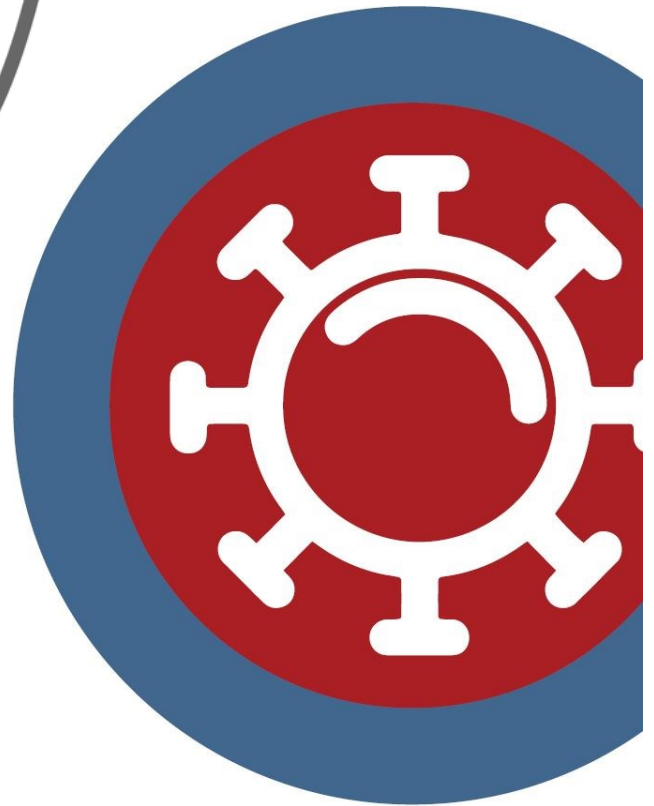
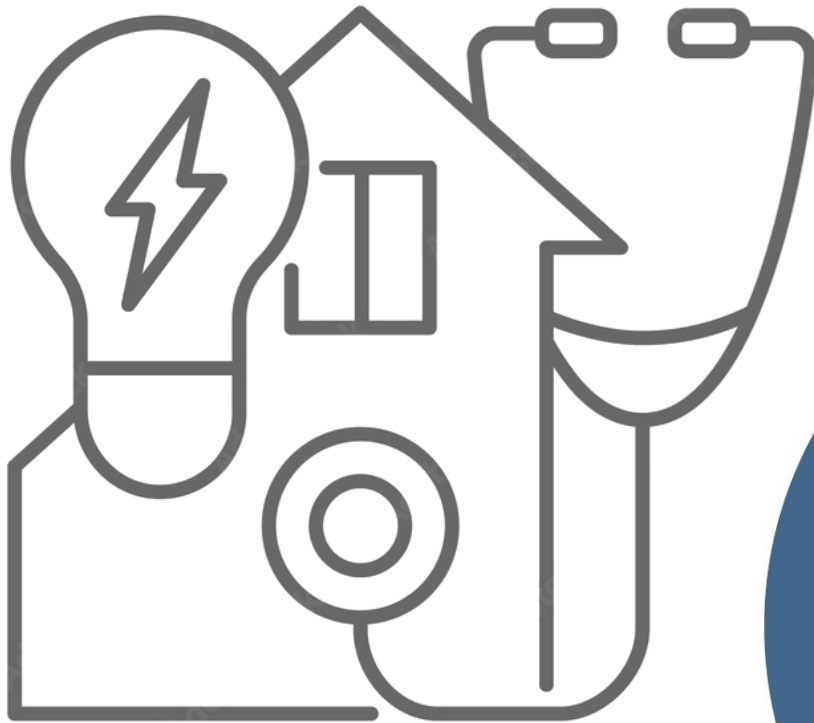


neuac

NATIONAL ENERGY & UTILITY AFFORDABILITY COALITION

ANNUAL REPORT 2021



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



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P.O. Box 33878, Washington, D.C. 20033 **New!**

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FROM THE EXECUTIVE DIRECTOR

“The opposite of poverty is not wealth. In too many places, the opposite of poverty is justice.”

-Bryan Stevenson



This year, 2021, was a year when energy insecurity and the seeking of justice received widespread attention not just in our energy affordability network, but with the current administration and population at large. A groundbreaking paper, [“Advancing Equity in Energy Regulation,”](#) (Farley, Howat, Bosco, Thakar, Wise, and Su) described with great clarity the steps needed to advance energy equity for all.

Nature Energy magazine also published a study titled [“Sociodemographic Disparities in Energy Insecurity Among Low-Income Households Before and During the COVID-19 Pandemic”](#) (Memcott, Carley, Graff,

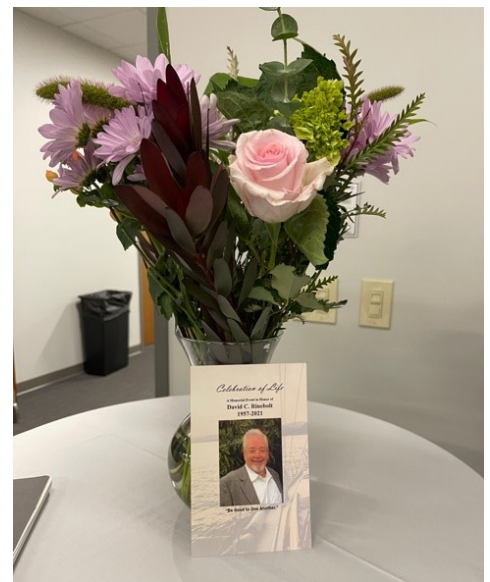
and Konisky) that demonstrated that one in four struggling families reported that they could not afford their utility bill at least once in the past year. That is the equivalent of 4.8 million households that were unable to pay at least one energy bill during the past year, and a similar number received a notice from their utility that they faced disconnection from energy service. Of those that received a notice, more than two in five families had their energy shut off. These numbers equate to tens of millions of Americans, many particularly vulnerable because of age or disability.

One in four struggling families reported that they could not afford their utility bill at least once in the past year. That is the equivalent of **4.8 million households** that were unable to pay at least one energy bill during the past year.

—Nature Energy Magazine

Throughout these difficult times, the **National Energy and Utility Affordability Coalition (NEUAC)** and its dedicated members worked tirelessly to advocate for the highest total funding appropriations for the Low Income Home Energy Assistance Program (LIHEAP) in the 40 year history of the program, reach those most in need of energy assistance, provide energy crisis intervention to millions of U.S. families struggling under the current economic conditions, and develop new methods of service delivery amidst a worldwide pandemic. *(continued on p. 3)*

RIGHT: NEUAC bid farewell to Treasurer David Rinebolt in August of 2021. Dave will be remembered for his musicality, sense of humor, and tireless dedication to energy affordability. He won the Sister Pat Kelley Award in 2020.





Does your 1981 Chevette still run?

The Low-Income Home Energy Assistance Program turns 40 this year, and is operating better than ever, ensuring access to energy for millions of vulnerable households across America.

40 YEARS ANNIVERSARY



1981



Rick Springfield gave us "Jessie's Girl" and Congress gave us the Low-Income Home Energy Assistance Program, helping Americans heat and cool their homes for 40 years.

40 YEARS ANNIVERSARY



Since 2010, the number of households with a senior eligible for LIHEAP has grown by nearly 1.5 million households.

Protect our elders.
Protect LIHEAP.



Source: U.S. Dept of HHS Data Warehouse

40 YEARS ANNIVERSARY



Despite the many challenges, there was still cause for celebration. On August 13, the network paused to celebrate 40 years since LIHEAP, groundbreaking federal energy affordability legislation, was signed into law. Since 1981, LIHEAP has helped make energy more accessible and improved affordability through bill assistance, weatherization, and addressing energy crises. To honor the occasion, NEUAC gathered submissions for a time capsule, which was sealed in September, to be opened on the 50th anniversary of LIHEAP. A tweetstorm on drew attention to the need for energy affordability and the impact of LIHEAP over time.

NEUAC grew our membership to 222 in 2021, welcoming 32 new members (p. 7). The conference, held virtually for the second successive year because of the COVID-19 pandemic, attracted 585 utility affordability professionals, including water utilities and affordability program staff (p. 5). LIHEAP Action Day, also virtual, brought home the message of energy needs and reached 38 appropriators and more than 100 staff members in Congressional offices (p. 4). The success of our advocacy is evident in the numbers: LIHEAP received unprecedented funding of more than **\$8 billion in federal**

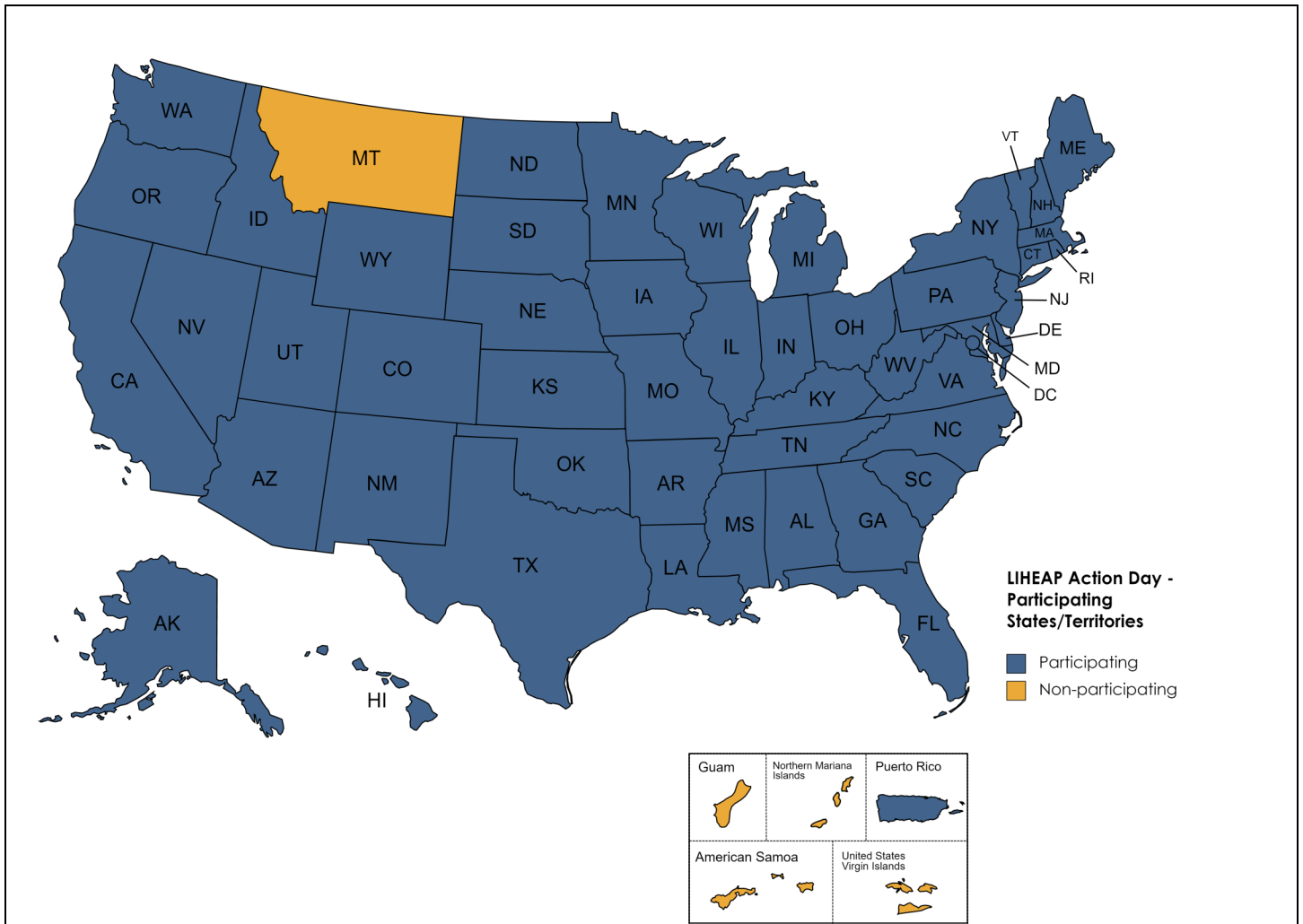
Thank you for your support and courage in 2021 in addressing burgeoning and ongoing energy, health, and economic crises. Together, we will continue to make utility affordability a priority.

Thank you for your support and courage in 2021 in addressing burgeoning and ongoing energy, health, and economic crises. Together, we will continue to make utility affordability a priority.

Sincerely,

Executive Director, National Energy and Utility Affordability Coalition

LIHEAP ACTION DAY 2021—VIRTUAL



LIHEAP ACTION DAY BY THE NUMBERS

- Official attendees: **234**
- Number of organizations: **107**
- Training attendees: **187**
- Number of meetings: **195**
- Number of states: **49**
- Number of territories: **1**
- House appropriators staff meetings: **26**
- Senate appropriators staff meetings: **12**
- Registration Revenue 2021 **\$3,825**
- Registration Revenue 2020 **\$1,575**



UNITING FOR AN EQUITABLE RECOVERY

NEUAC 2021 ANNUAL CONFERENCE



Total registrants
and attendees

585

BREAKDOWN BY REGISTRATION TYPE

Corporate/Utility NEUAC Member	15%
Corporate/Utility NEUAC Non-Member	4%
Non-Profit Government/Tribe Member	42%
Non-Profit Government/Tribe Non-Member	30%
Sponsor	8%

VIRTUAL POVERTY SIMULATION REGISTRATIONS

116

HIGHLY ATTENDED PLENARY AND BREAKOUT SESSIONS

Session	Views
Welcome and Plenary Session day 1	428
Welcome and Keynote Speaker day 2	382
Compassionate Utility Practices to Reach Vulnerable Populations	255
Communications within the Culture of Poverty	233
How to Greatly Expand the Enrollment in Energy Assistance Programs	214

HISTORIC REGISTRATION

Virtual Event	Virtual Event	Fort Worth	Phoenix, AZ	Fort Lauderdale, FL
June 8-9, 2021	August 4-5, 2020	June 3-5, 2019	June 25-28, 2018	June 26-28, 2017
Total 585	Total 648	Total 604	Total 660	Total 618

UNITING FOR AN EQUITABLE RECOVERY

NEUAC 2021 ANNUAL CONFERENCE MAJOR SPONSORS



THANK YOU TO ALL OUR SPONSORS

TXU Energy (Vistra Energy)
Atmos Energy
Entergy Services, Inc.
SMUD
Edison Electric Institute
Salt River Project
National Grid
Citizens Energy Group
Southern California Gas Co
Florida Power and Light
DTE Energy
Baltimore Gas & Electric
Spire
CenterPoint Energy
National Rural Electric Coop
Association
TECO Energy
Consumers Energy
New Jersey Natural Gas
Tacoma Public Utilities
NiSource/Columbia Gas of PA
Black Hills Energy
Washington Gas
Dollar Energy Fund
ConEdison
APPRISE
FirstEnergy

Alliant Energy Corporation
Central Coast Energy Services, Inc.
Duke Energy
The Heat and Warmth Fund
(THAW)
ONE Gas Oklahoma and Texas
HeartShare Human Services of
New York
National Community Action
Partnership
Mid America Assistance Coalition
Pepco Holdings
PECO
Operation Fuel
Commonwealth Edison (ComEd)
Federal Energy Regulatory Com-
mission
Federal Energy Regulatory Com-
mission
Arizona Public Service
Nest Labs
The Manchester Group
Southern California Edison Co.
Southwest Gas Corporation
WEC Energy Group
SEEL LLC
Electrical District No. 3

US Gas and Electric
PSE&G
Applied Energy Group
Distributed Energy Financial Group
LLC (DEFG)
Kansas City Power & Light
Lumbee Tribe of North Carolina
Xcel Energy
United Way Of Broward County
National Energy Assistance
Directors' Association
Bidgely
Dominion Energy
Energy Outreach Colorado
Huntsville Utilities
National Grid
Operation Fuel, Inc.
OPOWER
PECO
Peoples Natural Gas
Pepco Holdings
PPL Electric
San Diego Gas & Electric
Solix, Inc.
Vermont Energy Investment Corp.
(VEIC)
Washington Gas

MEMBERSHIP 2021

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	222	29	83%

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NATIONAL ENERGY & UTILITY
AFFORDABILITY COALITION

Thank You!!
😊

Many thanks to our devoted members for their continued support in FY21, especially during a year of strife, pared down budgets, and while juggling the effects of the pandemic in your communities.

NEUAC is proud to partner with you to **fight energy poverty** and maintain stability for households across the country.

You are appreciated!

Sincerely,



Katrina Metzler, Executive Director

on behalf of

The NEUAC Board Membership Committee

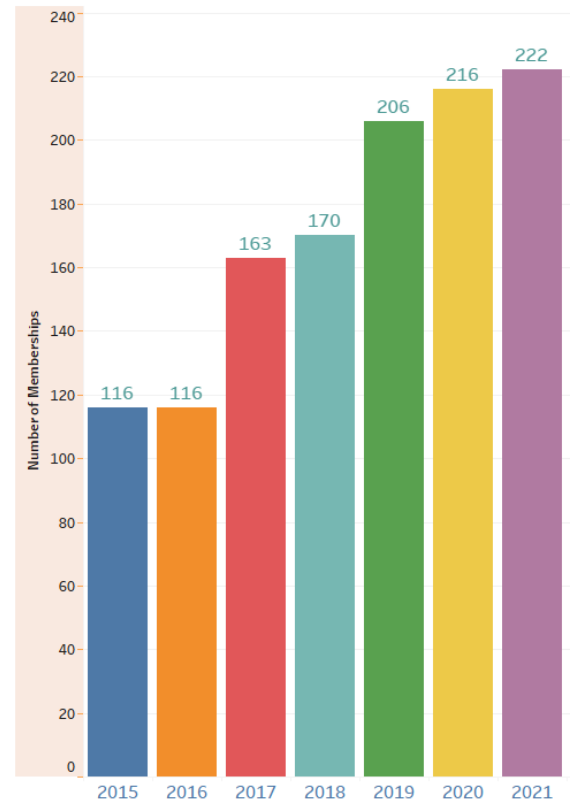
The NEUAC Board of Directors

	2015	2016	2017	2018	2019	2020	2021	F
Non-Profit	58	53	72	73	103	99	104	
Utility	33	30	44	46	43	48	50	
Government	10	12	16	17	30	29	26	
Municipal Utility	3	4	4	5	6	11	13	
Corporation	3	3	10	10	4	7	11	
Tribal Nation	3	3	3	5	8	7	9	
Trade Association	4	6	9	9	6	7	7	
Individual	2	5	5	5	6	8	2	

Total NEUAC members

222

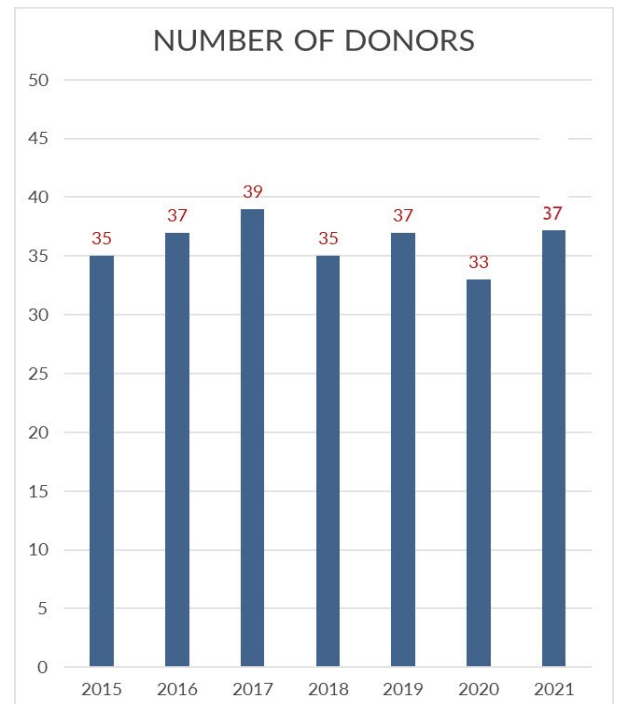
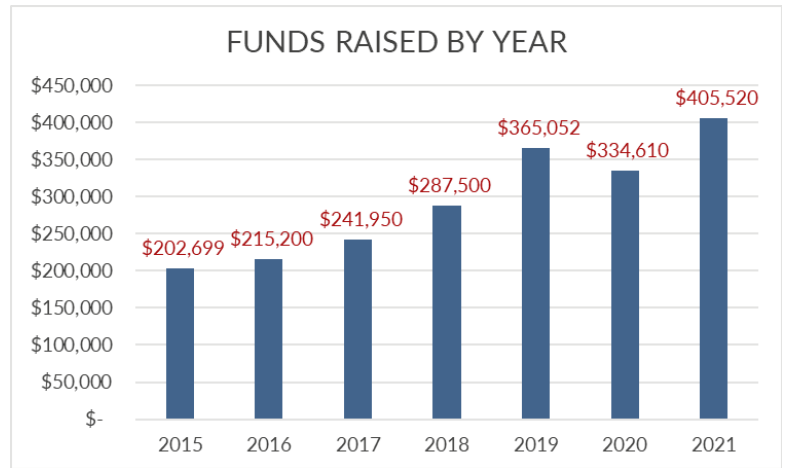
NEUAC Memberships by Year



Welcome New Members in 2021

ABC Trust
Arkansas Community Action Agencies Association, Inc.
Bidgely
Calico Energy
Central Hudson Gas & Electric
Citizen Potawatomi Nation
Community Action Association of Pennsylvania
Community Action Pioneer Valley
Community Software Group
E4thefuture
Florida Council on Aging
Govans Ecumenical Development Corporation (GEDCO)
H Gil Peach & Associates LLC
HELP Initiative, Inc.
Indiana Housing and Community Development Authority
Los Angeles Department of Water and Power
Maryland Office of People's Counsel
Morris County Organization for Hispanic Affairs
North Coast Energy Services, Inc.
NuTilti Inc.
NYSERDA
Oglala Sioux Tribe
PA Public Utility Commission
Pierce County Human Services
Sabrina Cowden Consulting, LLC
Solar Stewards
South Central Human Resource Agency
South Jersey Gas
Spectrum Community Services

FUNDRAISING 2021



THE HIGHLIGHTS

Total number of donors increased **130%** from 2020 to 2021.

Additionally, total support from donors reached a new historic high for the organization of **more than \$400,000**.

DONOR STATISTICS

	2018	2019	2020	2021
Number of total Donors	35	37	33	37
Retained Donors: No of donors who gave in year X that also gave in year (X-1)	27	27	28	25
Retention Rate	69%	77%	76%	76%
Number of new donors compared to prior year	8	10	5	12
Number of lapsed donors compared to prior year	12	8	9	8
Average of all donations	\$ 8,214	\$ 9,866	\$ 9,841	\$10,560
Average donation of lapsed donors	\$ 4,242	\$ 7,785	\$ 3,000	\$10,750
Average donation of new donors	\$ 9,000	\$ 8,245	\$ 6,101	\$9,250

SPECIAL EVENTS

A visual look-back at highlights from 2021...

Congressional Briefing on LIHEAP

January 28, 2021

145 registered attendees

HHS/NEUAC/NACWA Joint LIHWAP

Webinar

August 12, 2021

469 registered

Utility Summit Webinar Series

Part 1: Third-Party Gift Programs—January 21, 2021

Part 2: Innovation in Utility Assistance Programs—February 2, 2021

Part 3: Marketing Utility Assistance Programs—February 18, 2021

LIHEAP Action Month

August 2021



LIHEAP 40th Anniversary

August 13, 2021



Welcome to LIHEAP Action Month!

Utility assistance providers take time in August to raise awareness of the need to protect families and vulnerable persons from energy poverty and demonstrate the positive impact of LIHEAP.

NEUAC will be sharing info and ideas all month long!

40 YEARS ANNIVERSARY



Nearly 300 million

households have benefitted from LIHEAP since 1981, providing critical heating, cooling, crisis and other energy-related assistance in times of need.

Source: U.S. Department of HHS

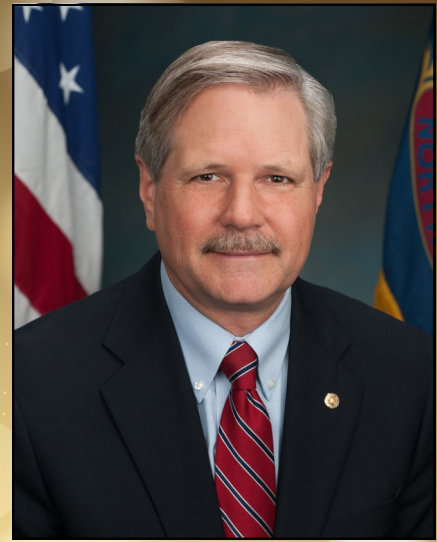


40 YEARS ANNIVERSARY

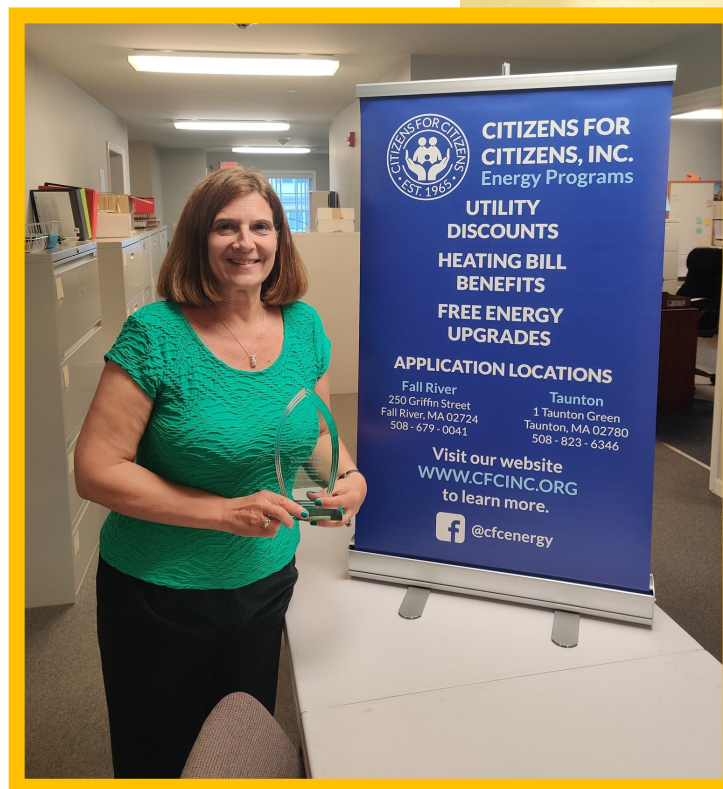


SPECIAL AWARDS

Extra Mile Award
Senator John Hoeven
North Dakota



Sister Pat
Kelley Award
Liz Berube
Citizens for
Citizens,
Massachusetts



Corporate Leadership
Award
Tacoma Public Utilities
Customer Service Team
Washington State

