Ameren
Keeping Current and Keeping Cooling

Evaluation Presentation
Background

• Pilot introduced – October 2010
• Pilot evaluation completed – December 2012
• Program refined – April 2013
Keeping Current Changes

- **Income Eligibility**
  - Initial program: 100% of poverty level
  - Revised program: 125% of poverty level

- **Increased Credits**

<table>
<thead>
<tr>
<th>Poverty Level</th>
<th>Electric Heating Pilot</th>
<th>Electric Heating Revised</th>
<th>Non-Electric Heating Pilot</th>
<th>Non-Electric Heating Revised</th>
</tr>
</thead>
<tbody>
<tr>
<td>$\leq 25%$</td>
<td>$55$</td>
<td>$90$</td>
<td>$20$</td>
<td>$30$</td>
</tr>
<tr>
<td>$26% - 50%$</td>
<td>$40$</td>
<td>$90$</td>
<td>$15$</td>
<td>$30$</td>
</tr>
<tr>
<td>$51% - 75%$</td>
<td>$25$</td>
<td>$60$</td>
<td>$10$</td>
<td>$25$</td>
</tr>
<tr>
<td>$75% - 100%$</td>
<td>$10$</td>
<td>$60$</td>
<td>$5$</td>
<td>$25$</td>
</tr>
<tr>
<td>$101% - 125%$</td>
<td>--</td>
<td>$60$</td>
<td>--</td>
<td>$25$</td>
</tr>
</tbody>
</table>

- **Re-enrollment**
  - Initial program: Defaulted customers wait 12 months to re-enroll
  - Revised program: Agency may request one-time re-enrollment for customer with hardship
Keeping Current Changes

• Agency Payment
  – Initial: $500 upfront, additional funding based on bill credits and arrearage reduction
  – Revised: $25/Keeping Current Enrollment
  – Revised: $10/Keeping Cooling Enrollment
Evaluation Goals
Reauthorized Program

• Efficiency and effectiveness of delivery
• Participation by targeted groups
• Program retention
• Credits and arrearages reduction
• Impacts on:

<table>
<thead>
<tr>
<th>Payments</th>
<th>Arrearages</th>
<th>Health &amp; Safety</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air Conditioning Use</td>
<td>Energy Efficiency</td>
<td>Service Terminations</td>
</tr>
</tbody>
</table>
Evaluation Activities
Reauthorized Program

• Background Research
• Program Database Analysis
• Agency Manager and Caseworker Interviews
• Participant Survey
• Impact Analysis
KEEPING CURRENT STATISTICS
Keeping Current Statistics
Enrollment

- United Way Energy Assistance Website
- April 2013 to October 2014

<table>
<thead>
<tr>
<th></th>
<th>Program Enrollments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Electric Heat</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1,408</td>
</tr>
<tr>
<td><strong>Unduplicated</strong></td>
<td>1,331</td>
</tr>
</tbody>
</table>
Keeping Current Statistics

Program Status

- Approval Confirmed: 1,031
- Approval in Process: 278
- Rejected: 587
- Payment Defaulted: 587
- Cancelled: 247

Program Status:
- Electric Heat
- Alternative Heat
- Cooling
Keeping Current Statistics
Poverty Level

Percent of Households

<table>
<thead>
<tr>
<th>Poverty Level</th>
<th>Electric Heat</th>
<th>Alternative Heat</th>
<th>Cooling</th>
</tr>
</thead>
<tbody>
<tr>
<td>≤ 25%</td>
<td>18%</td>
<td>14%</td>
<td>2%</td>
</tr>
<tr>
<td>26% - 50%</td>
<td>17%</td>
<td>18%</td>
<td>3%</td>
</tr>
<tr>
<td>51% - 75%</td>
<td>28%</td>
<td>25%</td>
<td>29%</td>
</tr>
<tr>
<td>76% - 100%</td>
<td>23%</td>
<td>28%</td>
<td>36%</td>
</tr>
<tr>
<td>101% - 135%</td>
<td>14%</td>
<td>16%</td>
<td>30%</td>
</tr>
</tbody>
</table>

Poverty Level

- Electric Heat
- Alternative Heat
- Cooling
Keeping Current Statistics
Vulnerability Status

- Elderly
  - Electric Heat: 19%
  - Alternative Heat: 23%
  - Cooling: 83%

- Disabled
  - Electric Heat: 49%
  - Alternative Heat: 58%
  - Cooling: 56%

- Child ≤5
  - Electric Heat: 25%
  - Alternative Heat: 24%
  - Cooling: <1%

Categories:
- Electric Heat
- Alternative Heat
- Cooling

Percent of Households
Keeping Current Statistics

Employment Status

<table>
<thead>
<tr>
<th>Employment Status</th>
<th>Percent of Households</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employed</td>
<td>25%</td>
</tr>
<tr>
<td>Retired</td>
<td>20%</td>
</tr>
<tr>
<td>Unemployed</td>
<td>25%</td>
</tr>
</tbody>
</table>

- Electric Heat
- Alternative Heat
- Cooling
Keeping Current Statistics

Arrears at Enrollment

Percent of Households

Amount of Arrears at Enrollment

- < $250
- $250 - $500
- $500 - $750
- $750 - $1000
- $1000 - $1250
- > $1250

Electric Heat

Alternative Heat
Keeping Current Statistics
Payment at Enrollment

Percent of Households

Payment at Enrollment

- $0: 4% Electric Heat, 4% Alternative Heat
- $1- $50: 35% Electric Heat, 44% Alternative Heat
- $51- $100: 32% Electric Heat, 35% Alternative Heat
- $101 - $150: 15% Electric Heat, 10% Alternative Heat
- > $150: 14% Electric Heat, 8% Alternative Heat
Keeping Current Statistics
Payment Source

<table>
<thead>
<tr>
<th>Payment Source</th>
<th>Electric Heat</th>
<th>Alternative Heat</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0 Paid</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>Energy Assistance</td>
<td>33%</td>
<td>29%</td>
</tr>
<tr>
<td>Customer Payment</td>
<td>58%</td>
<td>62%</td>
</tr>
<tr>
<td>Source Missing</td>
<td>5%</td>
<td>5%</td>
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</table>
Keeping Current Statistics
Monthly Customer Payment

- Electric Heat
- Alternative Heat

Monthly Payment Amount

<table>
<thead>
<tr>
<th>Payment Range</th>
<th>Electric Heat</th>
<th>Alternative Heat</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0</td>
<td>5%</td>
<td>1%</td>
</tr>
<tr>
<td>$1 - $25</td>
<td>9%</td>
<td>5%</td>
</tr>
<tr>
<td>$26 - $50</td>
<td>14%</td>
<td>10%</td>
</tr>
<tr>
<td>$51 - $100</td>
<td>21%</td>
<td>13%</td>
</tr>
<tr>
<td>$101 - $150</td>
<td>20%</td>
<td>12%</td>
</tr>
<tr>
<td>$151 - $200</td>
<td>10%</td>
<td>11%</td>
</tr>
<tr>
<td>$201 - $250</td>
<td>9%</td>
<td>7%</td>
</tr>
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</table>

Percent of Households
Keeping Current Statistics
LIHEAP and WAP Receipt

- Electric Heat: 92% Received LIHEAP, 39% Received WAP
- Alternative Heat: 93% Received LIHEAP, 64% Received WAP
- Cooling: 99% Received LIHEAP, 47% Received WAP
Keeping Current Statistics
Agency Enrollments

<table>
<thead>
<tr>
<th>Number of Total Enrollments</th>
<th>Number of Agencies</th>
</tr>
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<tr>
<td>&lt; 10</td>
<td>5</td>
</tr>
<tr>
<td>11-50</td>
<td>6</td>
</tr>
<tr>
<td>51-100</td>
<td>2</td>
</tr>
<tr>
<td>101-250</td>
<td>1</td>
</tr>
<tr>
<td>250-500</td>
<td>1</td>
</tr>
<tr>
<td>&gt;500</td>
<td>1</td>
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</tbody>
</table>
Keeping Current Statistics

Summary

• April 2013 – October 2014
  – 3,210 enrolled
  – 80% of Keeping Cooling active
  – ~45% of Keeping Current active

• Arrearages
  – Electric heat averaged $910
  – Alternative heat averaged $725

• Monthly Payment
  – Electric heat averaged $89
  – Alternative heat averaged $101
Keeping Current Statistics

Summary

- Agency Enrollment
  - Nearly half enrolled by one agency
  - Only 5 of 16 agencies enrolled more than 100
AGENCY FEEDBACK
Agency Feedback
Methodology

- Managers and Caseworks were asked about their experience with the program in 2011, 2012 and 2013

<table>
<thead>
<tr>
<th></th>
<th>Number of Agencies</th>
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</thead>
<tbody>
<tr>
<td>Total Intake Agencies</td>
<td>16</td>
</tr>
<tr>
<td>Targeted for Evaluation Interviews</td>
<td>10</td>
</tr>
<tr>
<td>Caseworkers Interview Completed</td>
<td>10</td>
</tr>
<tr>
<td>Managers Interview Completed</td>
<td>10</td>
</tr>
<tr>
<td>Total Targeted</td>
<td>20</td>
</tr>
<tr>
<td>No Response</td>
<td>0</td>
</tr>
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</table>
Agency Feedback
Client Outreach

Number of Caseworkers

Number of Clients Spoken To Regarding Keeping Current Program

Agency Feedback
Adequacy of Compensation

Number of Managers

<table>
<thead>
<tr>
<th>Adequacy</th>
<th>2011</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Too Low</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>Adequate</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Don't Know</td>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>

2011 2013
Agency Feedback
Recruitment (Prompted)


Mentioned Targeting Group When Prompted

- 2011
- 2013
Agency Feedback
Caseworker Understanding

Caseworker Demonstrated Understanding of Program Element

<table>
<thead>
<tr>
<th>Program Element</th>
<th>2011</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly Bill Credit</td>
<td>7</td>
<td>9</td>
</tr>
<tr>
<td>Arrearage Reduction</td>
<td>5</td>
<td>8</td>
</tr>
<tr>
<td>Budget Billing</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Payment Responsibility</td>
<td>11</td>
<td>10</td>
</tr>
<tr>
<td>LIHEAP Requirement</td>
<td>9</td>
<td>6</td>
</tr>
<tr>
<td>WAP Requirement</td>
<td>9</td>
<td>4</td>
</tr>
<tr>
<td>Energy Conservation</td>
<td>8</td>
<td>6</td>
</tr>
</tbody>
</table>
Agency Feedback
Client Response

<table>
<thead>
<tr>
<th>Agency Reported Feedback from Participants</th>
<th>2011</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fear Unable to Pay Bill</td>
<td>8</td>
<td>3</td>
</tr>
<tr>
<td>Cannot Commit to Regular Payment</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Positive Experience</td>
<td>5</td>
<td>7</td>
</tr>
<tr>
<td>Monthly Bill Too High</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Mistrust of Program</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Moved Without Reapplying</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Ameren Service Representative Unknowledgeable</td>
<td>1</td>
<td>1</td>
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</tbody>
</table>
Agency Feedback
Program Changes

Effect of Program Changes on Customer Recruitment

<table>
<thead>
<tr>
<th>Feedback</th>
<th>Number of Agencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number Interviewed</td>
<td>10</td>
</tr>
<tr>
<td>Program eligibility change made recruitment easier</td>
<td>8</td>
</tr>
<tr>
<td>Increased program credits made recruitment easier</td>
<td>7</td>
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</tbody>
</table>
Agency Feedback

Major Challenges

1. Finding Clients who Are a Good Fit for the Program

2. Keeping Cooling Does Not Offer a Large Enough Benefit
Agency Feedback Recommendations

1. Finding Clients who Are a Good Fit for the Program
   • Increase the Income Threshold
   • Class to Explain the Benefits of Keeping Current
   • Additional to Participants with High Keeping Current Bills
     • Home Repairs
     • Additional Bill Assistance
   • Improve the Program Explanation in the Mailed Enrollment Letter

2. Keeping Cooling Does Not Offer a Large Enough Benefit
   • Offer Larger Benefits for Keeping Cooling
   • Allow Keeping Cooling Participants to Enroll in Keeping Current After One Year
Agency Feedback Summary

- Caseworkers Require More Training in
  - Program Benefits
  - Targeting Specific Groups
  - LIHEAP and Weatherization Requirements
- Keeping Cooling Benefit Too Low
- Program Revisions Made Recruitment Easier
- Improved Perception of Agency Compensation
- United Way Database is useful
  - Additional information would be helpful
  - Customers Who Default
  - Reason for Default
- Participants Need More Assistance to Remain Current on Their Bills
PARTICIPANT FEEDBACK
Participant Survey

Methodology

- July 2014 Active Keeping Current and Keeping Cooling
- Advance letter sent
- Telephone interviews

<table>
<thead>
<tr>
<th></th>
<th>Keeping Current</th>
<th>Keeping Cooling</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed Interviews</td>
<td>33</td>
<td>32</td>
</tr>
<tr>
<td>Completed Interview Rate</td>
<td>44%</td>
<td>43%</td>
</tr>
<tr>
<td>Response Rate</td>
<td>74%</td>
<td>73%</td>
</tr>
</tbody>
</table>
Do you own or rent your home?
In the past 12 months, did you or any member of your household receive ____?
In the past 12 months, were you or any member of your household unemployed and looking for work?
Participant Feedback
Program Information Source

How did you find out about the Keeping Current/Keeping Cooling Program?
Participant Feedback
Other Information Source

How did you find out about the Keeping Current/Keeping Cooling Program?

• Keeping Cooling Participants - Other
  – Social workers from building or senior care complex
  – Mailing from their apartment complex
  – Information session at a local senior center
## Participant Feedback

### Participation Reason

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percent of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduce Electric Bill</td>
<td>75%</td>
</tr>
<tr>
<td>Arrearage Forgiveness</td>
<td>42%</td>
</tr>
<tr>
<td>Avoid Shut off of Electric Service</td>
<td>30%</td>
</tr>
<tr>
<td>Monthly Payments/Budget Billing</td>
<td>15%</td>
</tr>
<tr>
<td>Told to Enroll</td>
<td>3%</td>
</tr>
<tr>
<td>Other</td>
<td>3%</td>
</tr>
<tr>
<td>Why did you decide to enroll in the Keeping Current/Keeping Cooling Program?</td>
<td></td>
</tr>
</tbody>
</table>

*75% of respondents chose to enroll in the Keeping Current program to reduce electric bill arrearage.*
Participant Feedback
Difficulty of Enrollment

How difficult was it to enroll in the Program?

- Somewhat Difficult: 3%
- Not Too Difficult: 12% (Keeping Current), 16% (Keeping Cooling)
- Not At All Difficult: 82% (Keeping Current), 84% (Keeping Cooling)
- Don't Know: 3%
Keeping Current Participants

How difficult was it to make a payment toward your outstanding account balance at the time of enrollment?
Participant Feedback
Requirements of Program

What do you need to stay in the Keeping Current/Keeping Cooling Program?
Participant Feedback
Agree is a Benefit

Keeping Current Participants

Do you think ______ are a benefit of the program?
Participant Feedback
Most Important Benefit

What do you feel is the single most important benefit of the program?
Participant Feedback

Difficulty in Paying Bill

How difficult was it to make your monthly Ameren Missouri payments before/while participating in the Keeping Current/ Keeping Cooling Program?
Participant Feedback
Difficulty in Other Bills

How difficult was it to make your other monthly bill payment obligations before/while participating in the Keeping Current/Keeping Cooling Program?
While participating in the Keeping Current/Keeping Cooling Program, would you say that your electric usage was higher, lower or has not changed in comparison to what it was before participating in the program?
Have you changed how you cool your home as a result of the Keeping Current/Keeping Cooling Program? How have you changed the way you cool your home?
In the past 12 months, did you or any member of your household receive home energy assistance from LIHEAP? Have you participated in the Weatherization Assistance Program as a result of participating in the Keeping Current/Keeping Cooling Program?
Participant Feedback
Importance of Program

How important has the Keeping Current/Keeping Cooling Program been in helping you meet your needs?

Percent of Respondents

- Very Important: 88%
- Somewhat Important: 75%
- Of Little Importance: 6% each
- Don't Know: 3%

Keeping Current

Keeping Cooling
Participant Feedback
Agency Satisfaction

How satisfied were you with the agency that you worked with to apply for the Keeping Current/Keeping Cooling Program?
Participant Feedback
Program Satisfaction

Overall, how satisfied are you with the Keeping Current/Keeping Cooling Program?
Participant Feedback

Summary

• Information Sources
  • Local Agency
  • Social Workers in Building or Senior Care Complex (Cooling)

• Benefits
  • Keeping Current – Bill Credit, Budget Bill and Arrearage Forgiveness
  • Keeping Cooling – Bill Credits

• Program Impact
  • Reduced Difficulty of Ameren Bill Payment
  • Reduced Difficulty of Other Bill Payment
  • Allowed Greater Air Conditioning Use When Needed

• High Levels of Satisfaction with Administering Agency and Program
KEEPING CURRENT IMPACTS
Program Impacts
Methodology

- Customers enrolled June 2013 - September 2013
- Nonparticipant Comparison Group – LIHEAP recipients

<table>
<thead>
<tr>
<th></th>
<th>Keeping Current Enrollees</th>
<th>Non-Participant Comparison Group†</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Eligible</td>
<td>476</td>
<td>6,742</td>
</tr>
<tr>
<td>Sufficient Pre Billing and Payment Data</td>
<td>206</td>
<td>4,180</td>
</tr>
<tr>
<td>Sufficient Post Billing and Payment Data</td>
<td>159</td>
<td>3,484</td>
</tr>
<tr>
<td>No Outliers</td>
<td>154</td>
<td>3,388</td>
</tr>
<tr>
<td>Analysis Group</td>
<td>154</td>
<td>3,388</td>
</tr>
<tr>
<td>Percent Included</td>
<td>32%</td>
<td>50%</td>
</tr>
</tbody>
</table>
Program Impacts
% Received Credits

Receiving Keeping Current Bill Credit Each Month

Percent of Observations

Receiving Keeping Current Bill Credit Each Month

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

1st 2nd 3rd 4th 5th 6th 7th 8th 9th 10th 11th 12th

62% 59% 55% 56% 51% 51% 47% 55% 52% 49% 43% 46% 35% 38% 28% 29%

All Year-Round Participants
Year-Round Analysis Group
Program Impacts
Total Bill Credits

Bill Credit Amounts for All with Billing Data

- Electric Heat
- Alternative Heat
- Cooling

Percent of Observations

- $0
- ≤ $100
- $101 - $200
- $201 - $300
- $301 - $400
- $401 - $500
- > $500

Applied Public Policy Research
Institute for Study and Evaluation
Program Impacts

% Arrearage Reduction

Monthly Arrearage Reduction

- 0% to 10%
- 10% to 20%
- 20% to 30%
- 30% to 40%
- 40% to 50%
- 50% to 60%
- 60% to 70%
- 70% to 80%
- 80% to 90%
- 90% to 100%

Percent of Observations

1st: 60% 69%
2nd: 56% 68%
3rd: 53% 64%
4th: 52% 62%
5th: 49% 57%
6th: 49% 57%
7th: 44% 50%
8th: 40% 47%
9th: 40% 44%
10th: 14% 17%
11th: 3% 4%
12th: 1% 1%

All Year-Round Participants
Year-Round Analysis Group
Program Impacts
Arrearage Reduction

Arrearage Reduction in Year Following Enrollment

<table>
<thead>
<tr>
<th>Category</th>
<th>All with Billing Data</th>
<th>Analysis Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0</td>
<td>36%</td>
<td>24%</td>
</tr>
<tr>
<td>≤ $200</td>
<td>20%</td>
<td>22%</td>
</tr>
<tr>
<td>$201 - $400</td>
<td>16%</td>
<td>20%</td>
</tr>
<tr>
<td>$401 - $600</td>
<td>9%</td>
<td>12%</td>
</tr>
<tr>
<td>&gt; $600</td>
<td>18%</td>
<td>23%</td>
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</table>
Program Impacts
Reduction in Energy Burden

Energy Burden

Keeping Current and Keeping Cooling Participants

Pre  Post  Change
Program Impacts
Change in Bills by Season

<table>
<thead>
<tr>
<th>Season</th>
<th>Amount of Energy Bills</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summer Bills</td>
<td>$120</td>
</tr>
<tr>
<td>Winter Bills</td>
<td>$615</td>
</tr>
<tr>
<td>Spring/Fall Bills</td>
<td>$256</td>
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</table>

Keeping Cooling Participants

- Pre
- Post
- Net Change
Program Impacts
Electric Heat
Missed Payments

Keeping Current Electric Heat Participants

<table>
<thead>
<tr>
<th>Percent of Observations</th>
<th>No Payments Missed</th>
<th>1-3 Missed Payments</th>
<th>4-6 Missed Payments</th>
<th>7-12 Missed Payments</th>
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</thead>
<tbody>
<tr>
<td>Pre</td>
<td>5%</td>
<td>13%</td>
<td>44%</td>
<td>39%</td>
</tr>
<tr>
<td>Post</td>
<td>19%</td>
<td>37%</td>
<td>32%</td>
<td>13%</td>
</tr>
<tr>
<td>Net Change</td>
<td>17%</td>
<td>26%</td>
<td>-11%</td>
<td>-32%</td>
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</table>
Program Impacts
Bills and Payments

<table>
<thead>
<tr>
<th></th>
<th>Electric Heat Participants</th>
<th>Alternative Heat Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent of Coverage</td>
<td>83%</td>
<td>85%</td>
</tr>
<tr>
<td>Total Bill Coverage</td>
<td>96%</td>
<td>96%</td>
</tr>
<tr>
<td>Net Change</td>
<td>9%</td>
<td>7%</td>
</tr>
</tbody>
</table>

Total Bill Coverage Rate

- Pre
- Post
- Net Change
Program Impacts
Change in Ending Balance

Keeping Current and Keeping Cooling Participants

<table>
<thead>
<tr>
<th></th>
<th>Pre</th>
<th>Post</th>
<th>Net Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electric Heat</td>
<td>$589</td>
<td>$237</td>
<td>- $371</td>
</tr>
<tr>
<td>Alternative Heat</td>
<td></td>
<td>$199</td>
<td>- $250</td>
</tr>
<tr>
<td>Cooling</td>
<td></td>
<td>$78</td>
<td>$99</td>
</tr>
</tbody>
</table>
Program Impacts
LIHEAP Receipt
Program Impacts
Service Termination

Keeping Current Participants

Percent of Observations

- Electric Heat
  - Pre: 26%
  - Post: 13%
  - Net Change: -17%

- Alternative Heat
  - Pre: 10%
  - Post: 7%
  - Net Change: -7%
Program Impacts
Payment Arrangements

Keeping Current and Keeping Cooling Participants

Percent of Observations

Electric Heat
- 56%

Alternative Heat
- 54%

Cooling
14%

69% 66%

28% 28%

30% 14%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Pre Post Net Change
Program Impacts Summary

• Benefits Compared to Previous Evaluation
  • Higher Bill Credits
  • Greater Arrearage Reduction

• Affordability
  • Keeping Current – Lower Bills
  • Keeping Current – Lower Energy Burden
  • Energy Burden Still Not Affordable

• Assistance
  • Decline in LIHEAP After Enrollment
  • Decline in Other Assistance After Enrollment
Program Impacts
Summary

• Keeping Current Impacts
  • Higher Coverage Rates
  • Fewer Missed Payments
  • Reduced Collections Actions

• Keeping Cooling Impacts
  • Use Cooling When Needed
FINDINGS AND RECOMMENDATIONS
Findings & Recommendations

Program Design

1. Increased Program Credits Had a Large Impact on Program and Improved Outcomes
2. Revised Agency Compensation is Fairer and Agencies Have Increased Satisfaction
3. Increased Income Eligibility Has Improved the Ability of Agencies to Recruit Participants
4. Increase Capabilities Requested for United Way Database
Recommendations
Program Implementation

1. Provide Additional Training to Agency Caseworkers and Managers on Details of Keeping Current Program

2. Provide Additional Follow-up with Local Agencies to Determine What Additional Support is Needed

3. Provide Additional Emphasis to Agencies on the LIHEAP Requirement and Assist Customers to Enroll in LIHEAP and WAP
Findings Impacts

1. Improved Bill Payment Regularity and Reduced Collections
2. Keeping Cooling Helps Participants Afford Air Conditioning
3. More Bill Credits Received than in Phase I
4. Greater Arrearage Reduction than Previous Evaluation
5. Improved Impacts on Affordability Due to Increased Benefits
6. Less Likely to Receive LIHEAP and Other Assistance
7. Greater Reductions in Collections Actions Than Previous Evaluation