

# Agency / Utility Data Sharing: Low Income Programs

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# Pennsylvania Utility Law Project

PULP is a statewide legal services project of Regional Housing Legal Services and is a member of the Pennsylvania Legal Aid Network.

PULP's mission is to secure just and equitable access to safe and affordable utility services for Pennsylvanians experiencing poverty.

We work to achieve our mission by empowering individuals and communities through:

- Legal Representation, Groups, and Individuals
- Education and Training
- Policy Advocacy
- Supportive Services
- Consultation



# **Harnessing Data to Understand and Address Utility Insecurity**

# Utility Insecurity in Pennsylvania

Over **330,000** Pennsylvania households experienced an involuntary utility shut off in 2023 due to non-payment.

Over **20,000** Pennsylvania households entered winter without a safe heating source.

Over **14,000** were still without safe heat as of Feb. 2024.



# Pennsylvania Home Energy Affordability Gap

Federal Poverty Level	Home Energy Burden	# of Households
Below 50%	33%	282,747
50-100%	18%	329,656
100-125%	12%	183,370
125-150%	10%	192,284
150-185%	8%	285,880
185-200%	7%	129,934
<b>Total</b>	---	<b>1,403,871</b>

The median energy burden of Black households is

than that of white (non-Hispanic) households.

43% higher

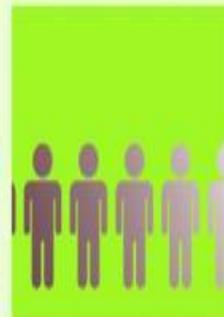
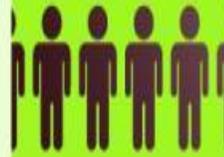


ACEEE  
America's Council on Energy Efficiency

The median energy burden of Hispanic households is

than that of white (non-Hispanic) households.

20% higher

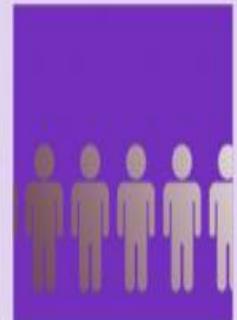


ACEEE  
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The median energy burden of Native American households is

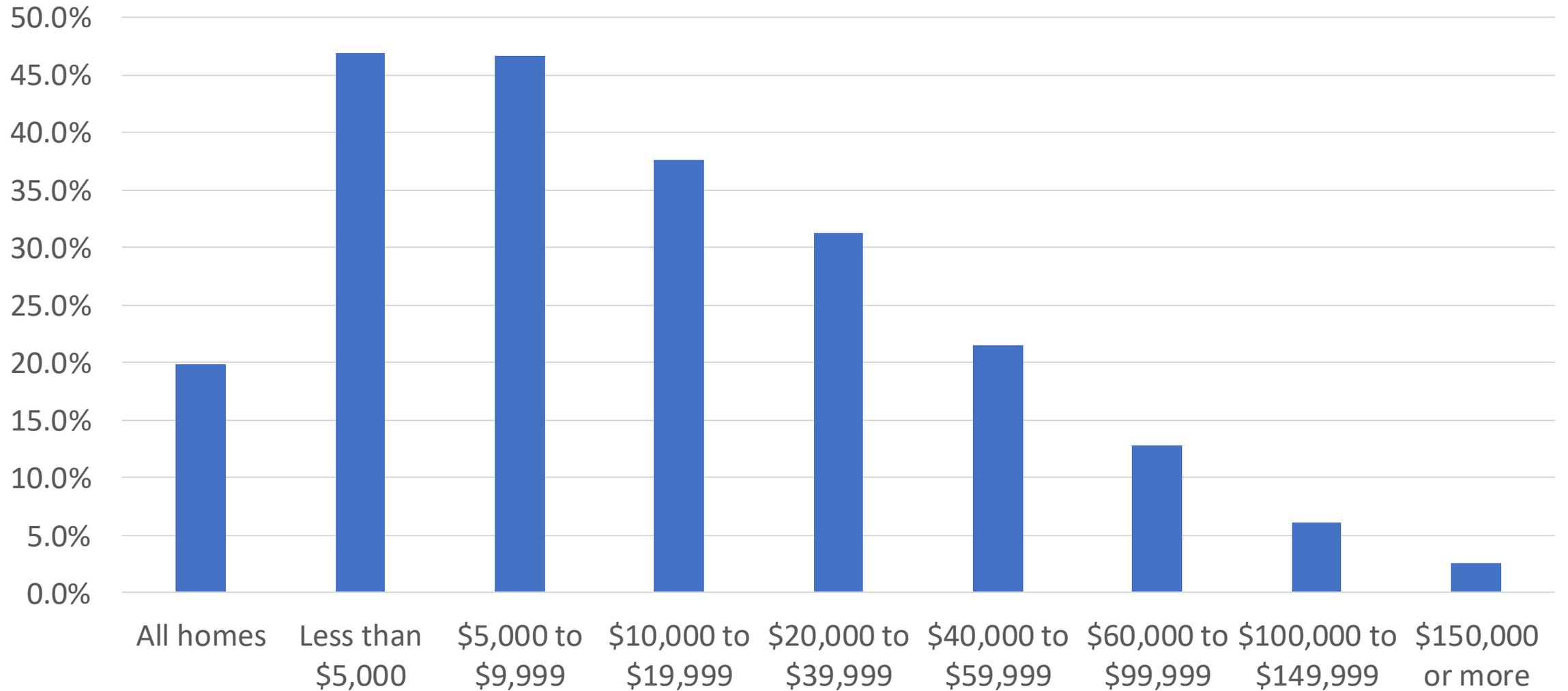
than that of white (non-Hispanic) households.

45% higher

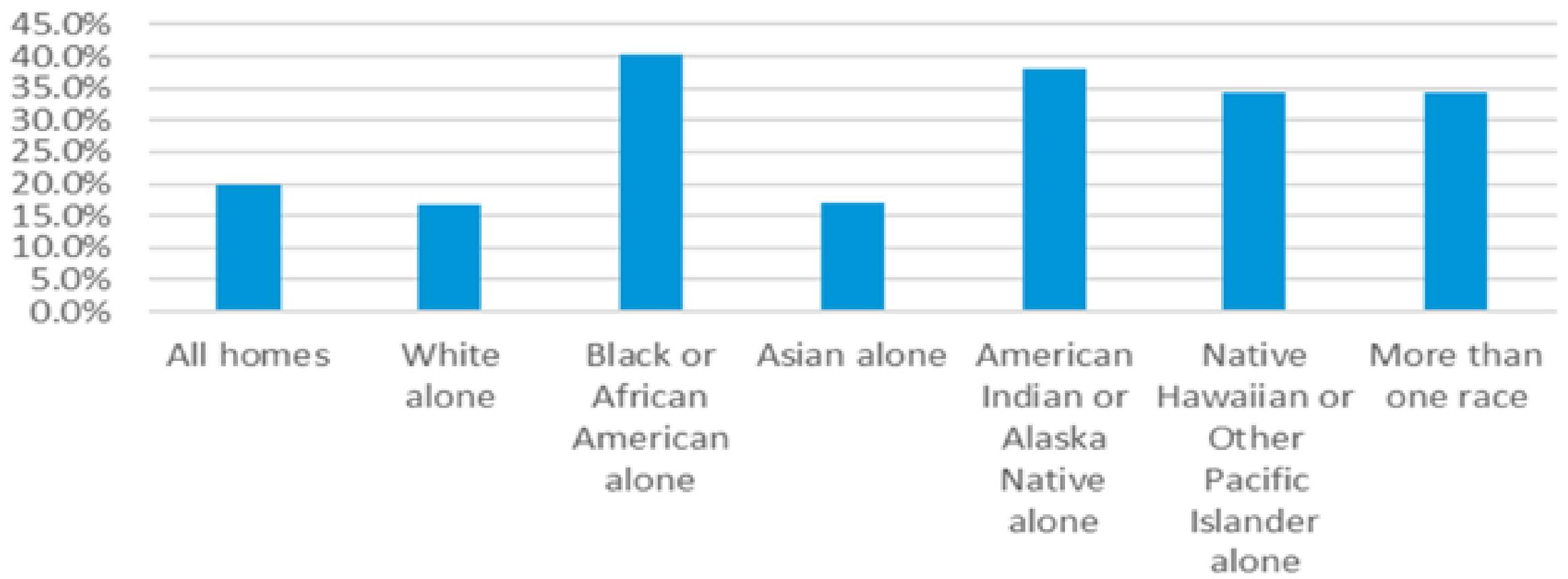


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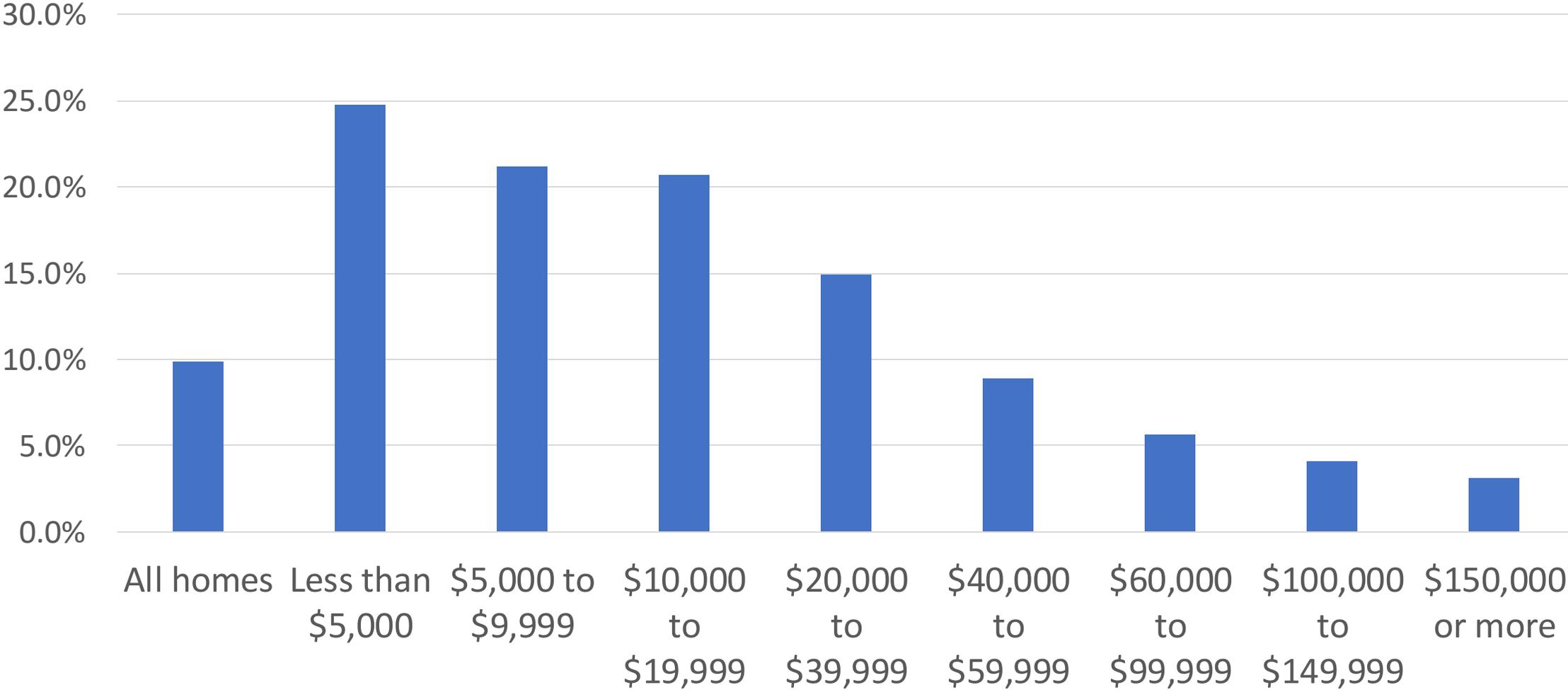
# Reducing or forgoing food or medicine to pay energy costs - Household Income



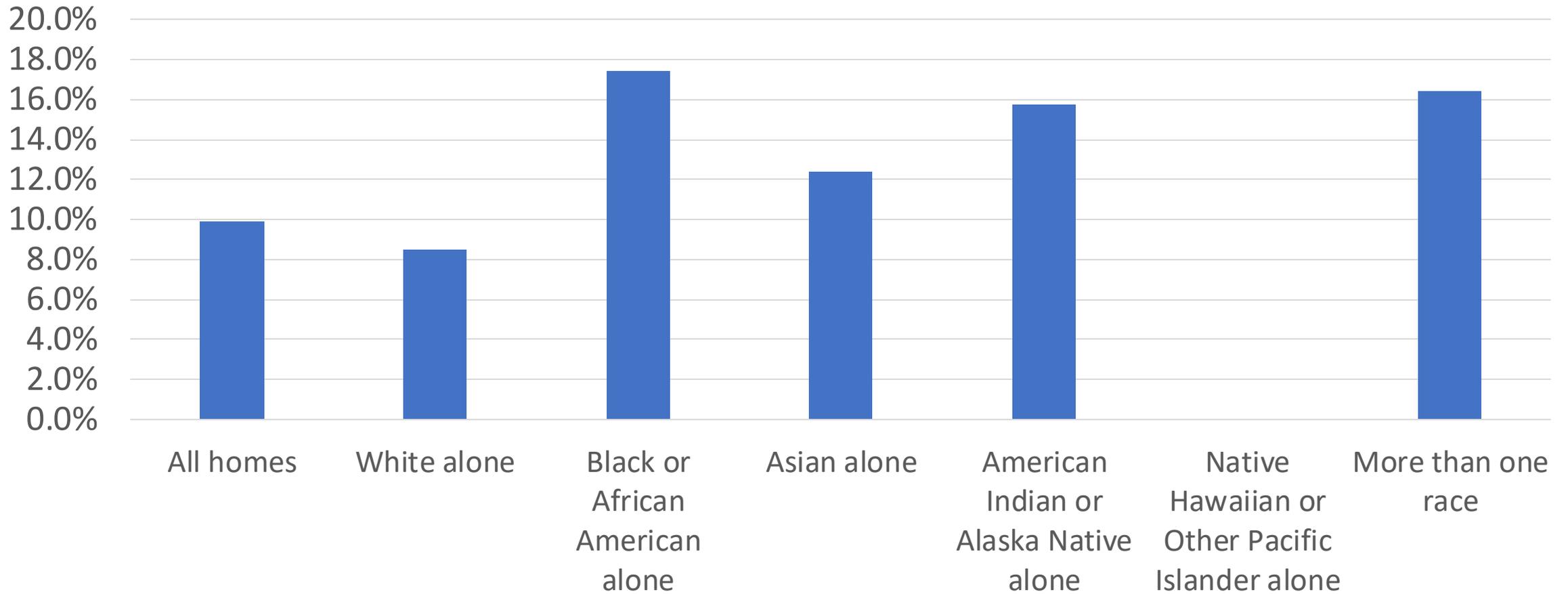
## Reducing or forgoing food or medicine to pay energy costs - Race of Householder



# Leaving home at unhealthy temperature - Household Income



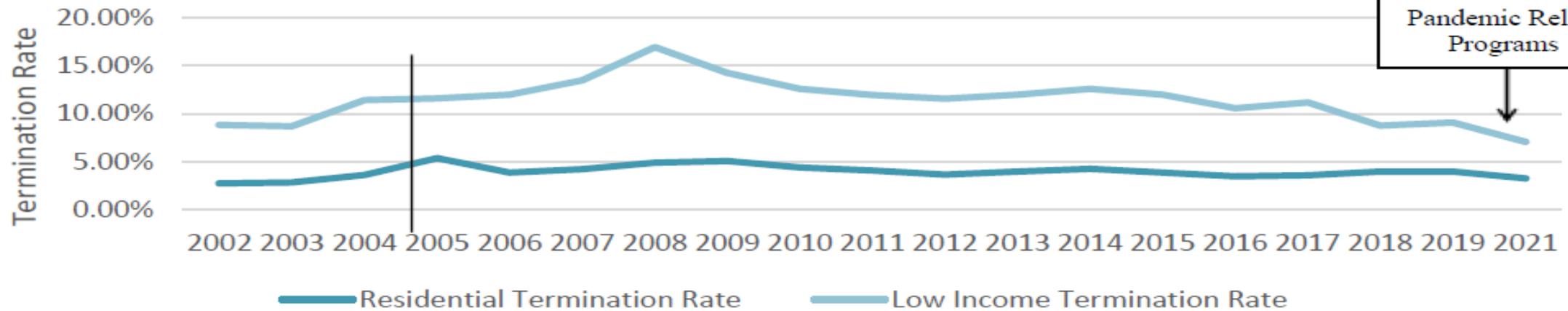
# Leaving home at unhealthy temperature – Race of Householder



### Electric Termination Rates (2001-2021)



### Gas Termination Rates (2002-2021)



# Confirmed Low Income Customer Debt

	Residential \$ In Debt	Confirmed Low Income (CLI) \$ In Debt	% Debt - CLI	CLI % of Residential Class
Electric	\$375,388,503	\$190,842,367	<b>51%</b>	<b>12%</b>
Gas	\$175,246,559	\$52,674,654	<b>30%</b>	<b>15%</b>

**CAP Participation – Electric Utilities – 2020-2022**

Utility	2020		2021		2022	
	Participants Enrolled as of 12/31/20	CAP Participant Rate	Participants Enrolled as of 12/31/21	CAP Participant Rate	Participants Enrolled as of 12/31/22	CAP Participant Rate
Duquesne	33,638	70.6%	35,229	73.2%	38,092	74.5%
Met-Ed	19,310	26.4%	21,280	36.7%	21,325	36.7%
PECO-Electric	114,735	84.6%	121,408	86.1%	121,487	83.7%
Penelec	25,345	28.1%	28,463	39.1%	28,988	39.8%
Penn Power	5,546	27.9%	6,281	38.9%	6,835	41.9%
PPL	65,862	34.0%	64,673	32.9%	68,949	34.6%
West Penn	22,591	30.0%	24,792	39.3%	25,124	39.8%
<b>Total/Industry Average</b>	<b>287,027</b>	<b>45.2%</b>	<b>302,126</b>	<b>50.7%</b>	<b>310,800</b>	<b>51.3%</b>

**CAP Participation – Natural Gas Utilities – 2020-2022**

Utility	2020		2021		2022	
	Participants Enrolled as of 12/31/20	CAP Participant Rate	Participants Enrolled as of 12/31/21	CAP Participant Rate	Participants Enrolled as of 12/31/22	CAP Participant Rate
Columbia	23,542	34.6%	24,459	35.9%	23,982	34.2%
NFG	7,793	22.1%	7,201	25.7%	6,793	29.0%
PECO-Gas	20,188	77.0%	21,776	79.2%	22,334	77.1%
Peoples	31,202	28.7%	32,421	29.9%	28,367	26.3%
PGW	55,497	41.5%	53,466	48.4%	50,385	43.8%
UGI Utilities – Gas	24,236	31.3%	22,493	28.7%	19,914	23.4%
<b>Total/Industry Average</b>	<b>162,458</b>	<b>36.1%</b>	<b>161,816</b>	<b>38.4%</b>	<b>151,775</b>	<b>35.2%</b>

**Monthly Average Percent Electric CAP Participation by Poverty Level – 2020-2022**

Utility	2020			2021			2022		
	0%-50% FPIG	51%-100% FPIG	101%-150% FPIG	0%-50% FPIG	51%-100% FPIG	101%-150% FPIG	0%-50% FPIG	51%-100% FPIG	101%-150% FPIG
Duquesne	20.5%	49.6%	29.9%	21.6%	48.0%	30.4%	25.7%	46.7%	27.6%
Met-Ed	27.6%	42.5%	29.9%	31.9%	40.4%	27.7%	35.7%	38.3%	26.0%
PECO-Electric	23.4%	48.5%	28.1%	25.2%	47.5%	27.3%	28.1%	45.3%	26.6%
Penelec	21.1%	47.2%	31.7%	24.9%	45.4%	29.7%	28.5%	43.8%	27.6%
Penn Power	21.5%	44.9%	33.6%	25.3%	43.4%	31.4%	30.5%	42.2%	27.2%
PPL	17.0%	45.5%	37.5%	18.9%	42.6%	38.5%	22.8%	43.0%	34.3%
West Penn	24.1%	45.0%	30.9%	28.0%	43.0%	28.9%	31.4%	41.6%	26.9%
<b>Total/Industry Average</b>	<b>21.7%</b>	<b>47.2%</b>	<b>31.1%</b>	<b>24.1%</b>	<b>45.3%</b>	<b>30.6%</b>	<b>27.6%</b>	<b>43.9%</b>	<b>28.5%</b>

# DHS - LIHEAP Weekly Energy Assistance Reports

- Statewide and County-Specific
- Housing Type
  - Renter
  - Homeowner
  - Subsidized
- Race
- Disability Status
- Children Under 5
- Adults Over 60
- Heating Type
- Income Range
- Average Grant

COMMONWEALTH OF PENNSYLVANIA DEPARTMENT OF PUBLIC WELFARE		Energy Assistance Summary (EASUM)					Report Generated: 4/20/2024 Page 68 Of 136				
		9/9/2023 - 4/18/2024									
		STATE WIDE									
		Cash Demographic Report (LIH660-R01)									
	ITEM	COUNT	AMOUNT	%	AVG		ITEM	COUNT	AMOUNT	%	AVG
HOUSING	Owner	109,041	\$38,875,866	39	\$357	PAYMENT SENT	Electric	97,304	\$36,943,650	35	\$380
	Renter	128,996	\$48,973,120	46	\$380		FuelOil	47,107	\$17,400,721	17	\$369
	RenterWithHeat	2,937	\$567,238	1	\$193		Coal	1,414	\$492,855	1	\$349
	SubsidizedWithHeat	35	\$11,698	0	\$334		NaturalGas	118,465	\$43,086,814	42	\$364
	SubsidizedNoHeat	34,198	\$13,280,209	12	\$388		Kerosene	2,331	\$862,569	1	\$370
	Roomer	158	\$43,584	0	\$276		Propane	10,670	\$3,821,310	4	\$358
	Other	3,710	\$1,530,002	1	\$412	WoodOrOther	1,172	\$442,342	0	\$377	
RACE	AmericanIndian	805	\$329,829	0	\$410	INCOME RANGE	BlendedFuel	612	\$231,456	0	\$378
	Other	25,175	\$9,398,679	9	\$373		0 - 999	15,997	\$15,793,209	6	\$987
	NativeHawaiian	509	\$220,181	0	\$433		1000 - 1999	2,418	\$2,402,835	1	\$994
	Black	62,530	\$23,857,303	22	\$382		2000 - 2999	2,361	\$2,279,810	1	\$966
	White	180,265	\$65,893,574	65	\$366		3000 - 3999	2,799	\$2,270,272	1	\$811
	Asian	5,316	\$1,853,983	2	\$349		4000 - 4999	3,097	\$2,253,865	1	\$728
	Unknown	4,475	\$1,728,168	2	\$386	5000 - 5999	2,969	\$1,737,990	1	\$585	
DISABLED	YES	80,140	\$24,611,197	29	\$307	6000 - 6999	3,156	\$1,616,970	1	\$512	
	NO	198,935	\$78,670,520	71	\$395	7000 - 7999	4,275	\$1,908,547	2	\$446	
AGE 60 & ABV	YES	122,711	\$38,977,749	44	\$318	8000 - 8999	3,896	\$1,525,415	1	\$392	
	NO	156,364	\$64,303,968	56	\$411	9000 - 9999	5,280	\$1,799,432	2	\$341	
AGE 5 & BLW	YES	48,329	\$19,345,800	17	\$400	10000 - 10999	8,101	\$2,527,427	3	\$312	
	NO	230,746	\$83,935,917	83	\$364	11000 - 11999	42,794	\$12,839,837	15	\$300	
PAY_TYPE	DIRECT	4,080	\$1,257,988	1	\$308	12000 - 12999	11,779	\$3,515,188	4	\$298	
	PROVIDER	276,129	\$102,409,140	99	\$371	13000 - 13999	12,495	\$3,725,789	4	\$298	
REFUNDS		8,336	\$2,014,085		\$242	14000 - 14999	12,156	\$3,626,187	4	\$298	
		AVERAGE HOUSEHOLD SIZE: 3.06				15000 - 15999	12,649	\$3,771,163	5	\$298	
						16000 - 16999	13,837	\$4,123,800	5	\$298	
						17000 - 17999	13,068	\$3,900,000	5	\$298	
						18000 - 18999	12,498	\$3,727,650	4	\$298	
						19000 - 19999	12,211	\$3,643,200	4	\$298	
						> 19999	81,231	\$24,288,750	29	\$299	
						PAYMENT TYPE	Regular	279,075	\$103,281,717		\$370
							Reissue	127	\$40,282		\$317
							Secondpay	906	\$310,125		\$342
							Underpay	76	\$23,610		\$311
							Extraordinary	25	\$11,395		\$456
						TOTAL PMT	280,209	\$103,667,129		\$370	
						RECOUPMENTS	388	\$116,582		\$300	
						NET PAID		\$103,550,547			
						PMT SUB TYPE	APD	0	\$0		\$0
							STD	280,209	\$103,667,128		\$370

\* Counts, Amounts (\$), % and AVG from HOUSING, RACE, DISABLED, OVER-60 and INCOME RANGE category are from Regular payments only

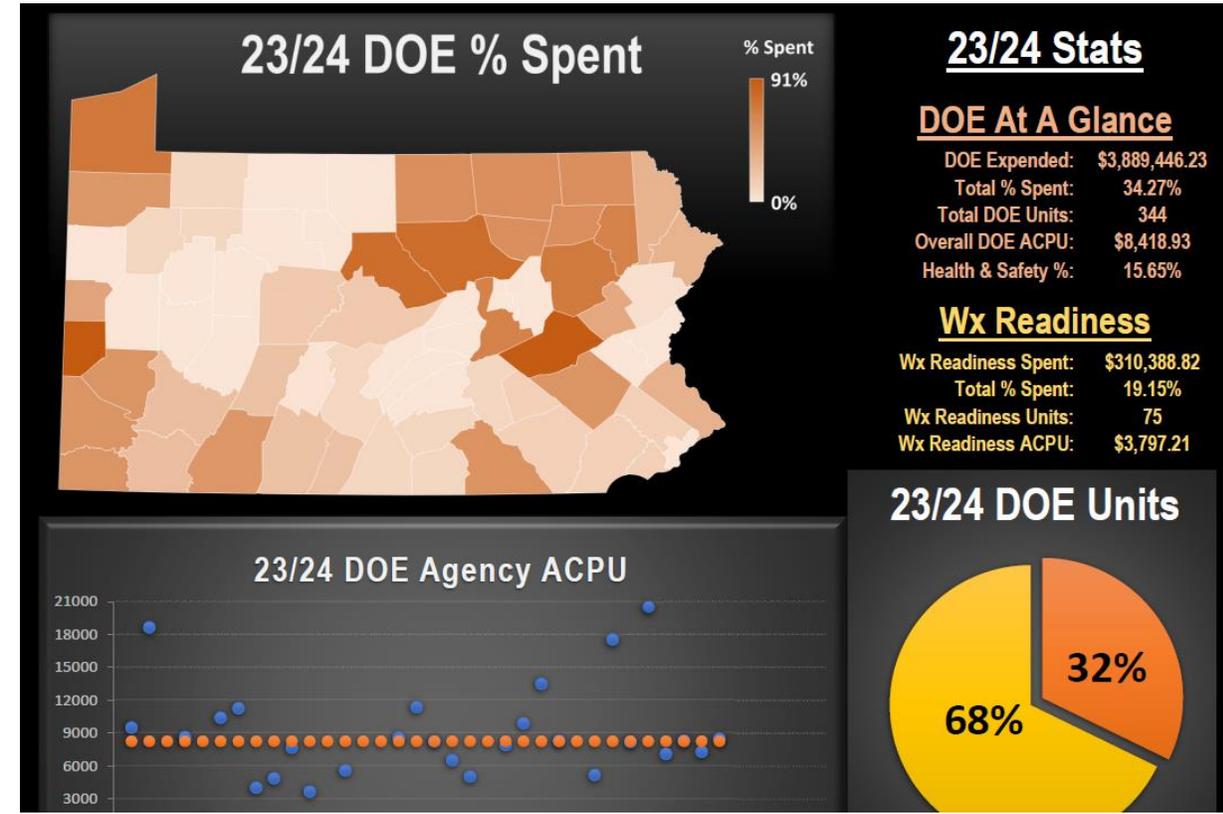
\*\* Counts, Amounts (\$), % and AVG from PAY\_TYPE category are from All Payment Types (Regular, Reissue, Secondpay, Underpay and Extraordinary)

\*\*\* Counts, Amounts (\$), % and AVG from PAYMENT\_SENT category are from All Payment Types (Regular, Reissue, Secondpay, Underpay and Extraordinary)

# DCED – Weatherization Assistance Program

Report created: 03.18.2024

Agency	DOE - To Date							Wx Readiness - To Date				
	Allocation	Total Balance	% Spent	Average Cost (per Unit)	% Health & Safety	Units Completed	Estimated Units per Budget	Allocation	Total Balance	% Spent	Average Cost per Unit	Units Completed
Action Housing, Inc.	1,456,690.00	703,404.17	51.71%	9,496.64	20.25%	53	134	151,912	98,296.62	0.00%	8,943.67	5
Agency for Community EmPOWERment of NEPA	336,182.00	120,158.25	64.26%	18,639.18	5.83%	10	33	30,514	27,329.00	0.00%	3,185.00	1
Armstrong County Community Action Agency						0	0	13,666	8,541.47	37.50%	0.00	0
Berks Community Action Program	363,653.00	173,412.15	52.31%	8,635.85	17.04%	16	33	46,029	40,562.28	11.88%	4,691.22	1
Blair County Community Action Program	234,463.00	231,633.52	1.21%	1,186.82	19.20%	2	21	20,449	18,041.88	11.77%	2,407.12	1
Bucks County Opportunity Council, Inc.	335,653.00	222,782.82	33.63%	10,401.28	11.41%	9	31	38,561	35,136.00	8.88%	3,425.00	1
Carbon County Action Committee for Human Svs	153,117.00	92,674.09	39.47%	11,265.16	12.06%	4	14	12,367	5,898.56	52.30%	1,828.37	3
Center for Community Action	522,731.00	400,306.35	23.42%	4,007.86	17.40%	18	46	57,272	57,010.31	0.46%	0.00	0
Central Pennsylvania Community Action, Inc.	334,055.00	273,428.09	18.15%	4,874.54	29.62%	8	31	33,492	33,492.00	0.00%		0
Commission on Economic Opportunity	454,611.00	139,022.71	69.42%	7,668.32	18.11%	33	42	42,480	42,480.00	0.00%		0
Community Action Agency of Delaware County	1,543,786.00	1,514,723.68	1.88%	3,659.56	32.36%	6	143	203,141	190,014.30	6.46%	2,010.28	6
Community Action Committee of Lehigh Valley								71,413	37,011.85	48.17%	5,408.36	6
Community Action Partnership of Mercer County	324,011.00	280,836.36	13.33%	5,600.88	7.98%	7	30	38,484	10,751.63	72.06%	5,960.59	4
Community Action, Inc.								24,663	15,017.47	39.11%	8,555.65	1
Energy Coordinating Agency								245,201	189,656.00	22.65%	3,267.35	17
Erie County Housing Authority	415,517.00	121,167.16	70.84%	8,587.30	16.71%	26	41	40,731	37,747.88	7.32%	1,241.56	2
Housing Authority of the County of Beaver	223,205.00	20,459.38	90.83%	11,372.65	20.74%	11	21	22,192	22,192.00	0.00%		0
Lawrence County Community Action Partnership	186,057.00	107,150.16	42.41%	8,242.43	16.40%	7	18	16,842	16,302.09	3.21%	0.00	0
Lycoming/Clinton Counties Comm Cty Action	252,976.00	55,484.06	78.07%	6,531.93	22.43%	23	23	29,327	10,917.06	62.77%	1,300.31	13
Monroe County Redevelopment Authority	197,964.00	190,226.65	3.91%	5,032.41	33.68%	1	18	22,253	22,253.00	0.00%		0
Northern Tier Community Action Corp.	259,467.00	259,467.00	0.00%				24					
Northumberland County Weatherization	207,304.00	74,710.93	63.96%	7,906.49	3.65%	15	20	17,277	116.58	99.33%	8,128.00	2
Northwest Pennsylvania Weatherization, Inc.	196,398.00	97,410.31	50.40%	9,900.50	8.07%	8	18	17,184	17,184.00	0.00%		0
Redevelopment Auth of the County of Fayette	249,852.00	185,950.91	25.58%	13,488.87	9.59%	4	26	22,993	22,993.00	0.00%		0
Schuylkill Community Action	217,056.00	21,902.99	89.91%	8,295.28	10.81%	16	21	22,008	22,008.00	0.00%		0
SEDA-Council of Governments	438,913.00	438,913.00	0.00%				42	72,462	62,010.19	14.42%	3,318.03	3
South Central Community Action Program Inc.	660,314.00	595,062.94	9.88%	5,184.70	24.51%	10	63	88,743	87,785.00	1.08%	0.00	0
Tableland Services	172,434.00	84,801.30	50.82%	17,541.68	4.05%	4	20	14,949	14,946.00	0.00%	0.00	0
The Trehab Center	352,006.00	154,748.40	56.04%	8,184.85	10.24%	19	35	55,337	49,281.00	10.94%	5,562.94	1
Warren/Forest Counties EOC	245,014.00	220,448.92	10.03%	20,502.38	10.49%	1	23	33,316	32,993.00	0.97%	0.00	0
Wayne County Redevelopment Authority	212,418.00	143,152.89	32.61%	7,100.65	12.04%	8	20	24,452	23,622.45	3.39%	276.52	3



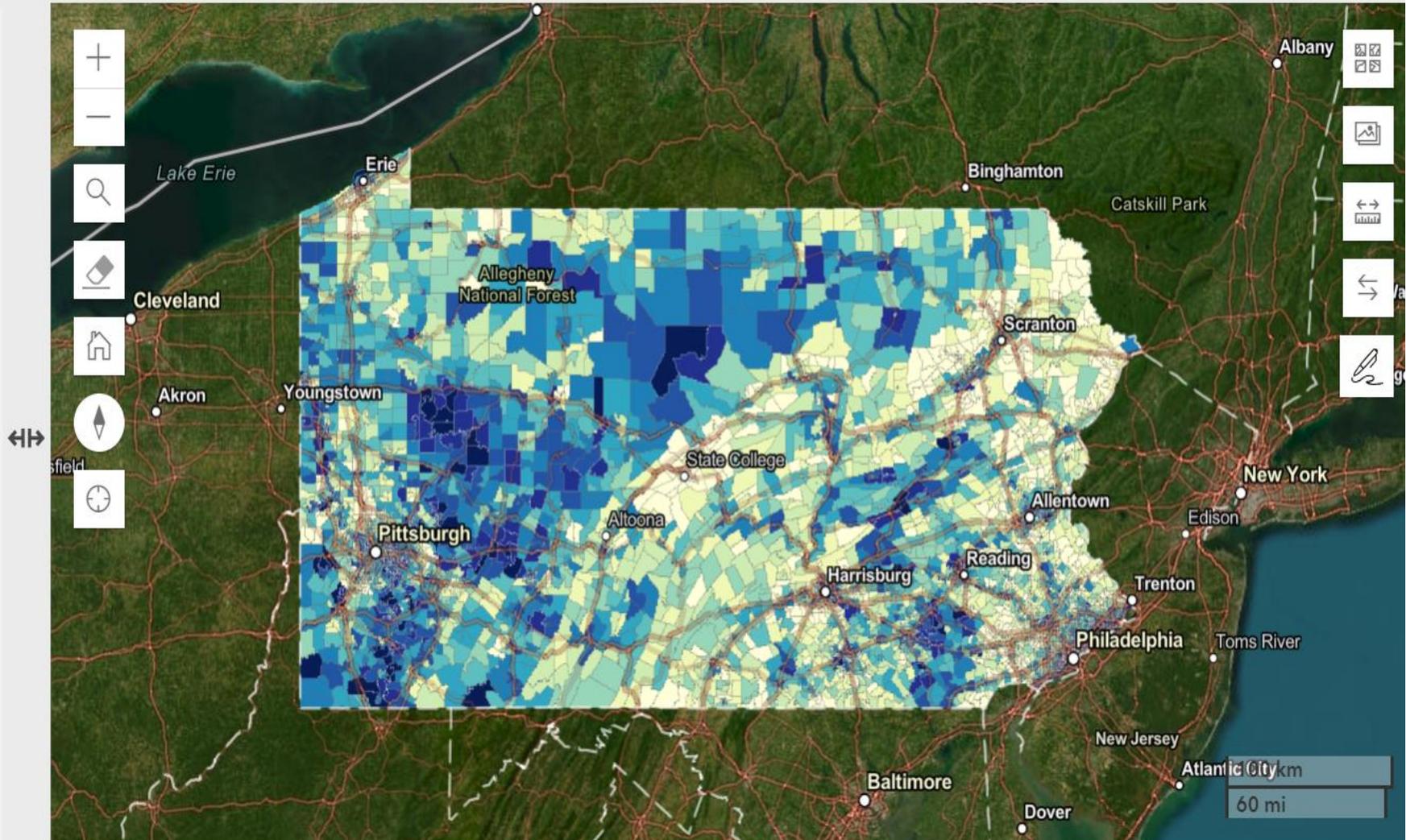
# DEP – Environmental Justice Areas, 32 Indicators

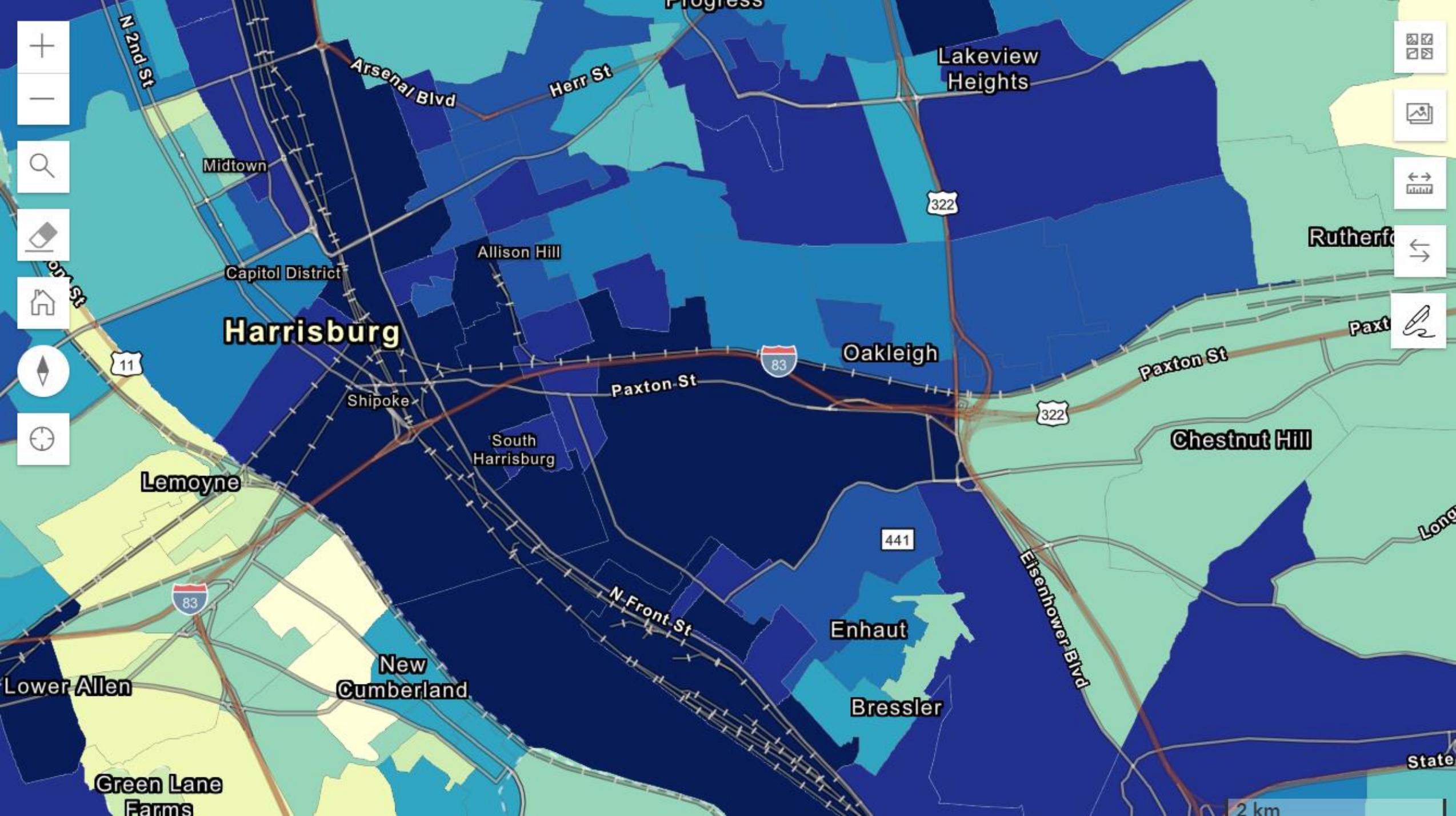


PennEnviroScreen  
DEP

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Population Characteristics

Sensitive Population : 56  
Socioeconomic : 72  
Population Characteristics : 66

Sensitive Populations

Asthma : 58  
No Insurance : 83  
Cancer : 29  
Disability : 69  
Heart Disease : 40

Socioeconomic Populations

Low Educational Attainment : 73  
Linguistic Isolation : 24  
Housing Burden : 40  
Poverty : 57  
Unemployment : 94  
Race : 86  
Over 64 : 35  
Under 5 : 19

Final Score Percentile : 96

EJ Area : Yes

Pollution Burden

Exposure : 98  
Environment Effects : 94  
Pollution Burden : 99

Environmental Exposures

Ozone : 31  
PM25 : 95  
Diesel PM10 : 70  
Toxic Air Emissions : 81  
Toxic Water Emissions : 81  
Pesticide : 62  
Traffic : 99  
Compressor Stations : 0  
Children's Lead Risk : 11

Environmental Effects

Conventional Oil Gas Well : 0  
Unconventional Oil Gas Well : 0  
Railroads : 62  
Land Remediation : 98  
Hazardous Waste and Storage Sites : 99  
Municipal Waste : 100  
Coal Mining : 0  
Impaired Lakes and Streams : 67  
Mining Concerns : 0  
Flood Risk : 18



# LIHEAP / Utility Data Sharing Policy

## Led by LIHEAP Advisory Committee to DHS (LAC)

- First Formal LAC Data Sharing Subcommittee Meeting: April 2018
- Included Both Formal Members and Stakeholders:
  - PUC, DCED, Consumers, Service Agencies, Utilities / Trade Associations
- Initial Goals:
  - Identify Information Utility Vendors Need
  - Identify How Information Obtained/Received
  - Identify Barriers to Providing Information / Whether Barriers Can be Overcome
  - Identify Consumer Privacy Concerns
  - Identify Next Steps within DHS, Utilities, PUC

# LIHEAP / Utility Data Sharing Policy

- **Developed Consensus Recommendations**
  - List of Agreed-to-Data Points
    - Name of utility account holder
    - Name of all household members, regardless of the household member's eligibility for LIHEAP
    - Income (annual or monthly) for all household members
    - Source of income for all household members (e.g. employment, Social Security, etc.)
    - Date income was verified
    - Service address
    - Account number (or other unique identifier) for head of household
    - Age or DOB of all household members (USRR reporting requirement)
    - Telephone number
    - Email address
  - Must Obtain Opt-In Consent
  - Strict Limits on the Use and Application of Data
    - “Singular purpose” to streamline enrollment / facilitate outreach
- **Reviewed Implementation Documents**
  - Consumer Consent “Check-Box”
  - Data Sharing Agreement
- **Implementation Target: Fall 2024**

# PUC Policy Advancement

- **SW Pennsylvania Common Application Working Group**
  - Community leaders at Pittsburgh United, with help of PULP, organized individual meetings and regional roundtables with SW Utility leaders
    - Goal: Build on Work of LAC to Identify Barriers to Common Application
    - Outcome: Developed Common Application Template
- **PUC Universal Service Working Groups**
  - Working Groups met from October 2023 through January 2024
    - **Data Sharing**
    - Common Application
    - Statewide Administration
    - Website / Statewide Application Portal
  - Working Group Report Filed with PUC in March

# Other Emerging Data Sharing Examples

- **Philadelphia City / Water Department**
  - Municipally Owned Utility
  - Data Agreement – Water Rate Case
  - Enrolled over 30,000 in Tiered Assistance Program
- **Dep't of Human Services / Low Income Household Water Assistance**
  - Executed Data Sharing Agreements with Public and Private Water
  - Waiting for Data to be Shared
- **Pittsburgh Water / Sewer Authority / Allegheny County DHS**
  - Rate Case Settlement Terms
  - Must Explore Coordination Opportunities
- **Utilization of Mapping Tools for Targeted Outreach / Programming**
  - Prioritization of Lead Line / Stormwater Projects
  - Targeted Mailings / Outreach Events

**...And of course...Inflation Reduction Act Programs!!**

# Effective Cross-Sector Collaboration

- Strong Directives from Agency / Administration Leadership
- Established Channels for Communication
- Accessible to Community Leaders / Service Agencies
- Clear Timeline and Stated Goals
- Established Decision-Making (Consensus / Majority)
- Manageable Agendas
- Realistic Objectives
- Active and Empowered Subcommittees

# 3 Components of Effective Program Design

## ▪ **Bill Discount**

- Sets bill at an **affordable** rate.
- Benefits: Increased bill payment and bill coverage rates.
- Possible Structures:
  - Percentage of Income
  - Percentage of Bill
  - Discount on Specific Charges

## ▪ **Arrearage Management**

- Offers an alternative collections method to reasonably resolve debts accrued before program enrollment
- Benefits: Reduced uncollectible expenses and improved bill payment and bill coverage rates.
- Possible Structures:
  - Percentage of arrears forgiven with each payment
  - Set amount of forgiveness with each payment

## ▪ **Conservation / Leak and Line Repair**

- Provides free conservation and leak repair services to help control program costs and prevent
- Should target high-usage customers within bill discount / arrearage management programs.

# Contact PULP

[pulp@pautilitylawproject.org](mailto:pulp@pautilitylawproject.org)

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