

# neuac

NATIONAL ENERGY & UTILITY AFFORDABILITY COALITION

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## ANNUAL REPORT 2022

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On the web <http://neuac.org>



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P.O. Box 33878, Washington, D.C. 20033

T 202.838.8875

E [info@neuac.org](mailto:info@neuac.org)

## FROM THE EXECUTIVE DIRECTOR

*“We are not all in the same boat. We are all in the same storm.” - Damian Barr, poet*

In 2022, the world, at last, began to emerge from its COVID-19 cocoon. Onsite work resumed in phases. Restaurants — the ones that survived — reopened. In-person events and travel slowly but surely recommenced and the airlines dropped mask mandates as vaccine rates improved. And the National Energy and Utility Affordability Coalition (NEUAC) made the decision to offer our first in-person annual conference since 2019.

New Orleans was the host city, and it did not disappoint. The 2022 conference exceeded expectations, welcoming 758 attendees, a record number for the event. Forty-eight states plus tribes and territories were represented with attendees from as far as the Mariana Islands in the north Pacific; traveling a distance of more than 7,000

miles. Highlights included a steamboat reception on the Mississippi River and a fireside chat plenary with Saunteel Jenkins, President/Chief Executive Officer for Detroit’s The Heat and Warmth Fund (THAW) conversing with Shalanda Baker and Tony Reames of the U.S. Department of Energy about the Biden Administration’s [Justice40 initiative](#), which seeks to ensure that federal agencies deliver 40 percent of the overall benefits of climate, clean energy, affordable and sustainable housing, clean water, and other investments to disadvantaged communities, including the Low Income Home Energy Assistance Program (LIHEAP) and Low Income Household Water Assistance Program (LIHWAP).



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**“Our communities have suffered long enough. It’s time to help get them the relief they need. No one should have to suffer adverse health effects as a result of where they work or live. The Justice40 Initiative puts communities and people first, investing in them so they not only survive, but **thrive**.” - HHS Secretary Xavier Becerra**


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NEUAC also broke records for membership, with 255 total NEUAC members in 2021, exceeding our goal by 11 percent. LIHEAP Action Day, virtual, brought home the message of energy needs and reached 258 Congressional offices with meetings by 320 attendees, smashing another record for attendance. The success of

**NEUAC bid farewell to  
cherished board member  
Edward Gingold of the Federal  
Energy Regulatory Commission  
in 2022.**

**Edward’s contributions to  
NEUAC and energy affordability**






**Did you know?**

The LIHEAP statute allows tribes and tribal organizations interested in assisting eligible households in meeting the costs of home energy to apply for a LIHEAP block grant.

As of FY22, **152 tribes and tribal organizations in 24 states received LIHEAP funds** allowing them to directly operate utility affordability and bill assistance programs.

[LEARN MORE](https://www.acf.hhs.gov/ocs/map/liheap-map-tribal-contact-listing#map_states_text_data)

[https://www.acf.hhs.gov/ocs/map/liheap-map-tribal-contact-listing#map\\_states\\_text\\_data](https://www.acf.hhs.gov/ocs/map/liheap-map-tribal-contact-listing#map_states_text_data)



Advocacy by NEUAC members helped ensure an **additional \$1 billion in emergency LIHEAP** for 2023, helping to address energy poverty and lift families and individuals out of crisis.



Social media during LIHEAP Action Month in August focused on the increasing need for assistance for both heating and cooling across the United States. Examples of the information shared across social media platforms is to the left. These resources enhanced community and stakeholder understanding of the expansive nature of energy insecurity and need for continued support for LIHEAP and Fuel Funds nationwide.

Water continued to be a critical area of interest for NEUAC members. The National Resource Defense Council and National Consumer Law Center collaborated on a [Water Affordability Advocacy Toolkit](#) to assist in the effort to establish a well-funded and well-executed national water affordability program.

2023 was a year of transition. For those struggling with utility insecurity and energy poverty, access to these life-critical resources continued to challenge their families and budgets. NEUAC's membership is devoted to ensuring that families are not forced to choose between medicine and electric; food or fuel. Thank you to all who made 2023 successful for our organization and fought along side NEUAC for energy justice.

#LIHEAP40 #LIHEAPAction

Think you don't qualify for #LIHEAP because you have a job? Most applicants are just like you. It's important to check to see if you qualify and can receive help with your utility bills if you are experiencing economic hardship.


**Did you know?**

**27,000 children** were lifted out of poverty in 2020 thanks to the Home Energy Assistance Program.

Tell Congress to **#FundLIHEAP**

[LEARN MORE](https://campaignforchildren.org/resources/fact-sheet/fact-sheet-child-poverty-in-the-wake-of-covid-19/)

<https://campaignforchildren.org/resources/fact-sheet/fact-sheet-child-poverty-in-the-wake-of-covid-19/>




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Sincerely,



Executive Director, National Energy and Utility Affordability Coalition

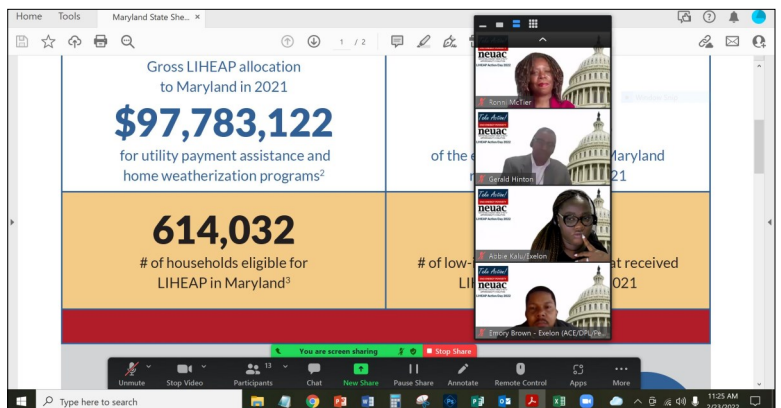
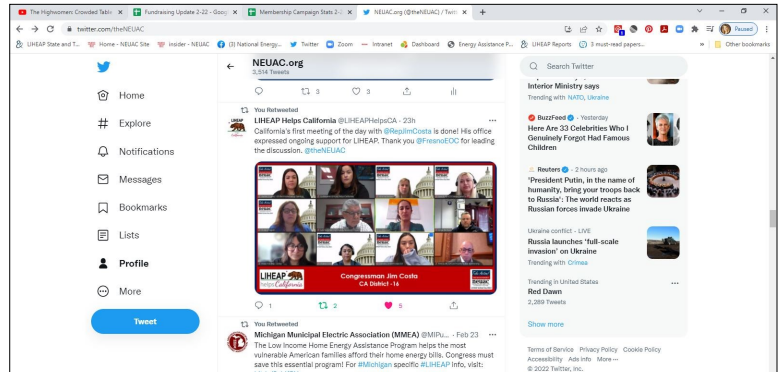
# LIHEAP ACTION DAY 2022—VIRTUAL



Be **BRAVE**  
enough to  
have a  
**CONVERSATION**  
that **MATTERS.**

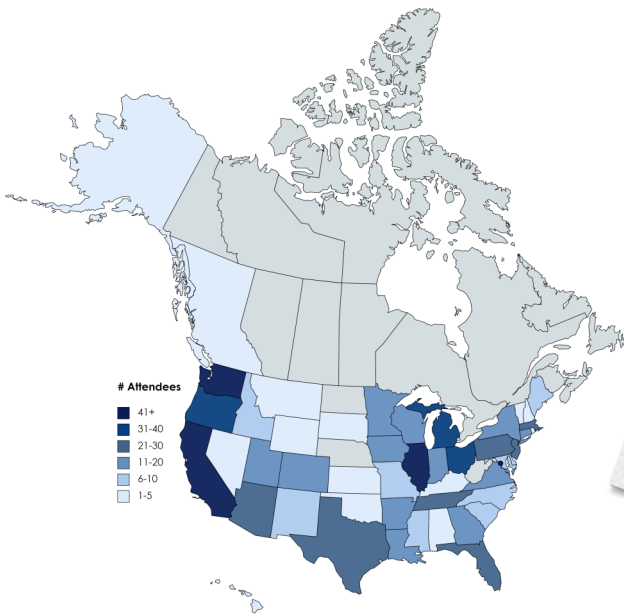
## LIHEAP ACTION DAY BY THE NUMBERS

- Official Attendees: **320** **RECORD HIGH**
- Number of Meetings: **258**
- States Represented: **39**
- Member-Level Meetings: **18**
- Senate Meetings: **66**
- House Meetings: **192**
- Number of territories: **1**
- Democrat Meetings: **134**
- Republican Meetings: **119**
- Revenue: **\$4,474.00**



# RISING WITH RESILIENCY

## NEUAC 2022 ANNUAL CONFERENCE



Total attendees

**RECORD HIGH** **758**

### BREAKDOWN BY REGISTRATION TYPE

Corporate/Utility NEUAC Member	8%
Corporate/Utility NEUAC Non-Member	3%
Non-Profit Government/Tribe Member	40%
Non-Profit Government/Tribe Non-Member	19%
Speakers	17%
Sponsor	6%
Others (Scholarship, Exhibitors, Guests)	7%

### PRE-CONFERENCE REGISTRATIONS

**345**

### REGISTRATION STATS

First-Time Attendees	415 (55%)
States with Highest Participation	Illinois (59)
	California (49)
	Washington (43)
Greatest Travel Distance	Northern Mariana Islands
Corporate-Utility/Non-Profit Attendees	84/447
Member/Non-Member Attendees	365 members vs 166 nonmember
Geographic Representation	47 States, District of Columbia, Northern Mariana Islands Territory, British Columbia
Not represented	Nebraska, North Dakota, and West Virginia

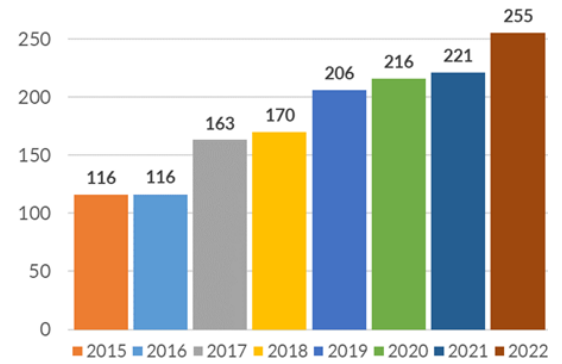
<b>New Orleans, LA</b>	<b>Virtual Event</b>	<b>Virtual Event</b>	<b>Fort Worth</b>	<b>Phoenix, AZ</b>
June 27-30, 2022	June 8-9, 2021	August 4-5, 2020	June 3-5, 2019	June 25-28, 2018
<b>Total 758</b>	<b>Total 585</b>	<b>Total 648</b>	<b>Total 604</b>	<b>Total 660</b>

# MEMBERSHIP 2022

## MEMBER RETENTION

Year	Total # of Members	Total # of NEW Members	Retention Rate
2018	170	35	83%
2019	206	62	85%
2020	216	39	86%
2021	221	39	84%
2022	255	61	88%

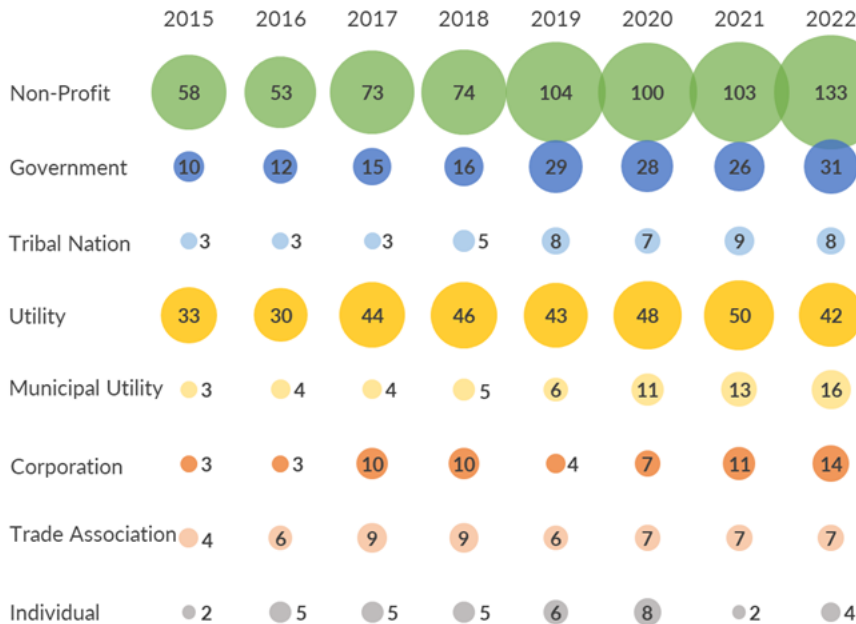
## NEUAC MEMBERSHIP BY YEAR



## NEW MEMBERS IN 2022

- Alita Speaks
- Alliance for Green Heat
- Association of California Community & Energy Services
- Bridges CAP
- Brightpoint
- C.E.F.S. Economic Opportunity Corporation
- Champaign County Regional Planning Commission
- City of Fort Collins Utilities
- Clean Energy Works
- Climate + Energy Project
- Commonwealth of the Northern Mariana Islands
- Community Action
- Community Action Marin
- Community Action of Skagit County
- Community Action of Ventura County
- Community Action Partnership of Oregon
- Community Alliance of the Far Eastside (CAFE)
- Community Council of South Central Texas, Inc.
- Community Power
- Concho Valley Community Action Agency
- Connecticut Department of Social Services
- Consumers Council of Missouri
- Cornerstone Community Action Agency
- CPS Energy
- CSRA EOA, Inc.
- Detroit Water & Sewerage Department
- Dragonfly Consulting, LLC
- Duncanville Outreach Ministry
- ECL Community Action Agency
- Elevate
- Embaras River Basin Agency, Inc.
- Empower Dataworks
- Energy Services, Inc
- Five County Association of Governments
- Futures Through Training
- Hawaii Department of Human Services
- HRA of New Britain, Inc.
- Kegler Brown Hill + Ritter
- Lake Community Action Agency, Inc.
- LibertyHomes
- Maine State Housing Authority
- Maricopa County Community Services Division
- Miami-Dade Community Action
- Mid Sioux Opportunity, Inc.
- North Carolina Justice Center
- OIC of Washington
- Oracle
- Pivot Energy
- Project BRAVO
- Promise Network Inc.
- Rhode Island Division of Public Utilities & Carriers
- Shawnee Development Council
- Snohomish County PUD
- Sol Systems
- Steve Whitworth
- Thames Valley Council for Community Action
- The Breathing Association
- The Salvation Army - Northern Division
- Total Community Action Inc.
- United Community Corporation
- Valley Opportunity Council, Inc.

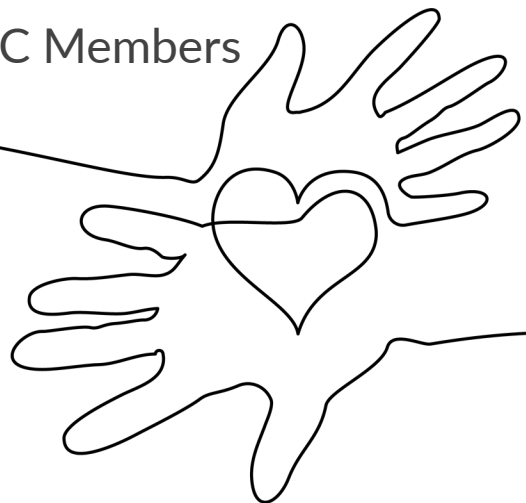
## NEUAC MEMBERS BY TYPE



## Total 2022 NEUAC Members

RECORD HIGH

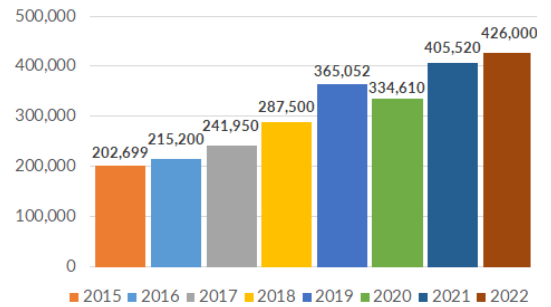
255



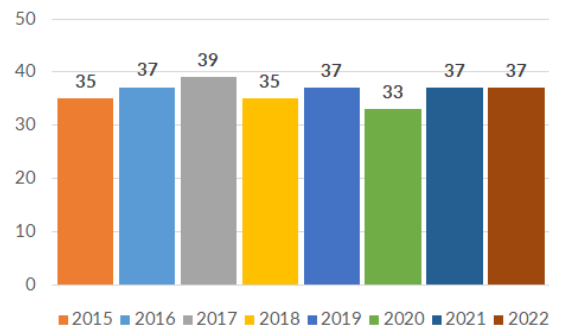
# FUNDRAISING 2022



FUNDS RAISED BY CAMPAIGN YEAR



TOTAL DONORS BY YEAR



## THE HIGHLIGHTS

NEUAC maintained an impressive retention rate of greater than 90% for donors from 2021 to 2022.

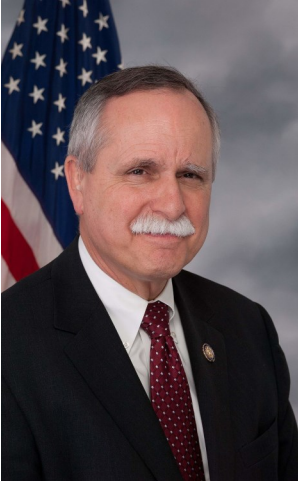
Additionally, the average donation size increased by 5% compared to 2021.



## DONOR STATISTICS

	2019	2020	2021	2022
Number of total Donors	37	33	37	37
Retained Donors: No. of donors who gave in year X that also gave in year (X-1)	27	28	31	34
<b>Retention Rate</b>	<b>77%</b>	<b>76%</b>	<b>94%</b>	<b>92%</b>
Number of new donors compared to prior year	10	5	5	4
Number of lapsed donors compared to prior year	8	9	1	4
Average of all donations	\$ 9,866	\$10,140	\$10,960	\$11,514
Average donation of lapsed donors	\$ 7,785	\$ 2,661	\$ 500	\$ 5,505
Average donation of new donors	\$ 8,245	\$ 7,322	\$ 8,600	\$ 7,375

# NEUAC Special Achievement Awards



**Extra Mile Award**  
Congressman  
David B. McKinley, P.E.  
Republican  
West Virginia 1st District

The **Extra Mile Award** is presented annually to a member of Congress to recognize legislative achievements that advance energy assistance policies for vulnerable families. As part of LIHEAP Action Day, NEUAC awards the Extra Mile Award to one member of Congress who has “walked the extra mile” for LIHEAP. In 2022, NEUAC honored Congressman McKinley for his commitment to protecting LIHEAP during a year when a national pandemic threatened the energy security of many families in West Virginia and beyond.



**Sister Pat Kelley Award**  
Steve Whitworth  
Assistance Program Lead  
Area Manager  
Florida Power & Light

The **Sister Pat Kelley Achievement Award** recognizes a person with exemplary achievement in furthering the National Energy and Utility Affordability Coalition’s objectives of increasing public awareness of low-income energy problems, advancing energy assistance policy and promoting charitable energy assistance. Sister Pat Kelly was a nun based in St. Louis, Missouri, with the Sisters of Charity order. She founded the national effort to advocate for vulnerable households for energy assistance. After the summer of 1980 when hundreds of vulnerable citizens died during a terrible mid-west heatwave, Sister Pat Kelley started an organization, Missouri EnergyCare, that would eventually become the National Fuel Funds Network and later NEUAC, with a mission to advocate for energy affordability.



**Victorine Q. Adams Award**  
HeartShare Human Services of New York

The **Victorine Q. Adams Award** spotlights institutional innovation and achievement among nonprofit NEUAC members. NEUAC presents the Victorine Q. Adams Award to a nonprofit organization that displays an innovative spirit towards raising public awareness and generating financial aid for people in need of energy assistance. Victorine Q. Adams was a woman of distinction; a public leader and testament to good will who founded one of the nation’s first fuel fund programs in Baltimore, Maryland. With grace and compassion, the late Ms. Adams dedicated her life to bringing about change for the betterment of her community.



**Corporate Excellence Award**  
ConEdison

The **Corporate Excellence Award** recognizes outstanding achievements by a company or corporate entity on behalf of its low-income customers. Utilities or other corporate partners may be nominated who demonstrate innovative practices, outstanding community partnership, or impressive depth of programming directed at lowering the energy burdens of low-income families and/or vulnerable populations or addressing the need for energy crisis in their communities.





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Community Action  
Partnership

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Parliamentarian  
WSSC Water

## Governance

Affordable Housing Alliance  
American Council for an Energy Efficient Economy  
Atmos Energy  
Baltimore Gas and Electric  
CenterPoint Energy  
Citizens Energy Group  
DC Department of Energy and Environment  
Delaware Office of Community Services  
Dollar Energy Fund  
Dominion  
DTE Energy  
Duke Energy  
Energy Outreach Colorado  
Florida Department of Economic Opportunity  
Florida Power & Light  
HeartShare Human Services of NY  
Lumbee Tribe of North Carolina  
MASSCAP  
Miami Valley Community Action Partnership  
Michigan Community Action Association  
Mid-America Assistance Coalition  
National Grid  
Ohio Partners for Affordable Energy  
Operation Fuel  
Pacific Asian Consortium in Employment  
PG&E  
Sacramento Municipal Utility District  
Salt River Project  
Salvation Army - Central Territory  
Salvation Army - National Headquarters  
Tennessee Valley Authority  
Vermont Energy Investment Corp (VEIC)  
Vistra Energy (TXU)  
WSSC Water

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## Ex-Officio

American Gas Association  
American Public Gas Association  
American Public Power Association  
Edison Electric Institute  
Federal Energy Regulatory Commission  
National Rural Electric Coop Association  
U.S. Department of Energy  
U.S. Department of HHS

## Advisory

Alliance to Save Energy  
APPRISE  
Berkshire Hathaway  
Central Hudson Gas and Electric  
Citizens for Citizens  
ConEdison  
Consumers Energy  
Energy Coordinating Agency  
EnergyCare Missouri  
Energy Coordinating Agency  
Entergy  
Fuel Fund of Maryland  
JEA  
Michigan Public Service Commission  
NASCP  
National Community Action Partnership  
National Consumer Law Center  
NEADA  
New Jersey Natural Gas  
New Jersey SHARES  
Omaha Public Power District  
Opportunity Council  
Philadelphia Gas Works  
SEEL  
SoCalGas  
Southern Company Gas  
Tacoma Public Utilities  
TECO  
Total Community Action  
THAW Fund  
Washington Gas

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Aimee Gendusa-English  
Olivia Wein  
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Britton Gabel  
Lorena Shah  
Denise Adamucci  
Scott Alan Davis  
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Gerri Drummond  
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Saunteel Jenkins  
Michael Bell

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