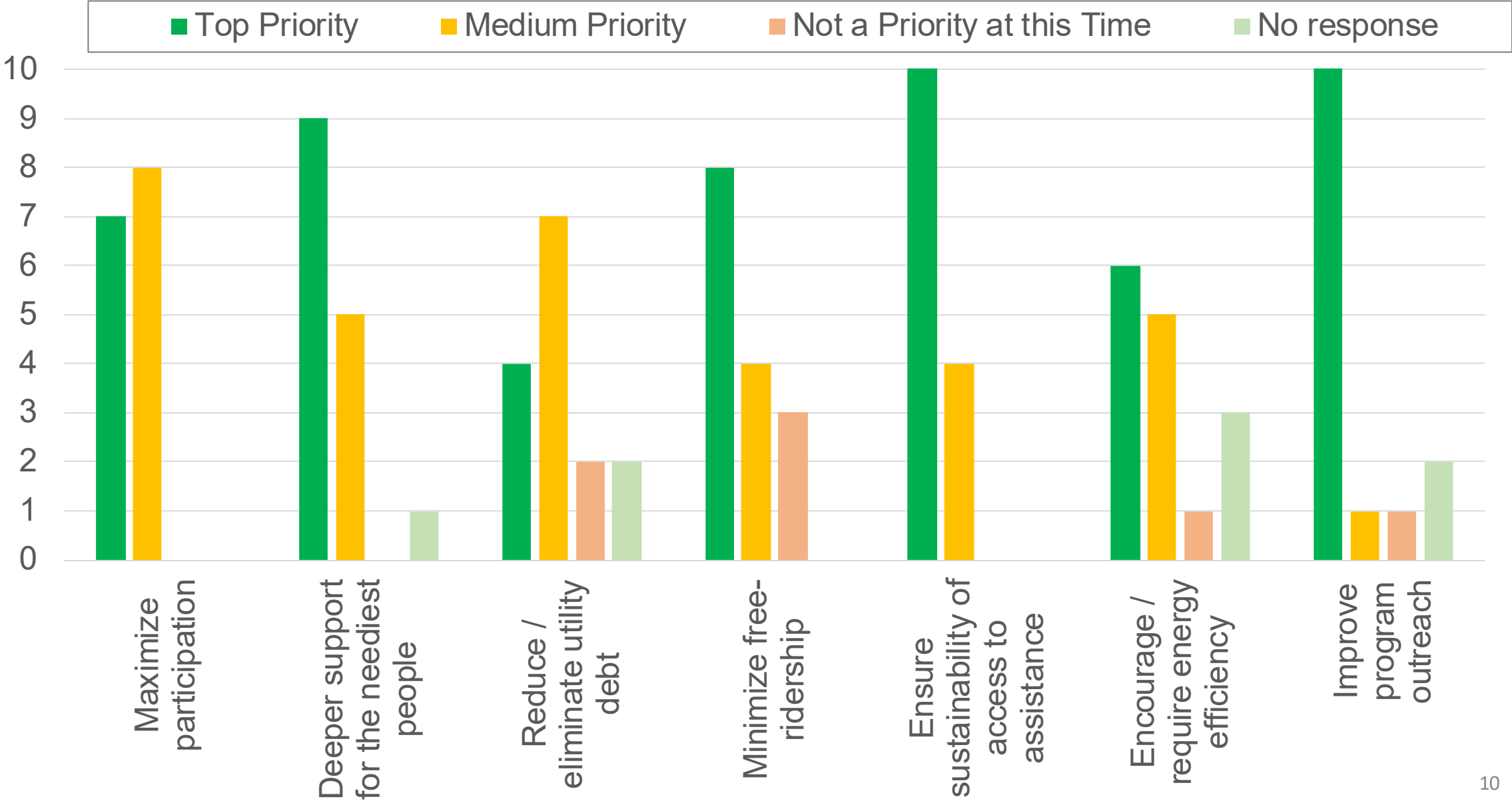
Legislative Report Presentation



Discussion of Program Objectives & Recommendations



LIHEAP Program Objectives – Your Priorities



LIHEAP Program Objectives – Other Comments

- Ease the administrative burden (increase resources & streamline the application process).
- Increase awareness of program offerings, regardless of eligibility.
- Improve data gathering and reporting to improve program design.
- Improve stability of funding levels.
- Prevent household utility disconnections.
- Reduce energy burden on households that are not in arrears, but would like assistance in paying their utility bill.
- Provide assistance to the next level of need

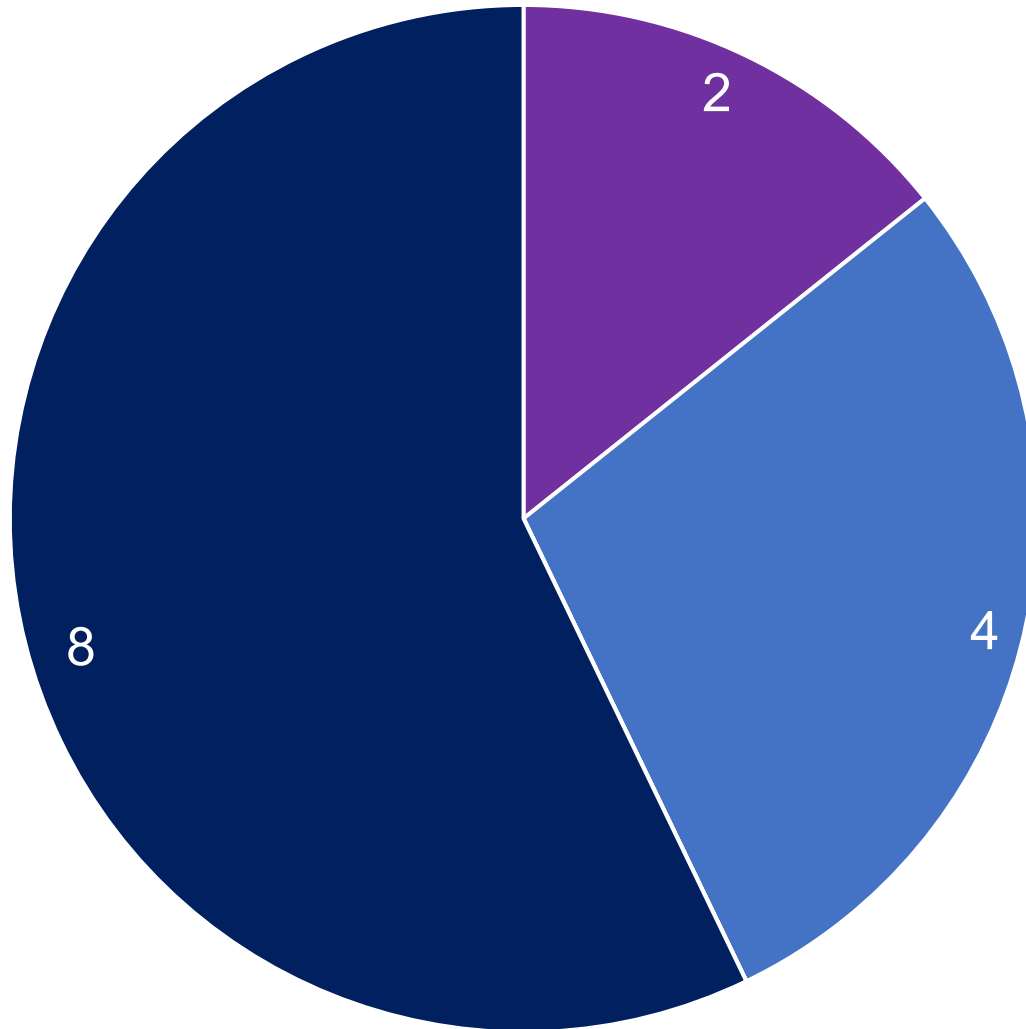


LIHEAP Program Objectives – Observations

- Improved outreach is a high priority for the Working Group
- There is not widespread agreement on one desired outcome
 - Split responses on maximizing participation vs. deeper support
 - Other ideas include preventing disconnections, focusing on a tier above currently eligible customers
- Minimizing free-ridership and program sustainability are high priorities



Funding Sources – Ideas You Support



- State General Fund allocation
- Other tax-based funding (e.g barrel tax, property tax, visitor tax, energy code non-compliant buildings, etc.)
- Rate-payer funding (e.g. surcharge, Public Benefits Fee, or allocation of GEM\$)
- Energy project-based funding (e.g. Fuel/PPA fee, shared solar benefits, community-based renewable energy, etc.)
- Charitable donations / shareholder contribution
- A combination of funding sources

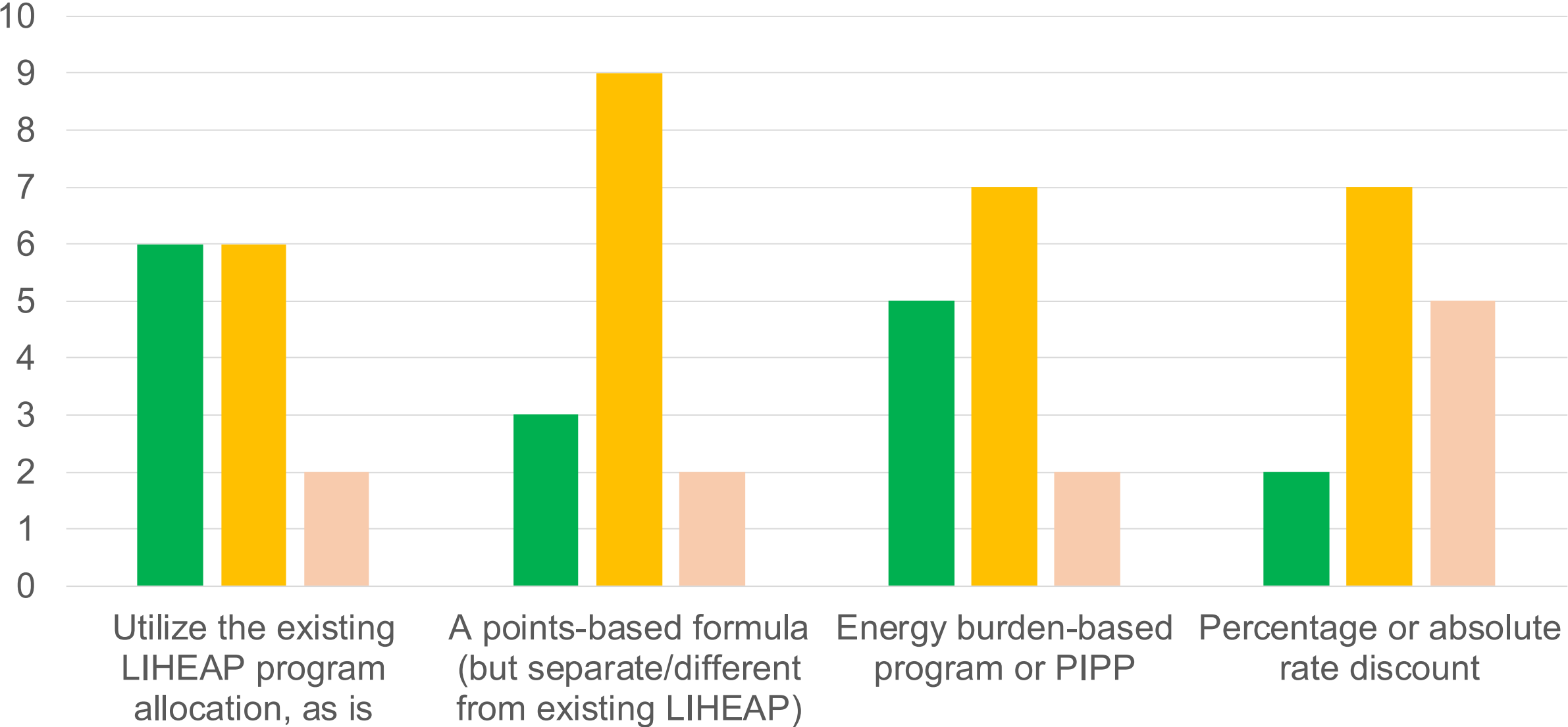


Funding Sources – Other Comments

- A combination of sources was recommended for flexibility, longevity, & scale, for example:
 - Primary source could be tax-based funding, with charitable donations or other energy-based funding to supplement the total funds
 - Combination of additional funds for existing LIHEAP program and a supplemental program targeting those who are not eligible for LIHEAP and/or harder to reach through LIHEAP
- Avoid having low-income households pay into the fund
- We should see if Hawaii can get more allocation from the federal fund



Funding Distribution – Ideas You Support

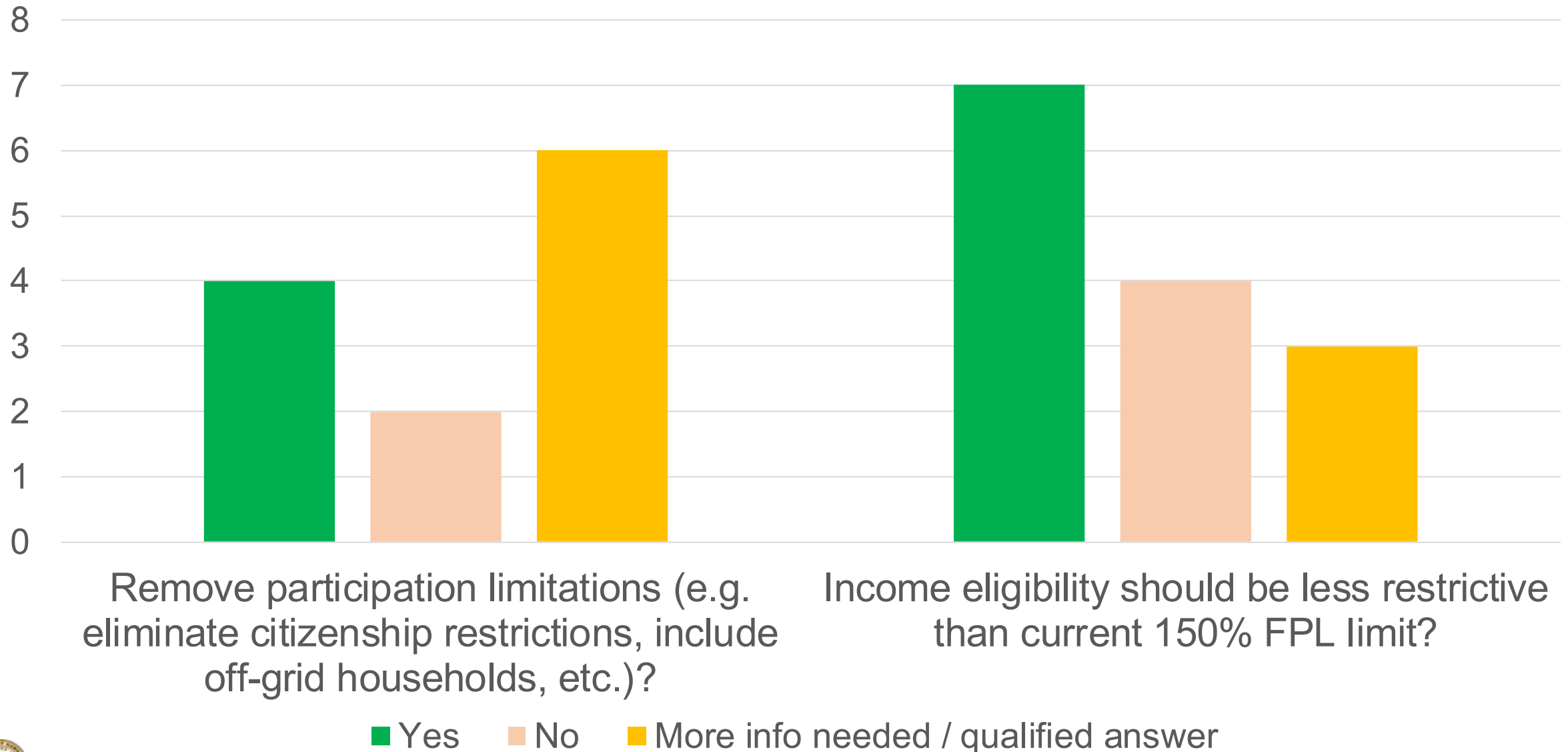


Other Recommendations

- 13 out of 14 agree on DHS as a recommended administrator
- 12 out of 13 agree on an increased cap on administrative costs
- 12 out of 13 agree the program design explicitly promote energy efficiency for participants
 - 1 nonresponse
- 11 out of 14 agree on the need for increased outcome tracking and reporting on outcomes by DHS in conjunction with utilities
 - Two respondents noted concern over increased bureaucracy/administrative burden
 - One respondent noted reporting should align with Federal requirements
- 4 respondents propose rebranding



Other Recommendations - Continued



Other Recommendations - Comments

- On participation limitations:
 - Need more data to make informed decisions
 - Hawaii residency is an important requirement
 - Need to ensure we don't threaten federal funding
 - Should consider feasibility & specific implementation details
- On eligibility thresholds:
 - Consider a phased approach to initially reach all who are currently eligible, then raise the threshold
 - Focus should be on increasing participation but also sight on expanding eligibility



2023 Working Group Activities

- Ideas for Working Group consideration:
 - Resolutions ask the Group to develop a state LIHEAP
 - Working Group should maintain current momentum
 - Many remaining topics to explore including level of need, hearing from the Community Action Agencies, learning from program implementers in other states, etc.
 - Possible to begin drafting legislation or implementing other program ideas
 - Additional opportunities may present themselves (e.g. via Legislative session, Federal funding, or otherwise)
 - Working Group may consider having co-chairs
 - Working Group should meet less frequently



2023 Working Group Activities - Questions

- What key activities should the Working Group prioritize?
 - Continued learning
 - Drafting legislation
 - Federal activities (pursuing IIJA funding, advocacy)
 - PUC action
 - Other?



2023 Working Group Activities - Questions

- What structure does the Working Group prefer?
 - Should the Working Group have co-chairs?
 - Are others interested / available to support Working Group planning?
 - Should sub-groups continue to meet? If so, in their current form or a different form?



2023 Working Group Activities - Questions

- What is the appropriate meeting cadence?
 - More regular monthly meetings (i.e. every 4 weeks) or every other month?
 - What days and times work well?
 - What is the appropriate meeting length?



Next Steps

Proposed Next Steps

- PUC finalizes report draft for submission to the Legislature
- PUC sends invite for January meeting



Mahalo!



Appendix Slides



During discussion, seek clarity and provide feedback in the form of questions

Clarifying Questions

- Goal:
 - To increase and improve individual and communal understanding about an idea or concept.
- Sample clarifying questions:
 - “Can you please explain...?”
 - “What informed your thinking on ...?”
 - “How do you envision ...?”
 - “What alternatives to ____ did you consider?”

Coaching Questions

- Goal:
 - Foster increased understanding of an idea or concept
 - Provide supportive feedback that will be helpful to refine an idea or concept
 - Goal is not to "poke holes" in or dismiss an idea or concept.
- Sample coaching questions:
 - “Have you considered...?”
 - “Is there a plan for...?”
 - “What would you do differently if...?”