

2024 - 2026

STRATEGIC PLAN

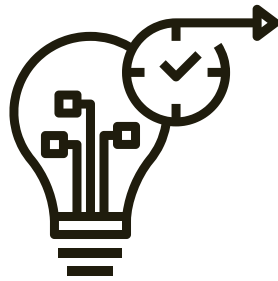


neuac

NATIONAL ENERGY & UTILITY
AFFORDABILITY COALITION

OUR MISSION

NEUAC is a broad-based coalition of diverse members dedicated to heightening awareness of the energy and utility affordability needs of vulnerable households, fostering public-private partnerships, and engaging in advocacy, education, and other activities to help address these needs.



OUR VISION

Our vision is for all people to have access to the energy and utility resources they need to live in a safe and healthy way.

OUR VALUES

Accountability
Advocacy
Collaboration
Compassion

Integrity
Inclusion
Learning



STRATEGIC PLANNING PROCESS

STAKEHOLDER ENGAGEMENT HIGHLIGHTS

Percent of member survey takers who agreed that NEUAC provides value to member organizations

94.7%

Percent of member survey takers who were satisfied with NEUAC's LIHEAP Action Day

95.7%

Percent of member survey takers who were satisfied with the quality of NEUAC's communications with its members

96.5%

During 2023, NEUAC engaged numerous stakeholder groups, including the Board of Directors, Advisory Board, staff, federal partners, and members to provide input that informed the goals and strategies included in this strategic plan. Key themes from this engagement included:

- Identifying noteworthy strengths of NEUAC's work;
- Building awareness of energy burden and utility affordability;
- Strengthening NEUAC's coalition, including members and mission-aligned stakeholders; and
- Building the long-term capacity within the organization

These goals and strategies respond to this valuable insight, leverage NEUAC's existing strengths, and establish new goals and a strategic direction for the organization's work moving forward.



GOAL 1: EXPAND AWARENESS AND DEEPEN THE CONVERSATION ABOUT ENERGY BURDEN AND UTILITY AFFORDABILITY.

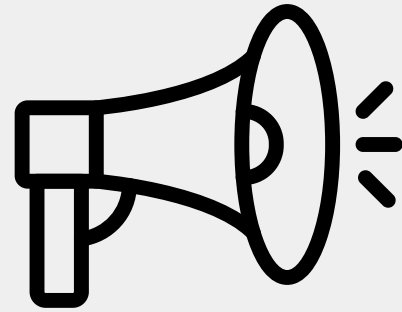
Strategy 1: Identify and pursue opportunities to collaborate on issues related to water affordability, energy efficiency, and weatherization.

Strategy 2: Create a repository and advocacy toolkit relevant to members on information and resources on energy and utility affordability.

Strategy 3: Empower member organizations with information and technical assistance that supports the interests of their vulnerable households.

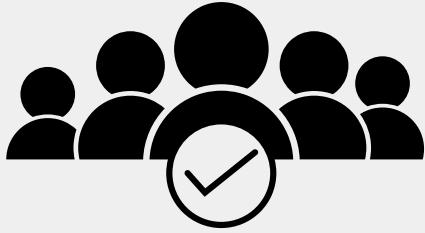
Strategy 4: Identify and pursue ways to build awareness using communications tools (e.g., website, white papers, and media relations).

Strategy 5: Facilitate appropriate alliances around energy and utility affordability with organizations with interests that align with those of NEUAC.



Outcome:

Increased recognition of the importance of solutions that address the energy and utility affordability needs of vulnerable households.



Outcome:

Expanded, broad membership base with increased member engagement.

GOAL 2: GROW NEUAC'S MEMBERSHIP AND THE STRENGTH OF ITS COALITION.

Strategy 1: Continue to build upon the success of LIHEAP Action Day and the conference.

Strategy 2: Increase representation of and engagement with tribes/Native organizations.

Strategy 3: Increase participation in NEUAC from rural communities.

Strategy 4: Create opportunities for vulnerable households to have a voice regarding energy burden and utility affordability.

Strategy 5: Evaluate membership tier structure to increase access for smaller entities.

Strategy 6: Embrace NEUAC's role as a uniquely positioned convening organization to facilitate greater connection among stakeholders and within regions.

GOAL 3: INCREASE ORGANIZATIONAL CAPACITY TO FACILITATE THE LONG-TERM SUSTAINABILITY OF NEUAC'S IMPACT.

Strategy 1: Diversify funding sources beyond current fundraising.

Strategy 2: Expand staff.

Strategy 3: Embed justice, equity, diversity, and inclusion (JEDI) work into NEUAC's programs and internal operations.

Strategy 4: Identify strategies to support board development and increase engagement from the board and working committees.



Outcome:

Internal organizational structure and resources that support work toward ambitious, yet achievable, goals.

ACKNOWLEDGMENTS

GOVERNANCE BOARD

Affordable Housing Alliance: Kathleen Kerr
American Council for an Energy-Efficient Economy (ACEEE): Amanda Dewey
Arizona Public Service Company (APS): Michelle Lehman
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Citizens Energy Group: Shannon Stahley
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ACKNOWLEDGMENTS

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ACKNOWLEDGMENTS

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U.S. Department of Energy: VACANT
U.S. Department of Health and Human Services: Heather Jones
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NEUAC STAFF

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