
Bridging Climate Change and Public Health
Energy Insecurity Workgroup Meeting
Meeting Notes – | January 27th | 2:30PM -3:30PM

Purpose of Meeting:

1. Discuss the connection between energy insecurity and public health, climate change, and burdened populations through the lens of health equity.
2. Discuss the need for community and stakeholder engagement: establish the energy insecurity workgroup
3. Facilitate communication and collaboration across different community sectors

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- Welcome and agenda overview (5 mins) – Lauren
 - ❖ Discussion had about coming up with different term to refer to communities other than “vulnerable” – ideas included burdened, disproportionately impacted
 - Overview of the roles of energy efficiency and bill assistance in addressing energy insecurity (10 mins) – Lauren
 - Define energy insecurity
 - This presentation/topic focuses on the economic and physical dimensions of energy insecurity
 - Define energy efficiency: people doing the same activities using less energy
 - Define energy burden: % of household income spent on energy bills
 - Burdens above 6% considered high
 - A little over 20% of Phoenix households have a high energy burden
 - Causes of energy burden:
 - Physical
 - Economic
 - Policy
 - Behavior

- Impacts of energy burden:
 - Health, school/academic, poverty, disconnections, etc.
- How efficiency fits in:
 - Bill savings for households
 - Two main approaches (the two complement each other)
 - ❖ 1) Bill assistance (seen more as a “band-aid” approach)
 - ❖ 2) Efficiency (seem more as a long-term solution; additional benefits)
- Energy efficiency overlaps with some health measures, such as insulation, structural repairs, heating and cooling assistance
- Utility provider presentations (20 mins) – Bonnie Temme from SRP and Michelle Lehman from APS
 - SRP – Bonnie Temme
 - Monthly Discount Program (called Economy Price Plan Monthly Discount Program)
 - ❖ No income documentation needed
 - ❖ \$276 annual savings/customer
 - ❖ Auto-enrollment of LIHEAP participants
 - SRP Bill Assistance
 - ❖ 200% FPL
 - ❖ For those who’ve experienced a crisis (does not require documentation)
 - Medical Preparedness Program
 - ❖ Provider documentation required
 - Customer Resource Counselors
 - Safety Net
 - Wellness Checks
 - ❖ Coordinate to send someone out to perform a wellness check if a customer service rep senses something may be wrong when on the phone with someone (i.e. slurring of speech, slow to respond, etc. – may be symptoms of being overheated/too cold, etc.)
 - Utility Assistance – can help eliminate late fees
 - ❖ Extend bill due dates
 - ❖ Payment plans
 - Energy efficiency options
 - ❖ Weatherization Assistance Program
 - ❖ Home Energy Assessment
 - ❖ Multi-family Complexes
 - Contact Information:
 - ❖ Bonnie.temme@srpnet.com
 - ❖ 602 – 236 – 5643
 - Q & A:
 - ❖ Q: How are people notified of these programs?

- ❖ A: Internet, social media, outreach, community partners
- ❖ Q: Does SRP work with mobile homes/mobile parks?
- ❖ A: Yes, home assessments can be done for mobile homes
- ❖ Q: Is there a limit to use of these programs/how often one can utilize these programs?
- ❖ A: SRP bill assistance is available 1 time each 12 months.
- ❖ Do recipients of LIHEAP that receive energy efficiency upgrades typically have a reduced energy burden of less than 6% after upgrades? How much does LIHEAP help reduce energy burden to 6% or below?
- ❖ A: Do not have a stat on this, however, the most frequent energy efficiency upgrade is heating and cooling replacement and duct sealing, insulation installed, and sun screen shades; Yes the clients typically experience a reduction of energy burden when their homes are weatherized
- APS – Michelle Lehman
 - Energy Support Program
 - ❖ <= 200% FPL
 - ❖ 25% monthly discount
 - ❖ Multiple ways to apply
 - ❖ Eligibility verified
 - ❖ Once approved, good for 2 years – reapply every 24 months
 - Energy Support with Medical Care Program
 - ❖ <= 200% FPL
 - ❖ 35% monthly discount
 - ❖ Multiple ways to apply
 - ❖ Eligibility verified
 - ❖ Physician verification required
 - ❖ Notified ahead of extended outages
 - Crisis Bill Assistance
 - ❖ Temporary assistance
 - ❖ Up to \$800/year
 - ❖ Pays current and past due balances
 - ❖ <= 200% FPL
 - ❖ For those with, for example, lost/reduced income, emergency expenses, threat to health/safety
 - ❖ Income verified
 - ❖ Project SHARE
 - Employee funds matching distributed through Salvation Army
 - Money/Energy Savings
 - ❖ Budget billing
 - ❖ Auto-pay
 - ❖ Preferred due date

- ❖ Alerts
 - Usage thresholds
 - Outages
 - ❖ Energy efficiency tips and rebates
 - ❖ Home performance survey
 - ❖ Weatherization Program
 - Up to \$9000/home
 - Medical Care Program (without discount)
 - ❖ Physician verification required
 - ❖ Planned outage notifications
 - ❖ Annual recertification needed
 - Safety Net
 - ❖ Select a partner to receive a copy of energy bills
 - Contact Information:
 - ❖ Aps.com/assist
 - ❖ Aps.com/save
 - Q & A:
 - ❖ Q: What is the capacity of each utility company to provide this information/services in languages other than English?
 - ❖ A: customers can select English or Spanish bill preference and all communication to the customer will be in their preferred language; APS Care Center also offers translators for languages other than English and Spanish
- Q and A (10 mins) – Diana
 - Q: What is the capacity of these programs to address needs? Are there gaps?
 - A (Michelle): run out of funds each year; need exceeds available funding
 - A (Bonnie): Southwest Gas is involved too/plays a role; partner with other agencies to help address needs/get people connected; demand is so high that it is difficult to do prioritization
 - A (Shelley): Regarding LIHEAP, prior energy burden, health/disability, living situation, among other factors are considered
- Project next steps (10 mins) – Lauren
 - Community survey
 - Will launch the survey soon – waiting on grant money
 - Can share draft of the survey
 - Introduce Allie Mcgranaghan and plans for adopting Learning and Action Alliance Framework for generating innovative, cross-sectorial solutions
 - Allie introduced herself to the workgroup and her plans
- Wrap-up (5 mins) - Diana