



**neuac**

**AGA**  
American Gas Association

# 2025 UTILITY SUMMIT

# Introduction & Safety Moment

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**Katrina Metzler**

Executive Director

National Energy & Utility Affordability Coalition

## Welcome

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**Karen Harbert**

President and CEO

American Gas Association

# Agenda Highlights

9:30 AM	Federal Affairs Panel: LIHEAP Policy Update/Talking Points
11:00 AM	Contingency Planning and Resources Beyond LIHEAP
1:00 PM	LIHEAP “Pain Points” and Solutions Building
1:45 PM	Streamlining Access to Affordability Programs
2:45 PM	Artificial Intelligence and Energy Affordability
3:45 PM	Weatherization Program Update
4:15 PM	Weatherization: Energy Efficiency Programs and Storage Strategies
5:00 PM	Wrap up

# Federal Affairs Panel: LIHEAP Policy Update

Federal panel provides key policy updates, response timelines, and national developments on energy assistance and affordability.

## Panelists

### **Kate Brownlee**

Senior Manager, Governmental Affairs and Public Policy  
American Gas Association

### **Ben Jackson**

Senior Director of Government Relations  
Edison Electric Institute

### **Jonathan Hirte**

Director of Federal Affairs  
DTE

### **Chris Hickling**

Director of Federal Legislative Affairs  
Ameren Corporation

### **Tiffany Scott**

Director Federal Government Affairs  
WEC Energy Group

# Current LIHEAP Talking Points

## **Overcoming energy insecurity requires consistent efforts**

- Ambiguity regarding program funding can result in delays, staffing issues, community expectations
- Year-round LIHEAP is necessary to protect families from both heat and cold
- Consistent and comprehensive funding ensures families can maintain a safe home environment
- *Adequate staffing at the federal level ensures program integrity and operations*

## **Energy access is crucial for household safety**

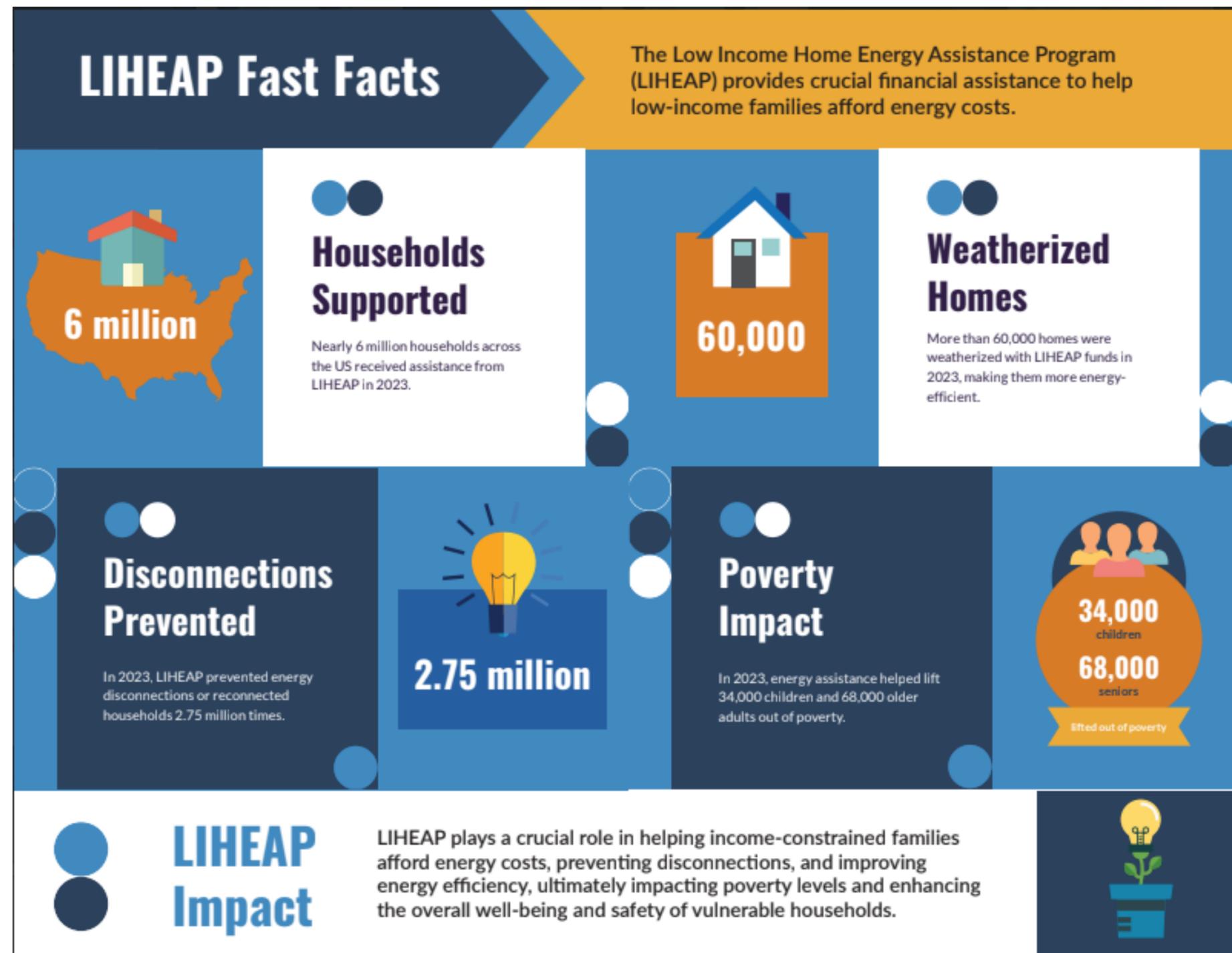
- Affordability is a rising concern. LIHEAP protects families
- Appliances rely on energy to provide life-critical resources
- Unsafe practices include no-heat situations and using unsafe equipment to heat home in an emergency

## **Protect and increase LIHEAP to address home energy needs**

- \$5.1 billion needed to maintain access to energy and meet growing demands for affordability
- LIHEAP is a bipartisan program with support on both sides of the aisle

# LIHEAP Fast Facts

- Nearly **6 million** households
- More than **60,000 homes weatherized**
- **2.75 million** disconnections prevented or reconnected households
- **LIHEAP** lifts vulnerable households out of poverty



## Michigan

### LIHEAP FY2024 Profile

**435,260**

Total Households Served

**2 in 5**

Eligible Households Served

**1,088,901**

Eligible Population\*

**\$31,818**

Income Eligibility Requirements<sup>1</sup>  
for a 4-person household

**\$207,497,709**

Total Funding Available

**136,058**

Times LIHEAP Restored Service  
or Prevented Disconnection

**51%**

Households served include  
a vulnerable member

**101,425**

Households served with  
a disabled member

**80,862**

Households served  
with a child 5 or younger

**107,930**

Households served  
with a senior

### Annual Funds, 2018 - 2024

(\$ millions)



### Use of Funds



### Types of Assistance<sup>5</sup>

#### Heating

**434,124** Households Served

**\$181**  
Average Benefit

#### Crisis

**129,420** Households Served

#### Cooling

**0** Households Served

**\$0**  
Average Benefit

#### Weatherization

**1,280** Households Served

**30%**

Households that cut back on  
food or medicine to afford  
energy bills<sup>2</sup>

**19%**

Households that kept their  
home at unsafe temperatures  
due to energy costs<sup>3</sup>

**23%**

Households that couldn't pay  
an energy bill at least once in  
the past year<sup>4</sup>

**6%**

Average annual reduction in  
household energy burden  
after receiving LIHEAP

# NEW! State Sheets

- Updated with FY 2024 information
- Layout
- Combined types of assistance, crisis programs
- Eligible households – federal guidelines



# Energy Assistance, Contingency Planning and Resources Beyond LIHEAP

Panel-led utility discussion on how some investor-owned utilities are navigating the uncertainty with LIHEAP and need for additional assistance funds by providing added support for energy assistance programs and vulnerable customers.

## Speakers

January Mallory  
Senior Energy Assistance  
Program Manager  
Pepco Holdings

Cristiano Quijano  
Energy Assistance  
Program Manager  
BGE

Harmony Barbera  
Director of Federal Affairs  
PG&E

[Link to Exelon video](#)

[Link to PG&E video](#)

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# Lunch



# LIHEAP “Pain Points” and Solutions

Discuss challenges in local LIHEAP administration/implementation and triage with NEUAC to develop collaborative solutions.

My utility’s relationship with my nonprofit partners is:

- A. Harmonious, balanced, open, productive – **the perfect marriage.**
- B. Going OK – we talk when we need to and the work gets done – **effective partnership.**
- C. Could be better – **he left the seat up.**
- D. Things are tense – **we may need couples counseling.**

# Partnerships

- Who are your regional, state, and local nonprofit partners? What is their role? How does their work dovetail with yours?
- Are the partnerships effective? What resources do nonprofit partners need, in your opinion, to continue to grow capacity?
- Have you participated in the state plan process? What were the results?
- Are there pain points? What are the challenges of working with nonprofit and governmental partners?

# Vendor Agreements

- What do you know about vendor agreements?
- Does your utility offer LIHEAP families any special concessions as part of the vendor agreement, e.g. waived late fees, immediate reconnect, delay of disconnect?
- Does your utility have a conversation annually with the state or LIHEAP grantee re: vendor agreements?
- Special note: difference between a subrecipient and a contractor

## **Subrecipients**

- (1) Determines who is eligible to receive what Federal assistance;**
- (2) Has its performance measured in relation to whether objectives of a Federal program were met;**
- (3) Has responsibility for programmatic decision making;**
- (4) Is responsible for adherence to applicable Federal program requirements specified in the Federal award; and**
- (5) In accordance with its agreement, uses the Federal funds to carry out a program for a public purpose specified in authorizing statute, as opposed to providing goods or services for the benefit of the pass-through entity.**

## **Contractors**

- (1) Provides the goods and services within normal business operations;**
- (2) Provides similar goods or services to many different purchasers;**
- (3) Normally operates in a competitive environment;**
- (4) Provides goods or services that are ancillary to the operation of the Federal program; and**
- (5) Is not subject to compliance requirements of the Federal program as a result of the agreement, though similar requirements may apply for other reasons.**

*Use of judgment in making determination. In determining whether an agreement between a pass-through entity and another non-Federal entity casts the latter as a subrecipient or a contractor, the substance of the relationship is more important than the form of the agreement. All of the characteristics listed above may not be present in all cases, and the pass-through entity must use judgment in classifying each agreement as a subaward or a procurement contract.*

# Reimbursement Process

- How long does it take from the time of application to payment made on the customer's account? How does this process function in your service territories?
- Is the time between eligibility determination and benefit applied less than 30 days?

# Eligibility

- Is the eligibility for other fuel funds or energy/fuel benefits the same or different in your service territory? Does this fill gaps, create confusion, work well?

# Data Sharing and Reports

- **How does your utility share customer account and other data with the public? With nonprofit partners?**
- **Does this system work well, or need work?**

**Any other discussion?**

# Streamlining Access to Affordability Programs

As energy costs continue to rise, millions of customers struggle to pay their utility bills. Despite the growing need for assistance; however, 2022 Low Income Energy Assistance Program data from the Rocky Mountain Institute shows that among eligible households, most states have less than a 20% participation rate in energy assistance programs. Higher participation rates benefit everyone in the energy value chain, reducing disconnections, lowering customer debt, and decreasing administrative burdens for customers, utilities, and agencies. So, to better understand and address barriers that vulnerable customers face in energy assistance program enrollment, Georgia Power participated in the E Source Low- and Moderate-Income Customer Journey Mapping Study. The study, concluding in January 2025, combines customer, utility, and agency interviews and ethnographic research to identify hurdles in the enrollment process, gaps in program awareness, and the beliefs and drivers of low-income customer behavior. In this session, Danny Johnson, Energy Assistance Manager at Georgia Power, will present real-life examples of the challenges their customers have experienced at multiple phases of the enrollment process. He will also share how adopting a human-centric application process and intentional collaboration with community action agencies can streamline access to energy assistance programs.

## **Speaker**

Danny Johnson  
Energy Assistance Manager  
Georgia Power

# Understanding and Serving Our Limited-to-Moderate Income Customers

Danny Johnson, Manager, Energy Assistance  
December 2, 2025



# Presentation Goal

**To visually explain the customer journey by helping utilities understand what their customers think and feel during utility interactions.**



# The Journey Mapping Study

Partner

E-Source

Insights

Analysis

Data  
Collection

Planning

## Duration

18-month Limited-to-Moderate Journey Mapping Study

## Objectives

- Identify barriers and pain points for LMI customers
- Understand customer experiences across touchpoints
- Develop actionable insights for programs and solutions

## Methodology

- Customer engagement methods  
(Conducted interviews, surveys, and created videos)
- Qualitative and quantitative approaches
- Geographic and demographic coverage

# Experienced LMI Assistance Journey



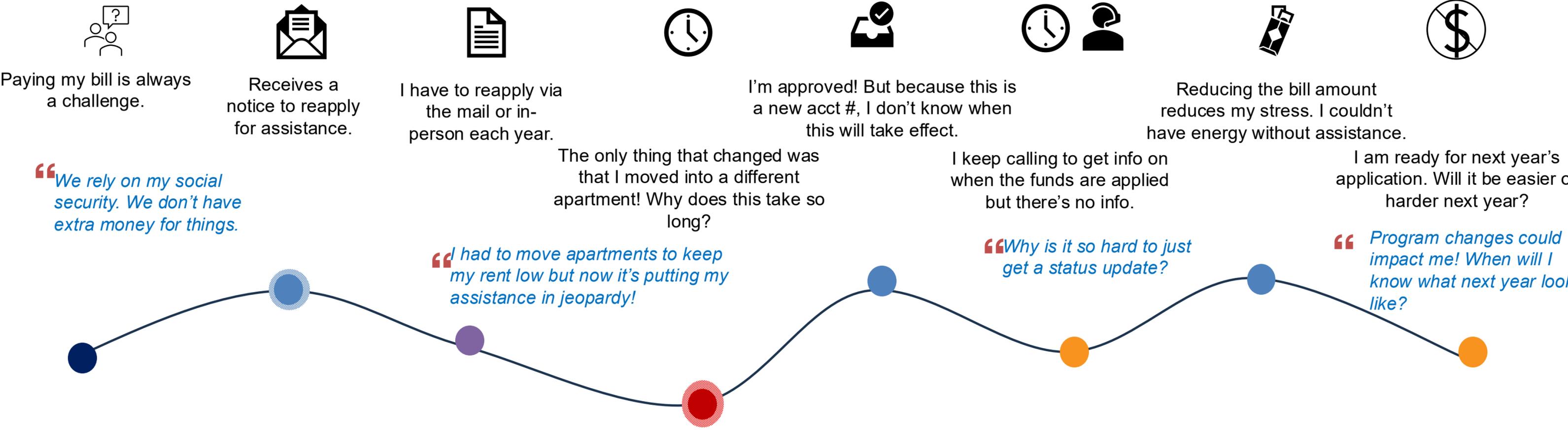
- Janet
- Age: 63
- Been on a fixed-income for a long time

Small changes in my life shouldn't upset my assistance programs as much as they do.

When I had to take disability, it was hard to figure this out. Now I know how to be proactive in getting help.

Finding Help		Going through the process		Gaining access		Program is active	
Need	Becoming aware	Application	Waiting for approval	Approval	Waiting for benefits to start	Receiving benefits	Current year's benefits end

Inexperienced LMI Assistance Journey



FEELING CONFIDENT AND SATISFIED	FEELING TREPIDATION	FEELING RELIEF AND CONFUSION	FEELING GRATEFUL YET CONCERNED
<ul style="list-style-type: none"> <li>• Janet feels like she is in control knowing you're going to send the notice. It's hard to pay bills on a fixed income but she knows you'll tell her next steps.</li> </ul>	<ul style="list-style-type: none"> <li>• Some of the information from last time carried over, but moving into a new apartment has caused challenges with streamlining the process.</li> </ul>	<ul style="list-style-type: none"> <li>• It often takes a while for the assistance to kick in and there's no information about its status. Janet just wants an answer on what to expect.</li> </ul>	<ul style="list-style-type: none"> <li>• Janet relies on energy assistance to make ends meet. However, because of slight changes each year, she wonders how she will continue to pay her bills.</li> </ul>

CX insights

# Inexperienced LMI Assistance Journey



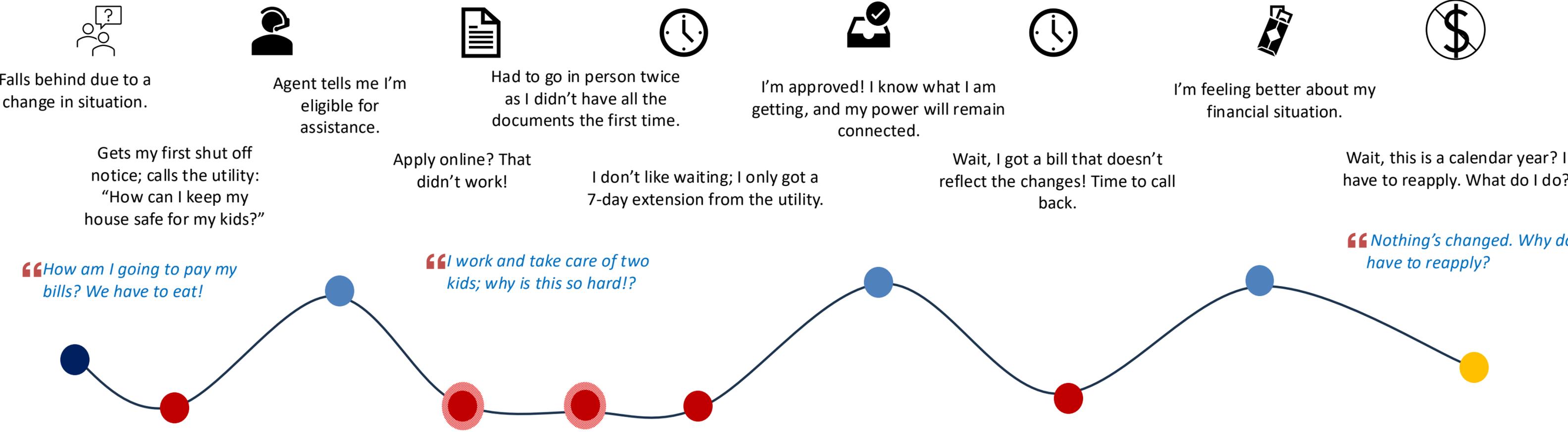
- Brenda
- Age: 36
- Busy, considerate, practical, straightforward

My biggest frustration was that I just didn't know what my next step was going to be.

Brenda has never applied for assistance before; her shutoff triggers her trying to navigate a complex set of assistance programs.

Finding Help		Going through the process		Gaining access		Program is active	
Need	Becoming aware	Application	Waiting for approval	Approval	Waiting for benefits to start	Receiving benefits	Current year's benefits end

Inexperienced LMI Assistance Journey



FEELING ANXIOUS AND STRESSED	FEELING ANXIOUS AND FRUSTRATED	FEELING RELIEF AND CONFUSION	FEELING GRATEFUL YET CONCERNED
<ul style="list-style-type: none"> <li>• Inexperienced customers are often triggered by sudden changes (medical, repair, job change, etc.).</li> </ul>	<ul style="list-style-type: none"> <li>• Verification for assistance takes time and potentially money as customers have to take time away from work to provide all their information.</li> </ul>	<ul style="list-style-type: none"> <li>• Receiving the approval notice sometimes conflicts with billing dates; when a customer doesn't know their status, they call back to the utility!</li> </ul>	<ul style="list-style-type: none"> <li>• Depending on when the customer applies for assistance, they may need to reapply immediately; Brenda didn't know what she was supposed to do.</li> </ul>

CX insights

# Customer Journey Insights and Solutions

## Experienced LMI Customers



### CHALLENGES

- ✓ Receiving application and utility assistance payment updates can be difficult.
- ✓ Current or previous energy assistance information doesn't automatically carry over when relocating.
- ✓ Having early notification of program or benefit changes could reduce stress around budgeting for utility costs.

## Inexperienced LMI Customers



### CHALLENGES

- ✓ Identifying programs and understanding qualifications can be difficult and confusing.
- ✓ The amount of paperwork required can be daunting and demoralizing.
- ✓ Approval notices and billing dates don't align, which may result in additional hardships awaiting assistance to be applied.

## Community Partner Solutions



### SOLUTIONS

- ✓ Shorten the application process for community organization and utility assistance resources
- ✓ Provide clear communications about deadlines, required documentation, and application type (i.e., in-person or online)
- ✓ Design solutions for inexperienced and experienced customer segments

## Utility Providers



### SOLUTIONS

- ✓ Proactive utility outreach through multiple channels to build awareness
- ✓ Leverage Limited Moderate-Income Data, categorical eligibility, and AI technology when marketing campaigns
- ✓ All-the-above approach – ambassadors, community partnerships, internal awareness initiatives, bill inserts, and other media channels.

# Georgia Power at a Glance

## Customers

**2,804,103** Georgia Power customers as of Dec. 31, 2024.



Residential  
**2,452,488**



Commercial  
**331,607**



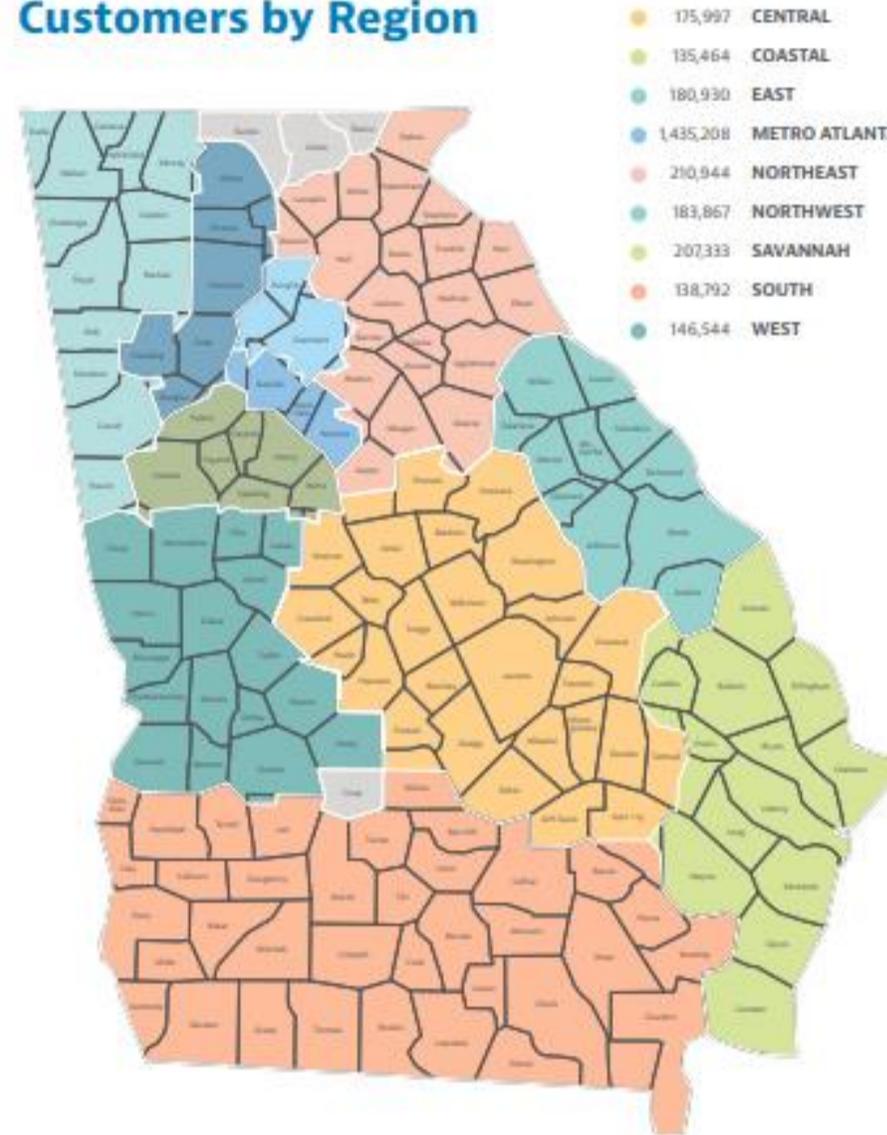
Industrial  
**10,551**



Public Streets & Highways  
**9,457**

*Total 9,470 Rapid Transit Authority 1*

## Customers by Region



## Service Territory

Georgia Power provides electric service to customers in 155 of the state's 159 counties.

*\*Excludes wholesale customers*

## Social Media

**62K**  
NEW FOLLOWERS

**286M**  
IMPRESSIONS

**5.9M**  
ENGAGEMENTS

**28.9M**  
VIDEO VIEWS

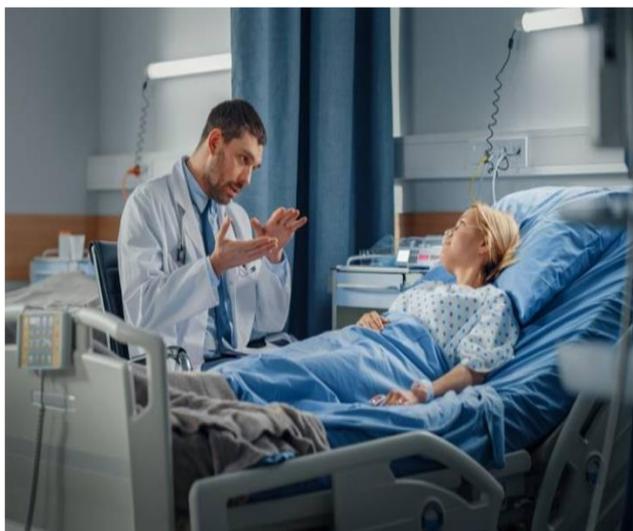




HERE FOR  
GEORGIA



HERE  
FOR  
CUSTOMERS



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YOU



Learn more at [www.georgiapower.com/assistance](http://www.georgiapower.com/assistance)



# ENERGY ASSISTANCE



Energy Assistance is dedicated to identifying and responding to the evolving needs of our customers and partners through a strong community presence, outreach, and education. Our mission centers on making energy affordable for all customers. Our four teams collaborate to provide sustainable energy solutions.

### Community Outreach & Coordination

- Business Development
- Manages income-qualified programs
- Drives awareness, education and enrollment
- Connects customers to energy assistance
- Partners with community agencies, regulators and advocacy groups

**Increasing awareness and access**

### Regional Customer Engagement

- Supports residential, commercial and industrial customers
- Collaborates with Power Delivery and Region External Affairs
- Troubleshoots and resolves service inquiries
- Promotes energy efficiency and assistance

**Fostering customer service excellence**



### Agency Support Services

- Informs on energy assistance and affordability solutions
- Facilitates access to energy assistance
- Assists with portal education and enrollment
- Resolves service and collections issues

**Relieving energy insecurity**

### Executive Customer Relations

- Manages, analyzes and resolves escalated customer service inquiries
- Provides executive-level resolution updates
- Fosters trust with external stakeholders including the Public Service Commission, Better Business Bureau and advocacy groups

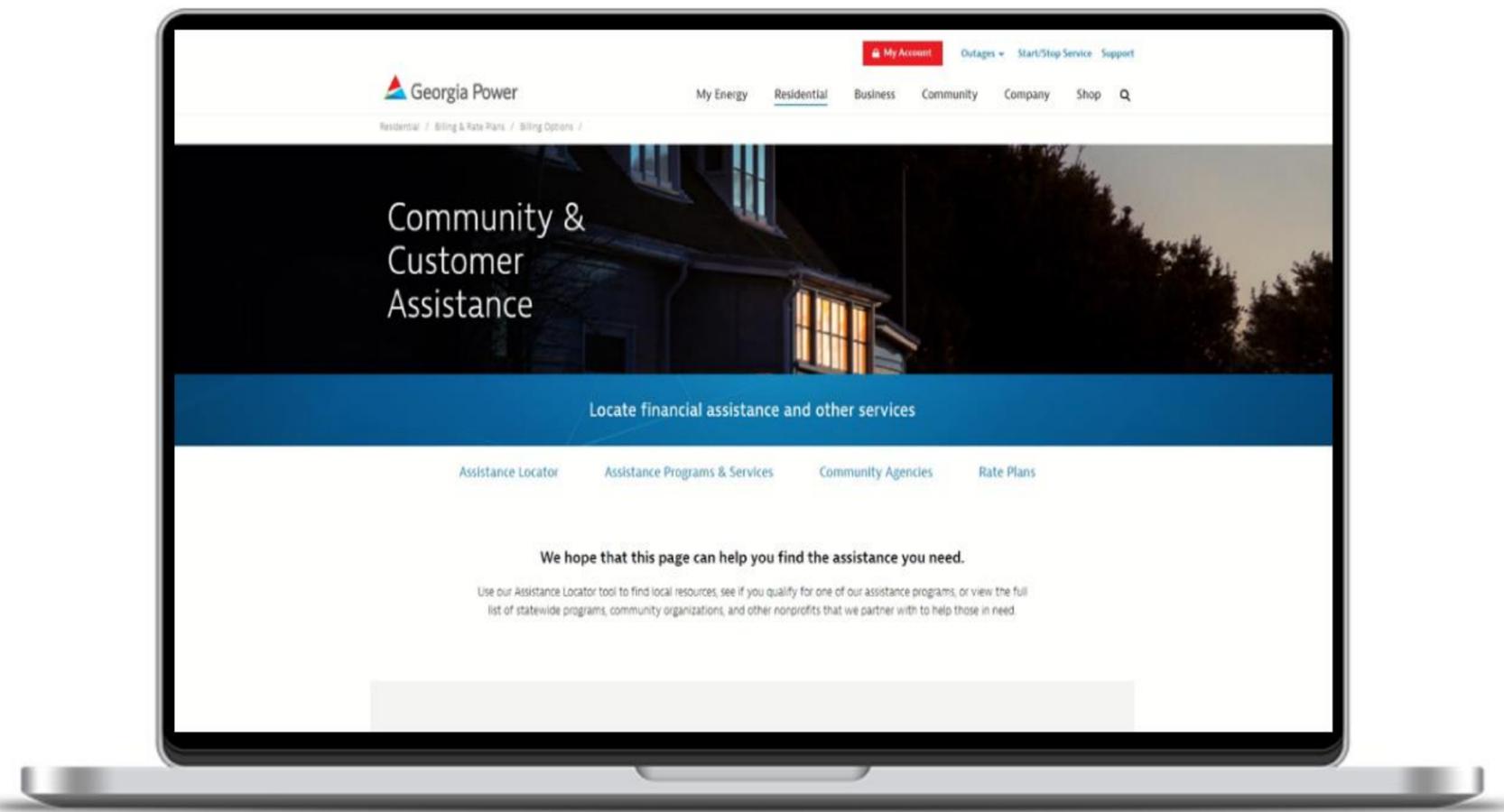
**Delivering solutions for complex issues**



# Income Qualified Discount

## See if you qualify for a discount on your energy bill

Save **\$33.50 monthly** with Georgia Power's Income-Qualified Discount! If your household income is 200% or below the federal poverty guidelines, you may qualify.



### How do I know if I am eligible?

In addition to the income requirements, customers must meet **ONE** of the following:

- Receive Social Security Disability Insurance
- Receive Supplemental Security Income
- Participate in the federal Housing Choice Voucher Program (HUD Section 8)
- Be 65 years or older – adjusted for household size

### What are additional benefits to this discount?

- \$402 in savings yearly
- No reconnect fees
- No transfer fees

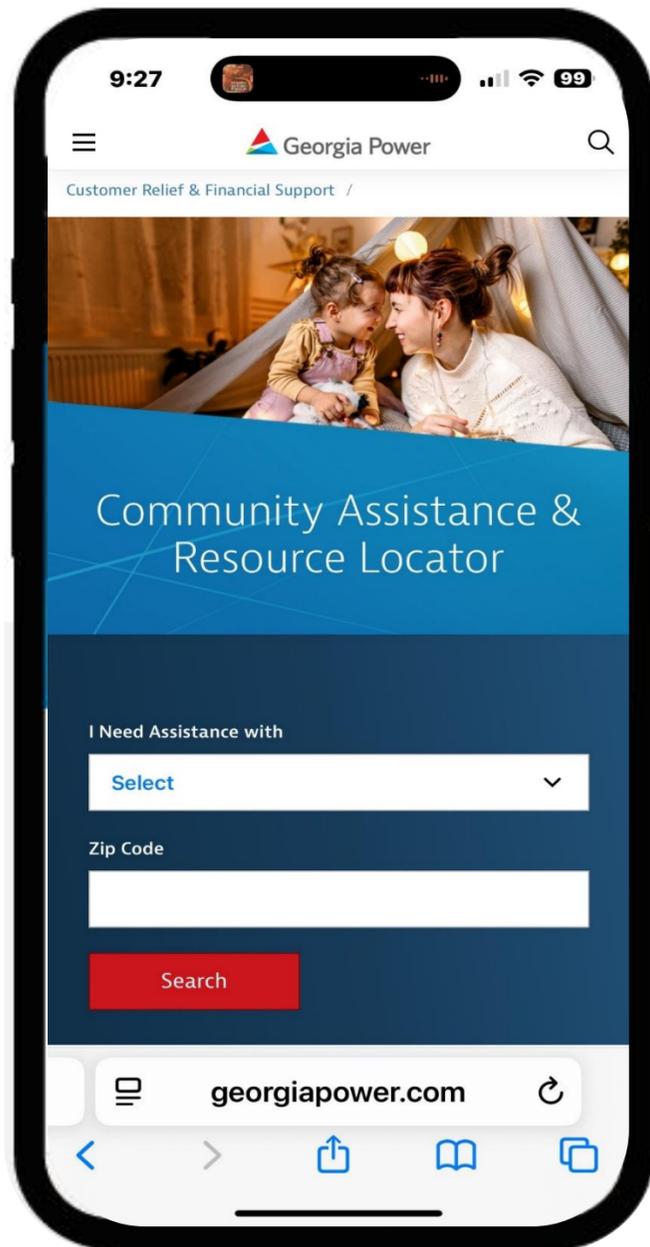
Scan the QR code to apply today!

For more information, visit [georgiapower.com/energydiscount](http://georgiapower.com/energydiscount).



## Find local assistance resources by entering your zip code

Our Community Assistance & Resource Tool is available for all Georgians who may need support from their communities. Assistance is available for food, housing, and utilities – as well as help with counseling services. The tool makes it easy to find support in your community from organizations which offer statewide assistance.



### Refine search by resource type

- ▶ Food
- ▶ Utilities
- ▶ Rental Assistance
- ▶ Shelter
- ▶ Counseling
- ▶ Mortgage Assistance



### Search by zip code

- ▶ Community-specific
- ▶ Convenient, streamlined access to vetted resources
- ▶ Saves time and promotes self-service



### Map pin in search results

- ▶ Links to location in Google Maps
- ▶ Provides directions and distance to resource location



### Statewide Assistance feature

- ▶ Resource assessable to all Georgia residents
- ▶ Critical information appears in the event community-based resources are not displayed



Visit [www.georgiapower.com/residential/assistance/carl.html](http://www.georgiapower.com/residential/assistance/carl.html) to learn more.



# Energy Assistance Portal

A free web-based tool for agencies, religious institutions, and public and private charitable organizations to utilize while assisting Georgia Power customers with their energy costs.

The Energy Assistance Portal is available 24 hours a day, seven days a week, and allows approved users to easily view customer information and make payments or pledges without needing to call, fax or mail. The EA Portal is intuitive to fit any device from your desktop, tablet, or mobile device, and immediately populates pledges and payments to provide customers peace of mind.

## KEY FEATURES & BENEFITS

### Features

- Pay one or multiple accounts without a pledge
- View 12 months of billing and payment history
- View current total and past due balances
- Print payment confirmation
- View account status, average monthly bill, pending payment, and usage history

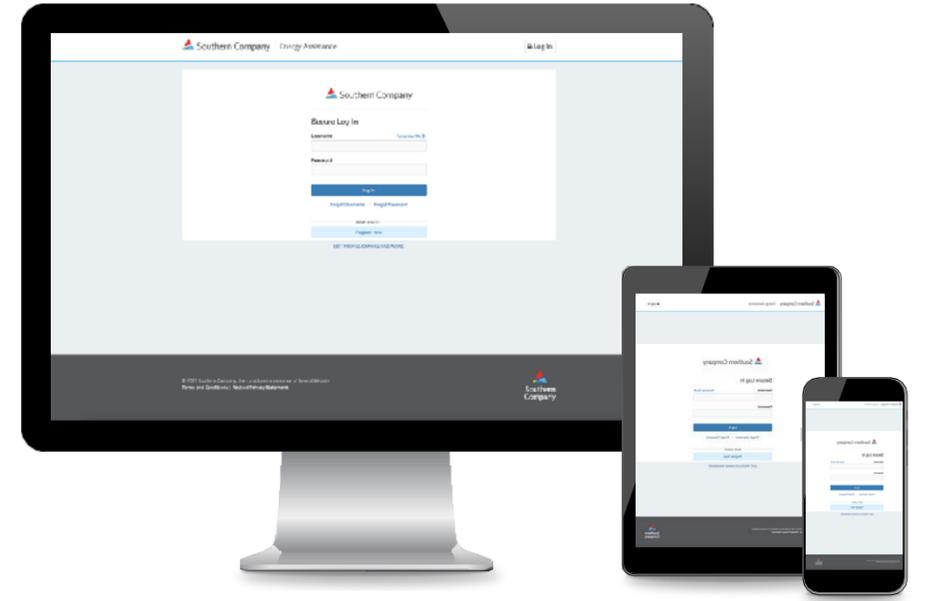
### Additional Features

Portal users have 24/7 access to specific data for pledges and payments. Additionally, users have the ability to import and process multiple pledges and payments at one time.

### Benefits

- Improved customer experience
- Easily view customer information
- 24/7 access and no cost
- Make payments and/or pledges for critical accounts
- Eliminates need to call, fax, or mail

[REGISTER](#)



[energyassistance.southerncompany.com](http://energyassistance.southerncompany.com)

Click below to view our how-to videos:

- ▶ Energy Assistance Portal Overview
- ▶ Retrieving and Reviewing Customer & Account Information
- ▶ How To Make a Payment
- ▶ How To Make a Pledge

## KEY FEATURES & BENEFITS



Since 1985, Project SHARE has been administered by the Salvation Army and funded by utility customers who donate directly or through their monthly bills.



Provides emergency assistance to Georgians who are elderly, disabled, unemployed, sick or experiencing financial hardships. Helps with basic necessities- housing, medical, food, and utilities.



Georgia Power currently matches customer donations at 150% up to \$1.5M per year. All contributions are forwarded to the Salvation Army to be allocated in local areas.

## Did you know?

- Over \$83M has been given back to Georgia residents in assistance.
- Customers have donated over \$41M and GPC has matched at over \$42M.

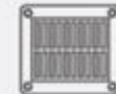


Visit [www.georgiapower.com/projectSHARE](http://www.georgiapower.com/projectSHARE)

# Energy Assistance for Savings & Efficiency (EASE)

- You must be a Georgia Power residential customer.
- Renters and owners are both eligible.
- Your household income must be 200% or less of the 2025 US Federal Poverty Guidelines.
- Grants up to \$5000



-  Improved attic insulation
-  Air sealing of gaps, cracks & leaks
-  Sealing of heating & air conditioning delivery ducts
-  LED light bulbs
-  Smart, Wi-Fi thermostats
-  Heating & air system service
-  Installation of electric water heater blankets

Your total household income must be equal to or below the numbers in the chart in order to qualify for program participation.

Household Size	1	2	3	4	5	6	7	8
<b>Annual Income</b>	\$31,300	\$42,300	\$53,300	\$64,300	\$75,300	\$86,300	\$97,300	\$108,300
<b>Monthly Income</b>	\$2,608	\$3,525	\$4,442	\$5,358	\$6,275	\$7,192	\$8,108	\$9,025

Add \$11,000 for each additional person per year to the annual income of \$108,300 to calculate the annual income maximum for household sizes over 8.

<sup>1</sup> Georgia Power uses 200% of Federal Poverty Guidelines in determining the income requirement.

# 7 Flexible Residential Rate Options



## Smart Usage

Save on your electricity costs by choosing how and when to use your energy.



## FlatBill

Manage your budget with a 12-month, fixed bill that doesn't fluctuate.



## Overnight Advantage

Save money by shifting your household electric usage or charging your electric vehicle or battery overnight.



## PrePay

Control when and how much you pay by prepaying for your electric service.



## Residential Service

Our traditional rate plan with prices that vary throughout the year.



## Nights & Weekends

Small changes in when you use energy during the summer can bring savings.



## Pay by Day

The Pay by Day rate plan combines the convenience of PrePay with the certainty of a fixed daily price.





# Artificial Intelligence and Energy Affordability

## What is the impact?

Overview of the impact of AI on current and future energy affordability, including rate impacts by data centers, call center operations and incorporation of AI chat bots, customer segmentation and personalized program experiences, nonprofit integration of AI-based energy assistance applications; followed by small-group, facilitated discussion.



# What's your AI IQ?

Have you used AI today? How?



# Ways people use AI every day and may not realize they are using it:

## 1. Phone features

- **Auto-correct and predictive text**
- **Photo enhancements** (like automatic lighting fixes, background blur)
- **Face or fingerprint unlock**

## 2. Email and communication

- **Spam filtering** and phishing detection
- **Smart replies** and auto-drafting suggestions
- **Priority inbox sorting**, which learns what you read first

## 3. Online shopping

- **Product recommendations** (“You may also like...”)
- **Personalized search results**
- **Fraud detection** behind the scenes for payments

## 4. Social media

- **Feed algorithms** deciding what posts you see
- **Automatic tagging** of people in photos
- **Content moderation**
- **Ad targeting**

# Ways people use AI every day and may not realize they are using it:

## 5. Entertainment

- **Streaming recommendations**

## 6. Navigation and travel

- **Real-time GPS route optimization** (based on traffic predictions)
- **Ride-share pricing**, matching, and routing

## 7. Smart home devices

- **Thermostats** that learn your preferences
- **Voice assistants** (Alexa, Siri)
- **Smart security cameras** that detect people, animals, or packages

## 8. Banking and finance

- Fraud alerts
- Credit scoring models
- Customer service chatbots

## 9. Health and wellness

- Fitness trackers
- Photo-based analysis in health apps
- Smartwatch alerts

## 10. Behind the scenes

- Search engine ranking algorithms
- Spell check in documents
- Auto-captioning in video platforms
- Noise cancellation in headphones

# What's a data center?

- Expansive
- House rows of computer servers, data storage systems and networking equipment
- Also include the power and cooling systems that keep them running.

This infrastructure is essential for companies that provide digital services. **Whenever you send an email, stream your favorite TV show, save a family photo to “the cloud” or ask a chatbot a question, you’re interacting with a data center.**

- Expanded recently because of AI
  - Require constant power and cooling, are often co-located near substations, industrial parks

Types of Data Centers:

- **Hyperscale data centers**
- **Enterprise data centers**
- **Colocation data centers and service providers**



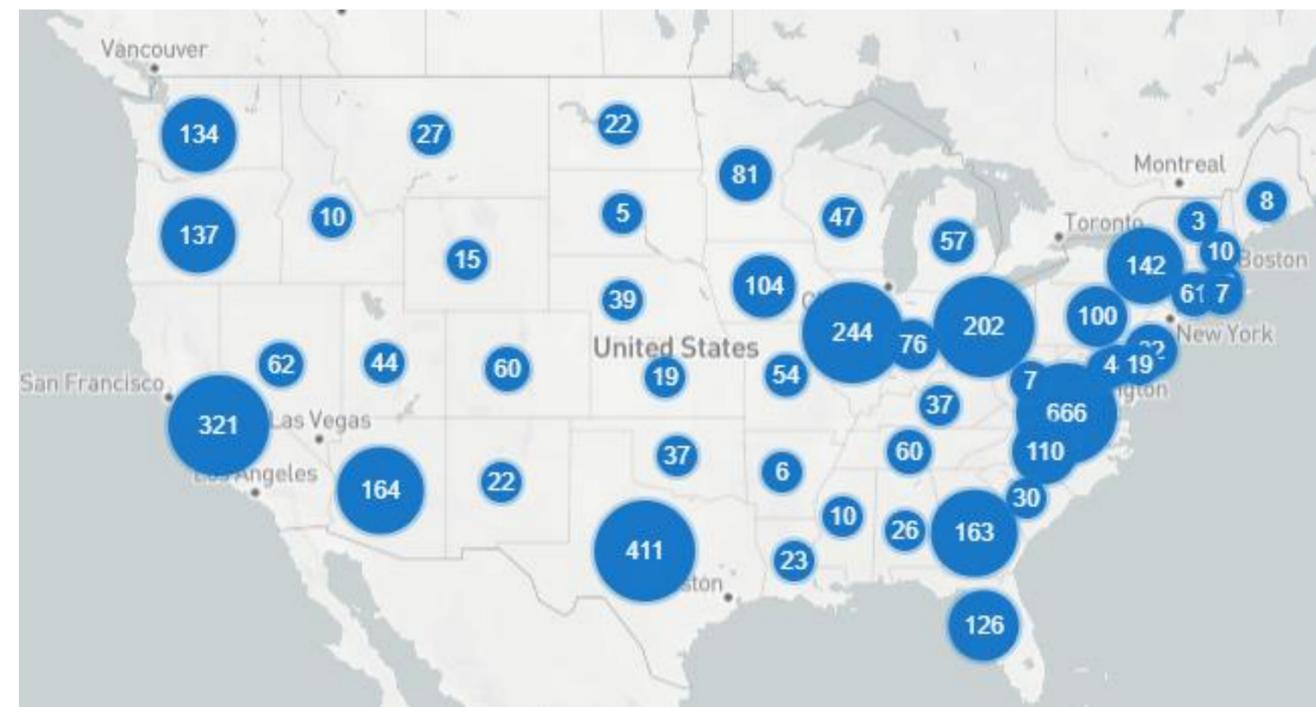


# How many data centers are in the U.S.?

- No federal registration required, so number is estimated and varies based on source and what types they count
- 14 states are home to more than 100 data centers

<https://www.datacentermap.com/usa/>

State	Data Centers
Virginia	666
Texas	411
California	321
Illinois	244
Ohio	202



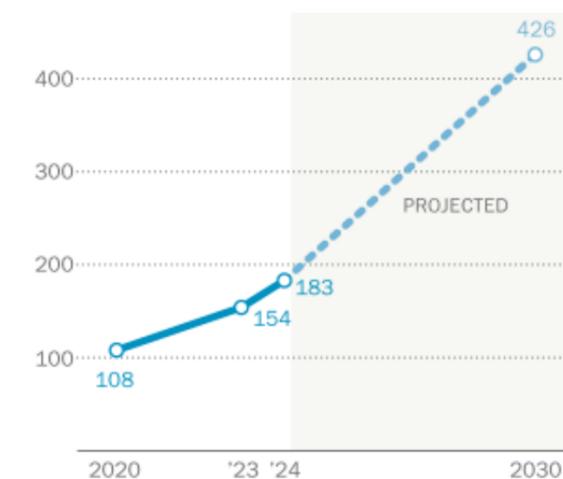
# How much energy does a data center use?

- 183 terawatt-hours (TWh) of electricity in 2024 (record consumption)
- 26% of total supply in VA



## Electricity consumption at U.S. data centers is expected to more than double by 2030

Total electricity consumption by U.S. data centers (terawatt-hours)



Note: 2030 projection is based on IEA's "base case" scenario, which assumes current industry forecasts and regulatory conditions persist.  
Source: International Energy Agency, "Energy and AI," April 2025.

PEW RESEARCH CENTER



# Why are prices increasing for electricity?

*And more specifically, is it because of data centers?*

Estimated increase of 8% nationwide and potentially exceeding 25% in NOVA by 2030

<https://www.cmu.edu/work-that-matters/energy-innovation/data-center-growth-could-increase-electricity-bills>

## Other considerations

- Replacement of aging equipment
- Safeguarding against extreme weather events
- Cybersecurity
- Ongoing and rising costs for reliability and hardening of the grid

## Protective policies for customers

- Special rates for datacenters
- LIHEAP and other affordability programs – what exists? Can it be expanded?
- Other policy changes we should consider?



# The Future: Vertically-Aligned AI

- Companies are offering AI that analyzes smart-meter information and provides context and information to address customer outreach challenges
- Meet “Peggy,” [PG&E’s new chatbot](#) that was integrated into their customer call center
- Companies like Fortell.ai are providing nonprofit partners with AI that will change application and eligibility processes (Washington State)
- Salesforce is being modified to include vertically-aligned AI to provide eligibility determination support, analyze data and trends, and run reports on LIHEAP customers (CEDA, Chicago)



# Discussion

- How is AI affecting processes and programs at your utility?
- What challenges has it presented?
- Have data centers had a positive, negative, or neutral effect on rates?
- What ways have data centers been good community partners for utility customers?
- What policies would protect or enhance conditions for vulnerable families?
- What has been done in your service territories?
  - Special rates? Job creation?
  - Weatherization investments?
  - Other?

# Weatherization Block

## Weatherization Program Update

Where does the Weatherization Assistance Program stand in the FY 2026 appropriations process? How will this affect LIHEAP implementation and eligible families, and how can our LIHEAP network engage on advocacy efforts?

### Andrea Schroer

Energy Services Director

National Association for State Community Services Programs (NASCSPP)

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## Weatherization: Energy Efficiency Programs and Storage Strategies

The cheapest molecule is the one you never use. When customers use less energy thanks to efficiency upgrades - like better insulation, high-efficiency appliances, or weatherization - they're not just conserving fuel; they're lowering their bills month after month. These programs help households reduce their consumption without sacrificing comfort, and that translates into real, sustained affordability in the form of lower bills. Utilities also benefit, because efficiency reduces system demand, which can delay or avoid infrastructure investments. On the supply side, natural gas storage plays a critical role in managing cost volatility.

### Morgan Hoy

Senior Manager, Policy and Strategy

American Gas Association



Weatherization Assistance Program  
WAP Basics & NASCS Policy Priorities  
NEUAC Utility Summit  
December 2-3, 2025

# Agenda

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## Introduction & Video

## WAP Basics

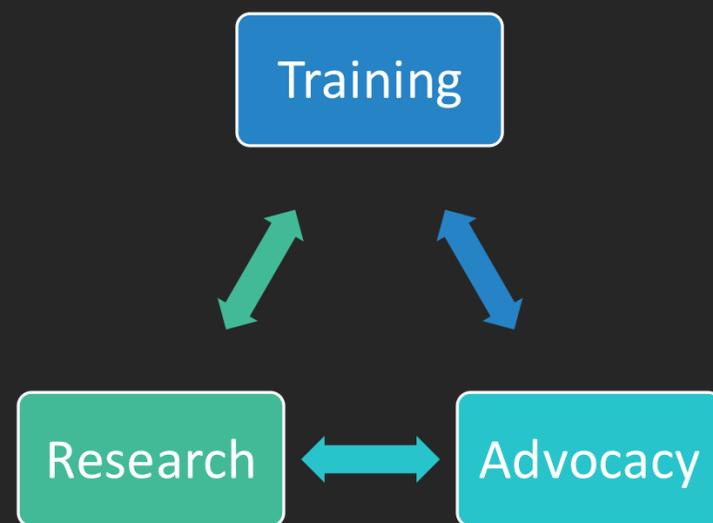
- Mission of Weatherization Assistance Program (WAP)
- Weatherization Process

## Policy & Advocacy Update

- Advocacy & NASCS Policy Priorities
- Pending Legislation

## Leveraging in WAP

# ABOUT NASCSP



## Who We Are

The National Association for State Community Services Programs (NASCSP) is a professional association whose members are state administrators of the Community Services Block Grant Program (CSBG) and the Weatherization Assistance Program (WAP). NASCSP is the premier national association charged with advocating and enhancing the leadership role of states in preventing and reducing poverty.

# NASCSP WAP Staff



Andrea Schroer

Weatherization Director



Megan Meadows

Weatherization Senior Program  
Manager



Claudia Torres

Weatherization Senior Program  
Manager



Kye Garvin

Weatherization Senior Program  
Manager, Workforce

## Helping Local Communities: A Weatherization Success Story

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See the impact of the Weatherization Assistance Program in action. This uplifting NASCSP WAP success story highlights how energy upgrades and support from Georgia Environmental Finance Authority (GEFA) and Middle Georgia Community Action Agency (MGCAA) helps local residents save energy, improve comfort, and strengthen community well-being.

As the client shared, "Talking about a blessing. I got more than what I asked for, I really did."

<https://nascsp.org/bil-success-stories/helping-local-communities-a-weatherization-success-story/>



**Cheryl Williams**  
Executive Director

• [cwilliams@nascsp.org](mailto:cwilliams@nascsp.org)



# Weatherization Basics

# Weatherization Assistance Program

## Mission Statement (42 USCS § 6861)

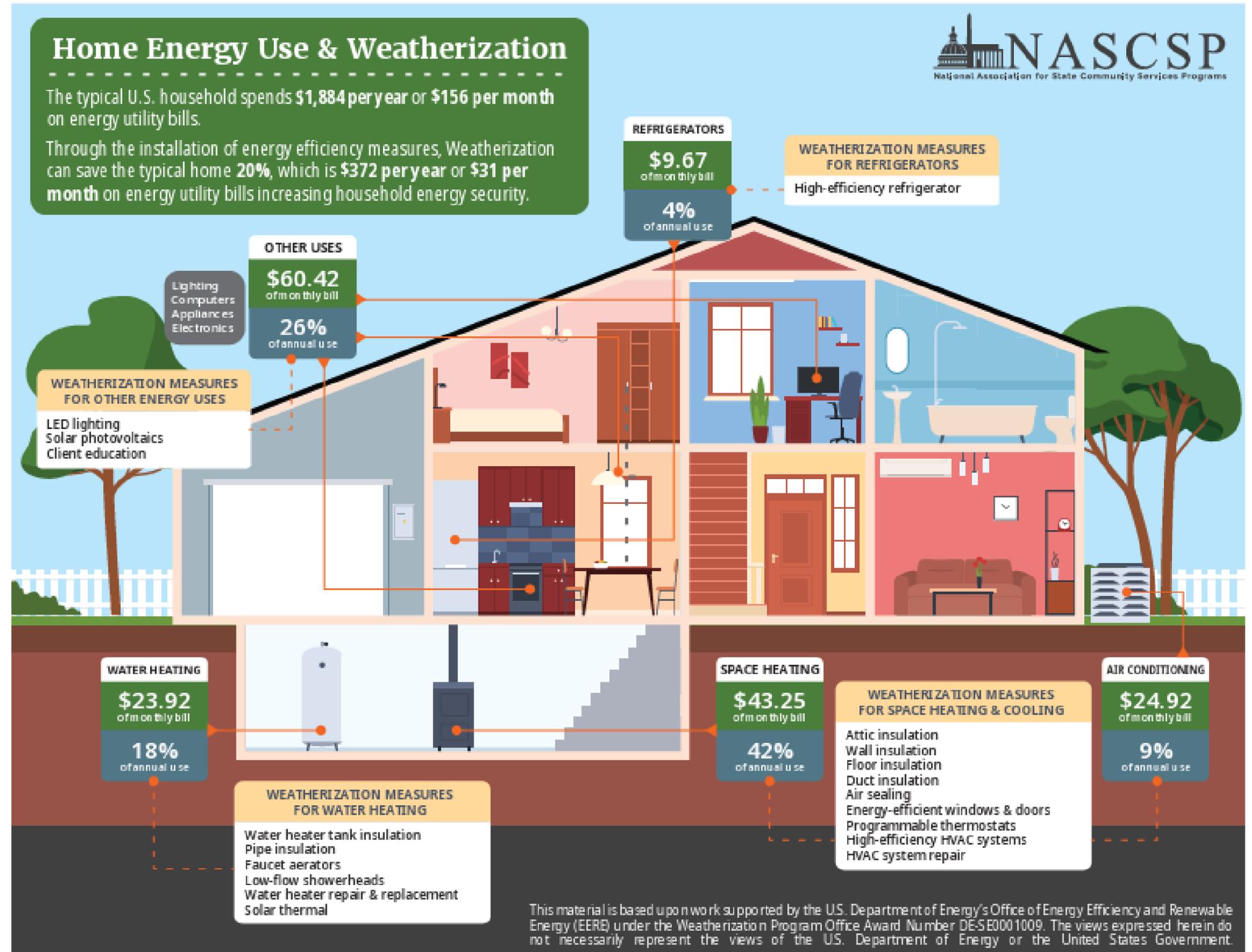
“To **reduce energy costs for low-income families**, particularly for the elderly, people with disabilities, and children, by improving the energy efficiency of their homes while ensuring their health and safety.”

## 49+ Year Record of Success

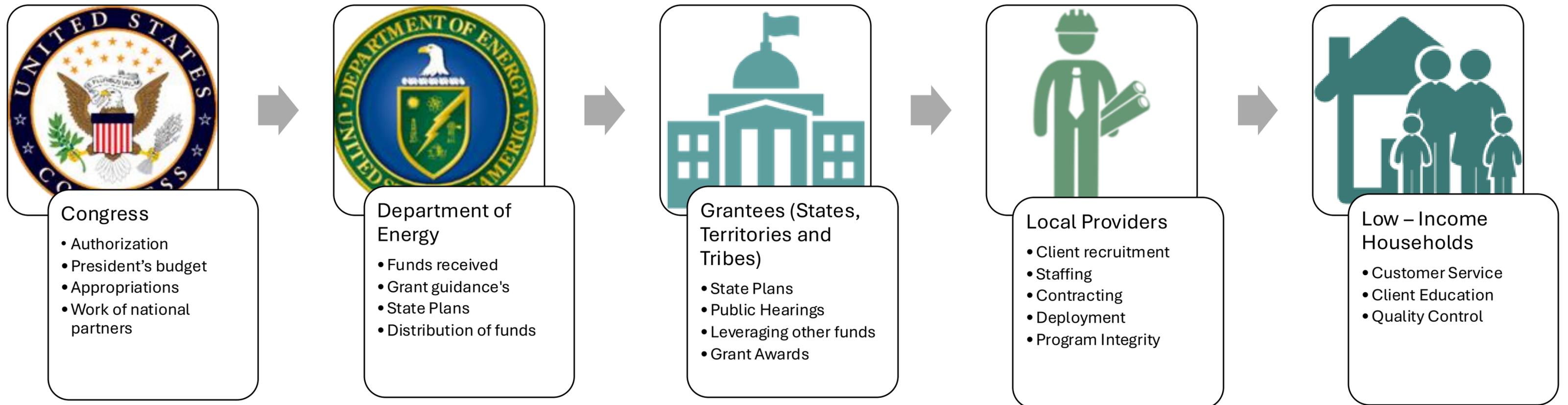
- Operating since 1976 in every state and county in the U.S.
- The **largest whole-home energy conservation** program in the country.
- Saves low-income families an estimated 20% on utility bills



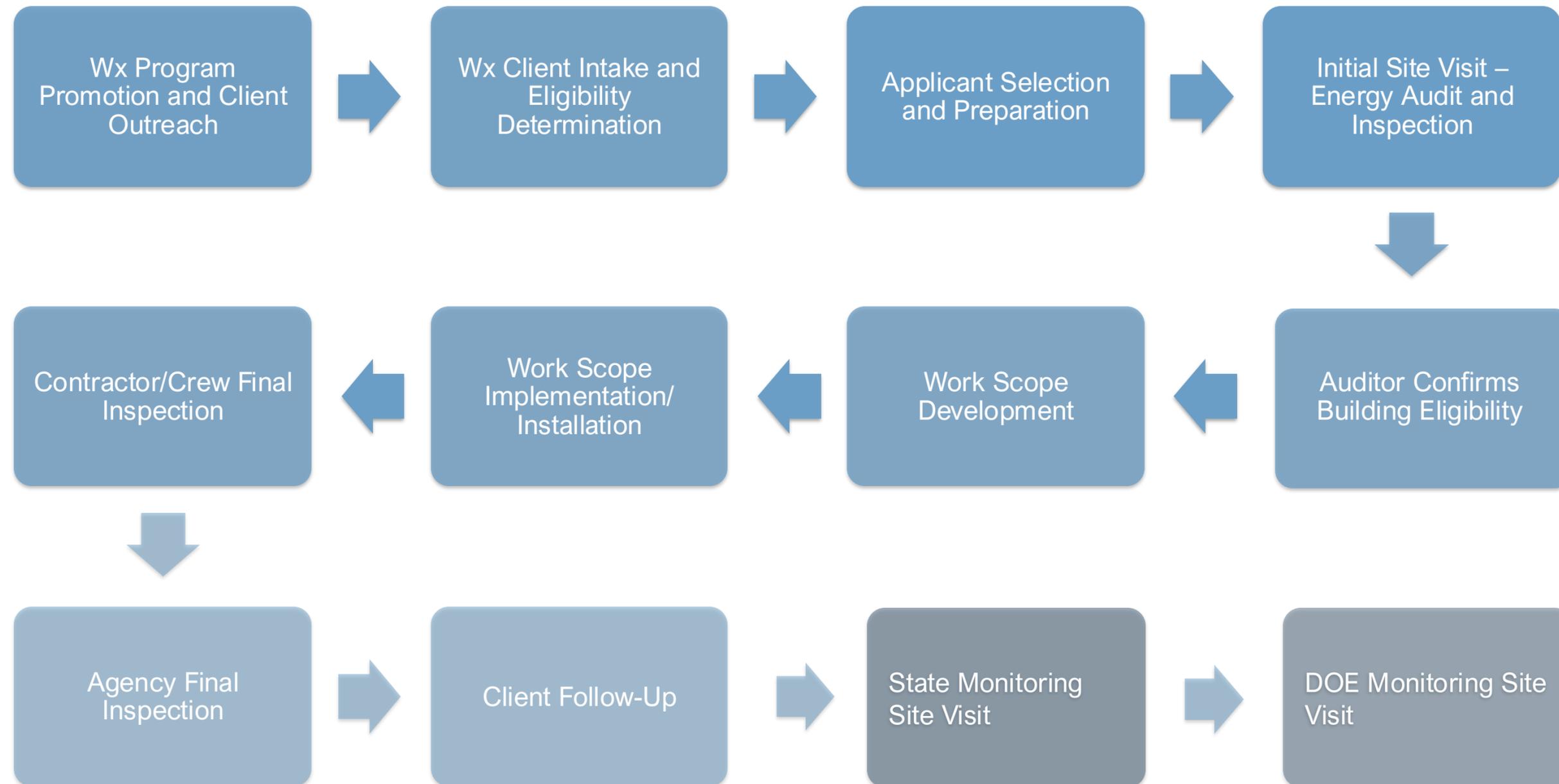
The Weatherization Assistance Program reduces energy costs for energy-burdened households by improving energy efficiency and increasing energy security. For nearly 50 years, WAP has been a cornerstone of energy affordability in the U.S.



# WAP Landscape at a Glance



# Weatherization Process





# Policy & Advocacy Update

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WEATHERIZATION ASSISTANCE PROGRAM



## House Energy & Commerce Subcommittee on Energy: Testimony

- **NASCSP hired Anndyl Policy Group in 2025 to advance our Policy Priorities.**
- (Kara Saul-Rinaldi) testified before the House Energy & Commerce Subcommittee on Energy in a hearing titled “Building the American Dream: Examining Affordability, Choice, and Security in Appliance and Buildings Policies.” Please find her testimony [here](#) and the recording of the hearing [here](#).

# **NASCSP Weatherization Policy Priorities 2025**

Reauthorize the WAP through 2030

Increase the Average Cost per Unit (ACPU)

Authorize the Weatherization Readiness Funds (WRF)

Increase the Renewable Energy Systems Cap

# Pending Legislation - WAP

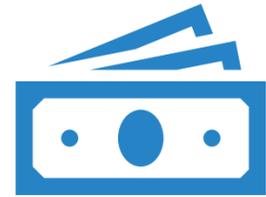
<b>H.R. 1355</b> <b>The Weatherization Enhancement &amp; Readiness Act</b>	<b>S. 1342</b> <b>The Weatherization Assistance Program Improvements Act</b>	<b>S. 2570</b> <b>The Energy Savings &amp; Weatherization Reauthorization Act</b>
<b>Bipartisan cosponsors:</b> Reps. Tonko (D-NY), Lawler (R-NY) + 12 cosponsors	<b>Bipartisan cosponsors:</b> Sens. Reed, Collins, Shaheen, and Coons	<b>Bipartisan cosponsors:</b> Sens. Coons, Shaheen, Collins, and Reed)
<b>Reauthorizes WAP through FY30</b>	<b>Would not reauthorize WAP</b>	<b>Reauthorizes WAP through FY30</b>
<b>Authorizes the Weatherization Readiness Fund at \$50M/year through FY30</b>	<b>Authorizes the Weatherization Readiness Fund at \$30M/year through FY30</b>	<b>Would not authorize the Weatherization Readiness Fund</b>
<b>Increases the statutory ACPU from \$6,500 to \$12,000</b>	<b>Increases the statutory ACPU from \$6,500 to \$15,000</b>	<b>Increases the statutory ACPU from \$6,500 to \$15,000</b>
<b>Would eliminate the cap for renewable energy systems</b>	<b>Increases the statutory cap for renewable energy systems from \$3,000 to \$6,000</b>	<b>Increases the cap for renewable energy systems from \$3,000 to \$6,000</b>

# FY2026 Appropriations

Office or Program	FY2025	President's FY2026 Budget Request	Senate Proposed FY2026	House Proposed FY2026
<b>LIHEAP</b>	\$4.025B	\$0	\$4.045B	\$4.035B
<b>EERE</b>	\$3.46B	\$888M	\$3.29B	\$1.85B
<b>SCEP</b>	\$454M	\$0	\$465M	\$272M
<b>SEP</b>	\$66M	\$0	\$75M	\$55M
<b>WAP (overall)</b>	\$366M	\$0	\$375M	\$195M
<i>-base</i>	<i>-\$326M</i>		<i>-\$335M</i>	<i>-\$180M</i>
<i>-T&amp;TA</i>	<i>-\$10M</i>		<i>-\$10M</i>	<i>-\$5M</i>
<i>-WRF</i>	<i>-\$30M</i>		<i>-\$30M</i>	<i>-\$10M</i>

# Leveraged Funds in Weatherization

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## Utility Funds

From Ratepayers into Public Benefit Fund  
May result from utility rate case  
Run through State WAP Office or Direct  
Contract w/ Subgrantee or Association



## State Funds

Fees or Taxes that went into state revenue  
Designated for housing/energy efficiency  
Set Aside for Low Income initiatives



## Other Non-Federal Funds

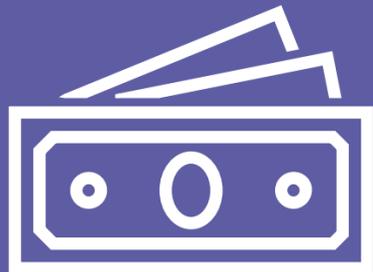
Hospitals or Health Insurance Companies  
Foundations  
Others

# Leveraged Funding in WAP



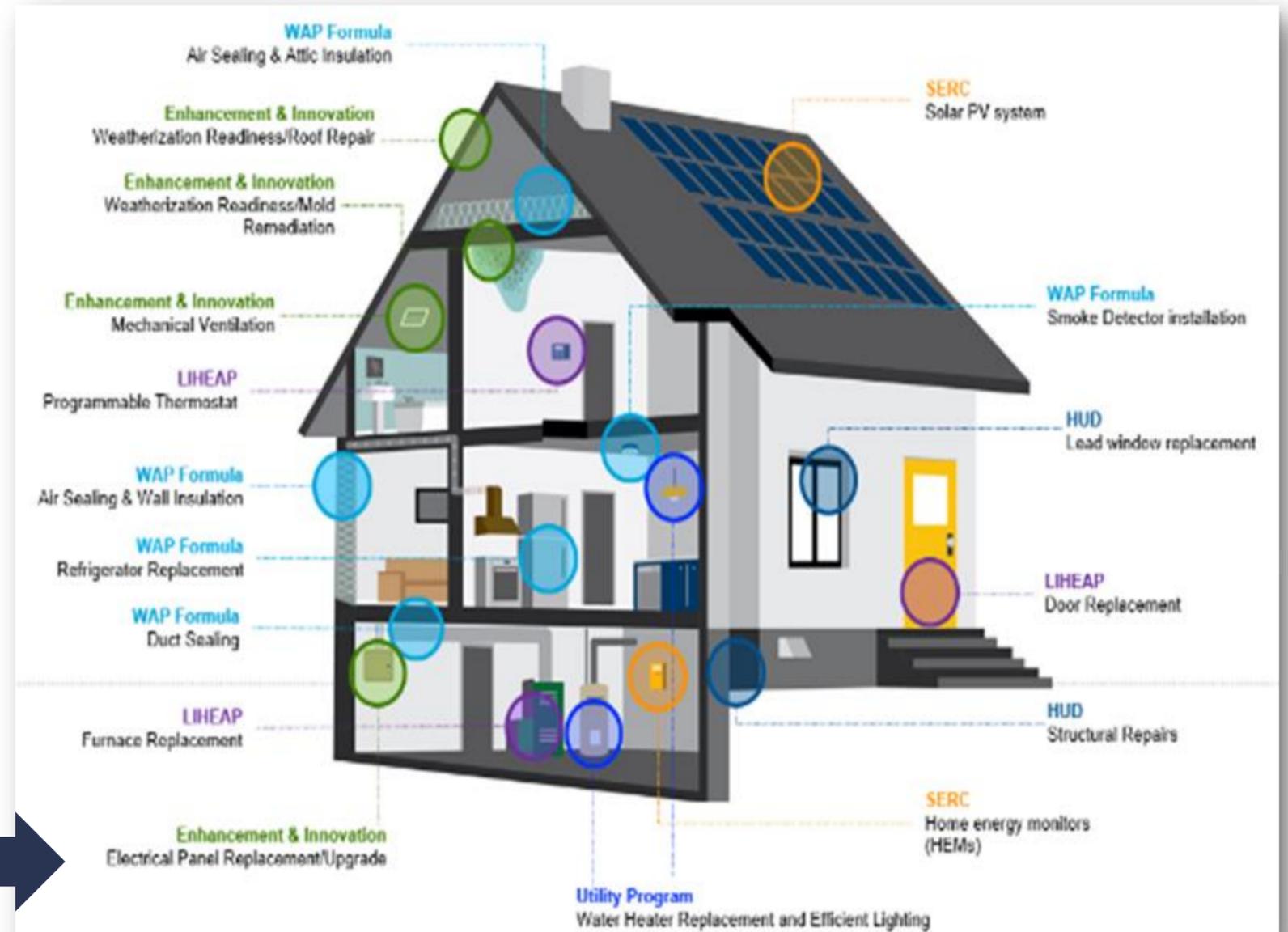
## LEVERAGING ACTIVITIES:

Activities that support securing and administering non-DOE funding for weatherization



## LEVERAGED FUNDING:

Federal and non-federal funding secured to supplement DOE WAP



## BRAIDING FUNDS:

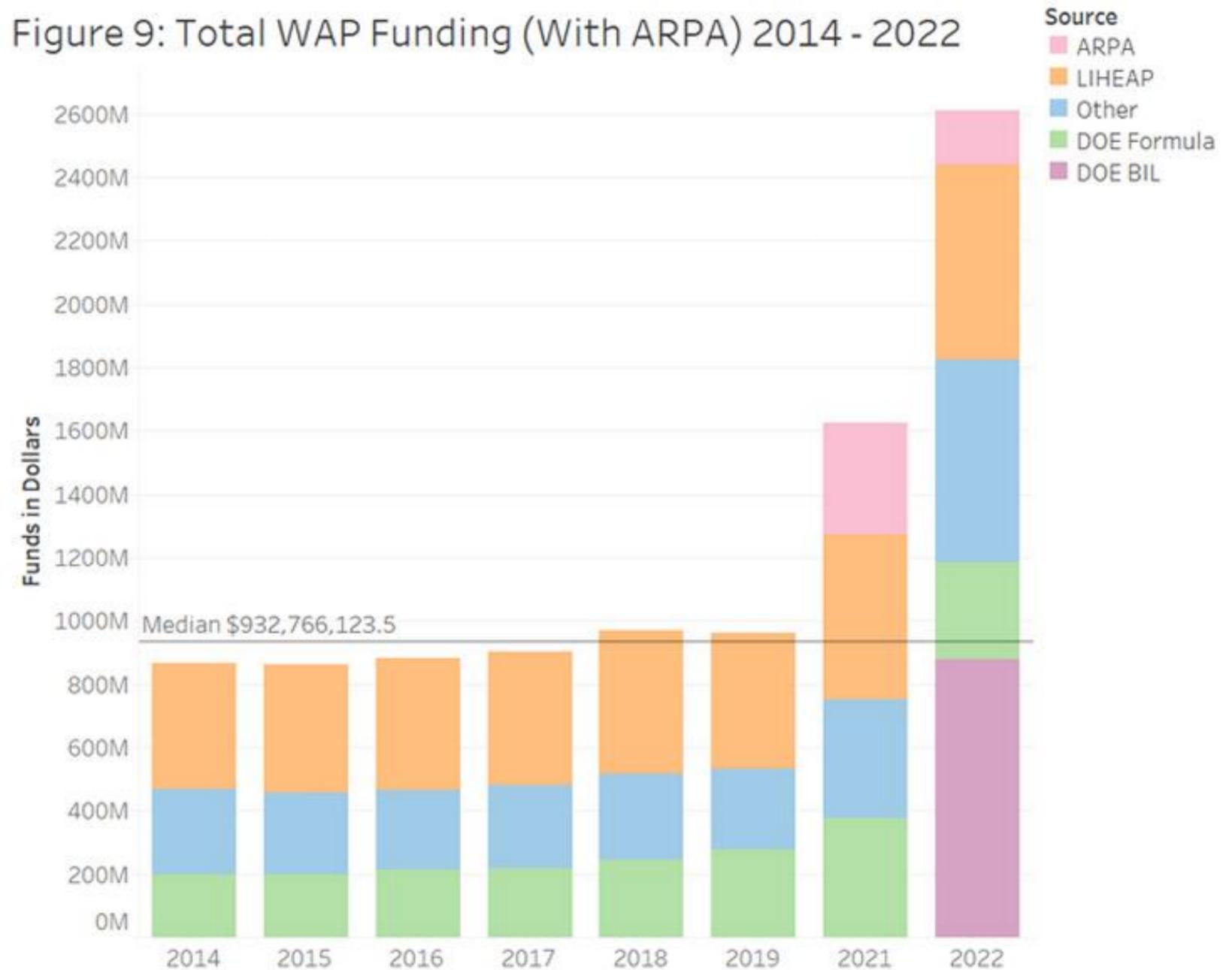
Utilizing two or more funding sources on a job. Each funding source can be isolated from all others in financial/accounting and reporting systems.

# WAP Funding by Sources

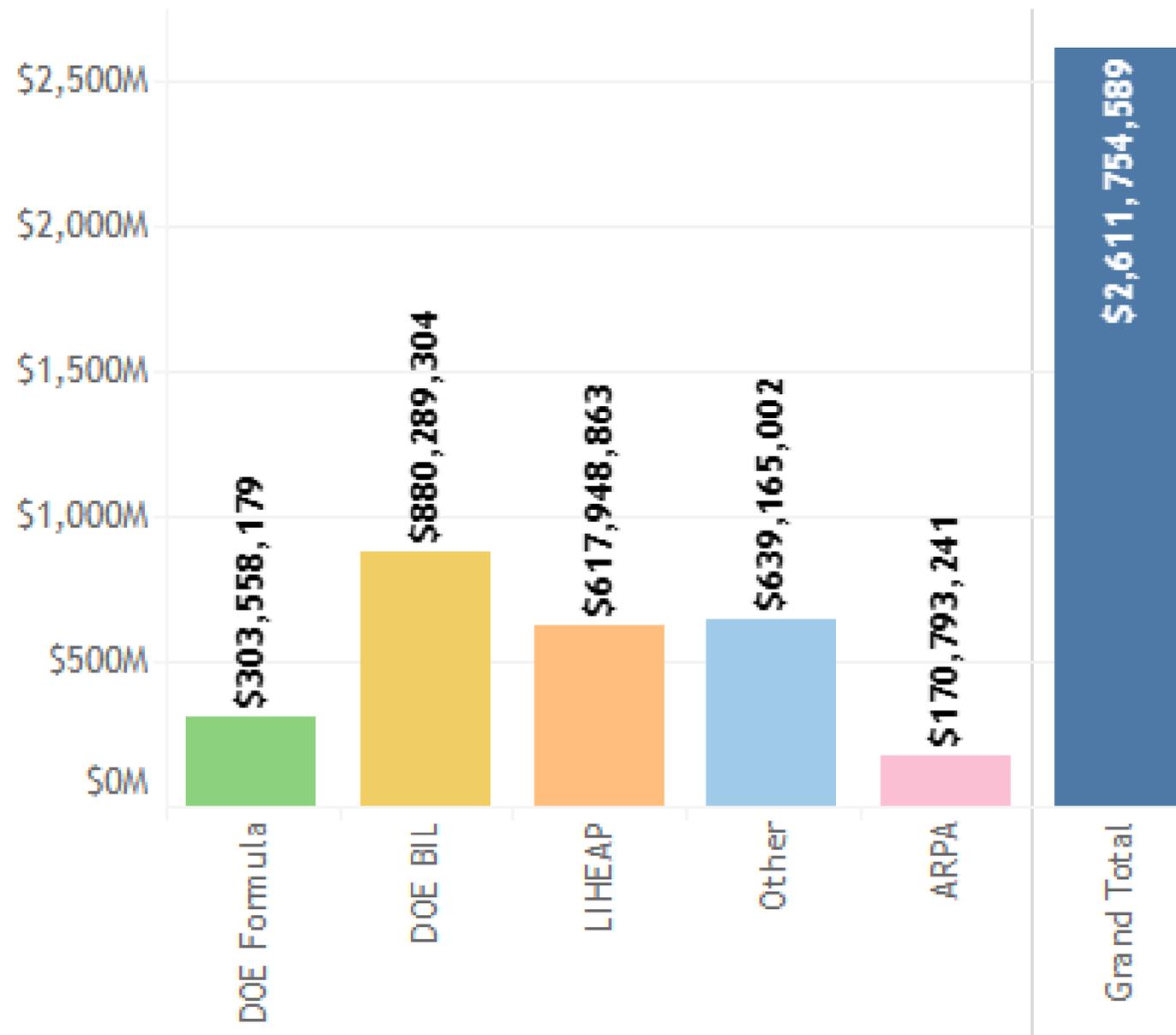
Weatherization is funded by a number of sources, including:

- DOE Formula
- DOE BIL
- LIHEAP
- ARPA
- Other Funds

Figure 9: Total WAP Funding (With ARPA) 2014 - 2022



# NASCSP PY 2022 Annual Funding Report



- Of the \$2.6B, “OTHER” Funding = \$639M
  - 24% of WAP funding
  - Grantees reported \$344M in OTHER funding
  - Subgrantees reported \$294M in OTHER funding directly to them
- OTHER Funding is comprised mainly of utility and state funds.



## **Utility Polling: Collaboration Models**

- 1. Our utility operates its own Weatherization Assistance Program**
- 2. Our utility provides funding to WAP Grantees / Subgrantees**



# Weatherization at Work



# Thank you!

Andrea Schroer,  
Weatherization Director, NASCS  
[aschroer@nascsp.org](mailto:aschroer@nascsp.org)

# Weatherization: Energy Efficiency Programs and Storage Strategies

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A Presentation for NEUAC

# Legal Disclosure



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accuracy of the information in the publication or its appropriateness for any given purpose or situation. This publication shall not be construed as including advice, guidance, or recommendations to take, or not to take, any actions or decisions regarding any matter, including, without limitation, relating to investments or the purchase or sale of any securities, shares or other assets of any kind. Should you take any such action or decision; you do so at your own risk. Information on the topics covered by this publication may be available from other sources, which the user may wish to consult for additional views or information not covered by this publication.

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# Where we're going

- I. Definitions Matter
- II. Natural Gas EE Programs
- III. Weatherization in Focus
- IV. Storage & Price Hedging
- V. Final Thoughts & Additional Resources
- VI. Furnace Rule
- VII. Discussion

# Definitions Matter

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# Let's add some clarity

- **Decarbonization:** The process of reducing greenhouse gas emissions across energy end-uses or sectors of the economy
- **Electrification:** The replacement of direct fuel use with electric end-uses
- **Energy Efficiency:** Using less energy to perform the same task or produce the same outcome

---

# What is full-fuel-cycle energy?

- **Full-fuel-cycle energy** is the energy consumed by an appliance, system, or building as **measured at the building site plus the energy consumed in the extraction, processing and transport** of primary energy forms such as coal, oil, natural gas, biomass and nuclear fuel; energy consumed in conversion to electricity in power-generation plants; and energy consumed in transmission and distribution to the building site.

# AGA White Paper

**Beyond the Buzzwords:**  
Unpacking Energy  
Efficiency, Electrification  
and Decarbonization

Available [on the AGA website](#)

# Natural Gas Energy Efficiency Programs

# What is Energy Efficiency?



## Energy Efficiency

Using less energy to perform the same task or produce the same outcome



## Natural Gas Energy Efficiency Programs

Natural Gas Energy Efficiency Programs: a set of activities designed to promote a cost-effective and prudent approach to energy usage, including low-income single and multi-family **home weatherization**, indirect program activities, and direct impact activities in new and existing buildings and homes



## Affordable Lasting Impact

Many utilities across the United States have long-performing energy efficiency programs to help customers lower bills, shave peak load, and free up molecules for alternate use.

# Natural Gas Efficiency Programs Report

2023 Program Year

October 2025

## Annual Report

- Annual survey
- Increase awareness of and trends in EE programs EE program expansion
- Develop new strategies
- Multi part
  - Program structure
  - Customer segments & participants
  - **EE program activities & components**
  - GHG or carbon emissions targets and credits
  - **Natural gas efficiency program expenditures and funding**
  - **Natural gas efficiency program savings**
  - EM&V Expenditures & Budgets
  - Natural gas efficiency regulatory requirements & cost recovery treatment
  - Customer financing and rebates



# Natural Gas Efficiency Programs are Long-Standing

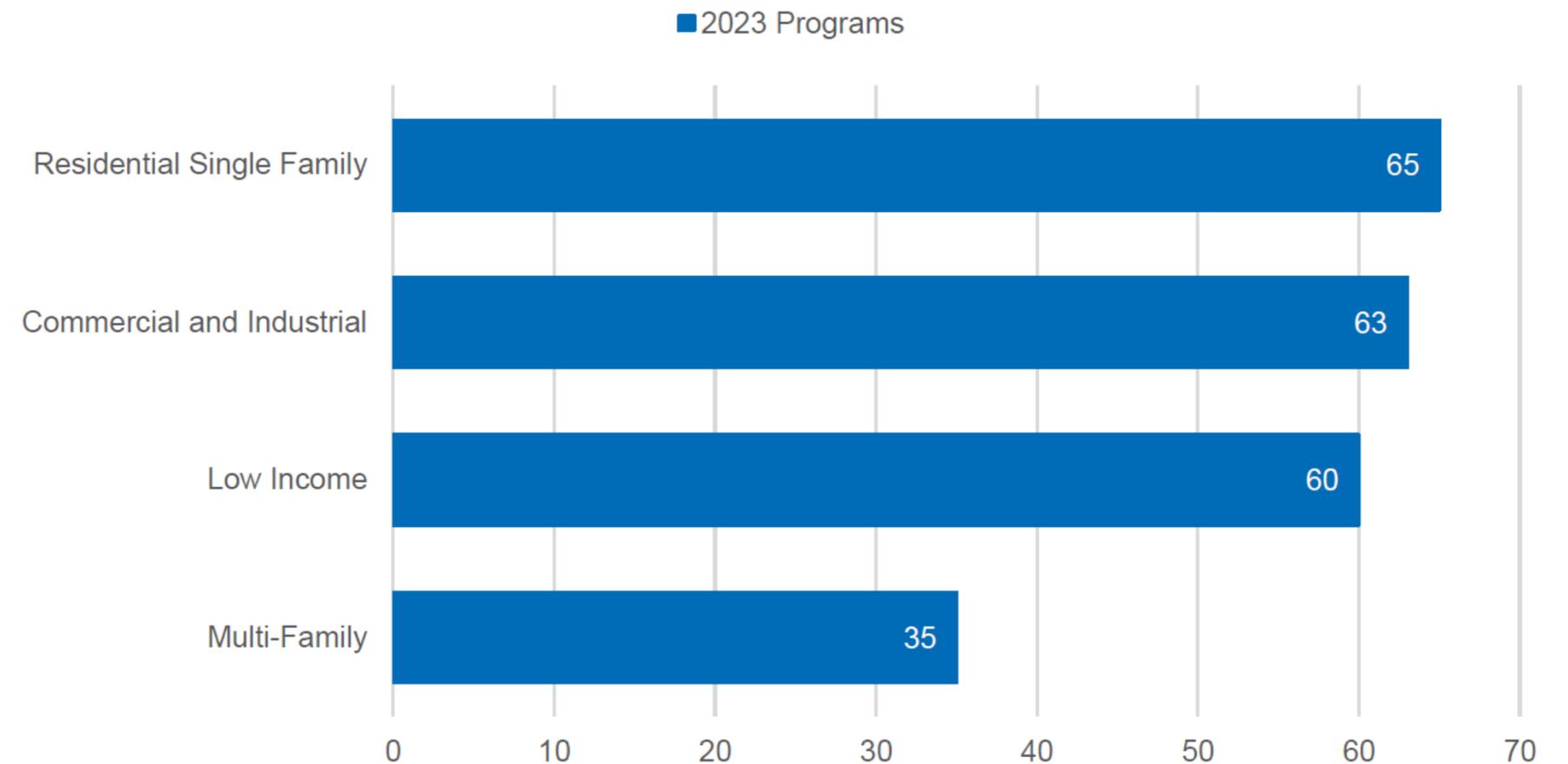
- 86% of EE program have been in place over a decade
- 22% have been active for over 20 years
- Six natural gas efficiency programs have been launched in the last ten years

Natural Gas Efficiency Programs Since Inception 72 Programs, 2023 Data	
Years in Service	Number of Programs
1 or Less	0
2 >= <10	6
10 >= <20	46
20 or More	16

# Residential Programs Remain the Most Common

- 92% report offering residential programs
- 89% report offering combined C&I programs
- 85% report offering low-income programs
- 49% report offering multi-family programs

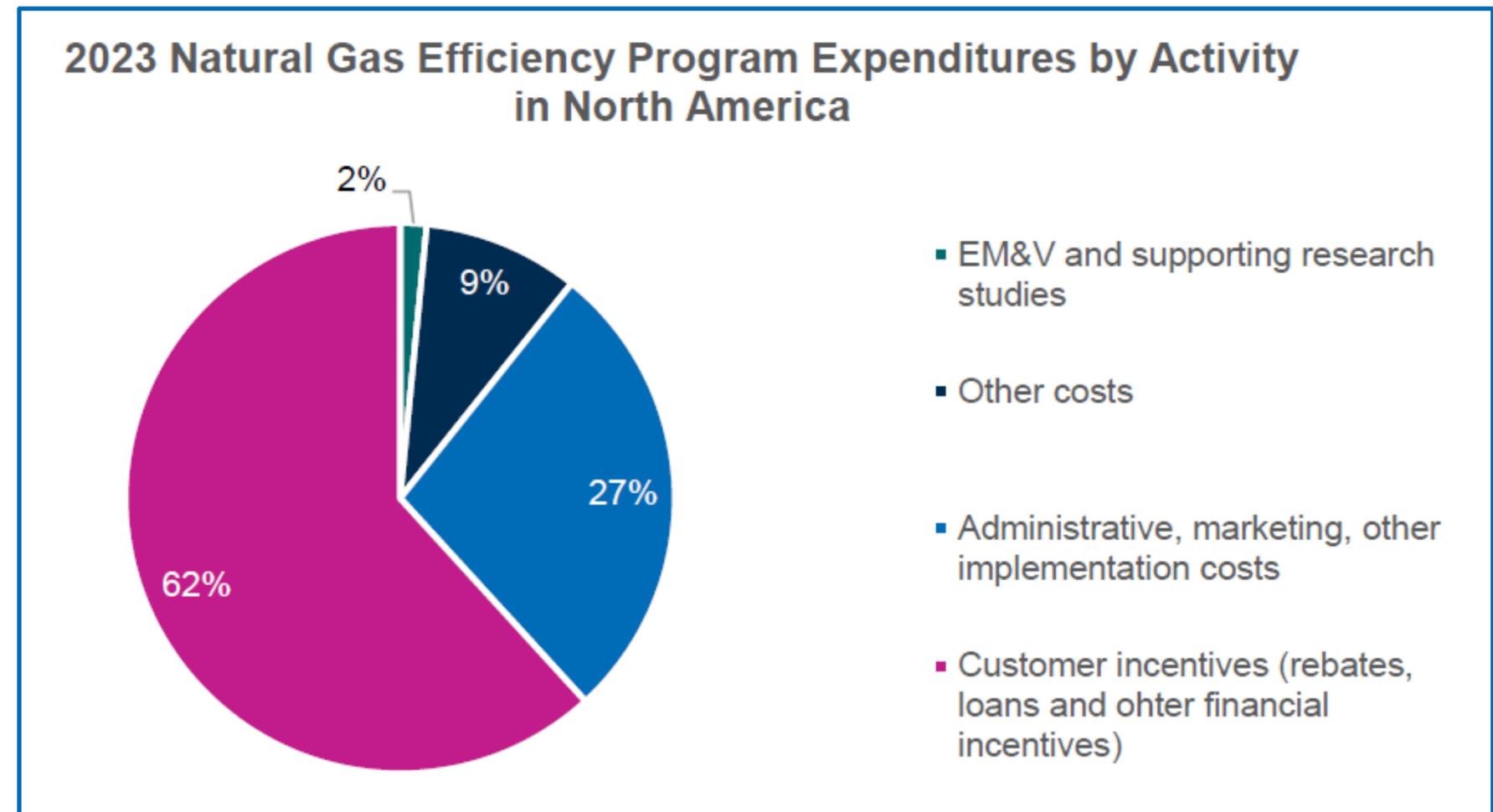
2023 Efficiency Programs by Customer Segment



# Weatherization in Focus

# Customer incentives largest 2023 expenditure

- Respondents asked to place expenditures in four categories
- 62% of expenditures dedicated to customer incentives
- Similar breakdown year-over-year
- EM&V = evaluation, measurement, and verification



# Weatherization Programs Remain the Most Common

- Building shell insulation, air sealing of ducts & wall cracks
- Offered in 60 of 61 residential low-income programs
- Offered in 82% of residential single-family programs

2023 Utility-Implemented Gas Efficiency Program Activities by Customer Segment				
Energy Efficiency Activities	Residential Single-Family	Residential Multi-Family	Residential Low Income	Commercial & Industrial
	65 Programs	36 Programs	61 Programs	64 Programs
Weatherization	60	29	60	N/A
<b>Indirect Impact Programs</b>				
Certification	21	15	21	19
Education	5	42	60	52
Online Tools	43	31	38	34
Technical Assessment	38	30	47	41
Training	30	20	31	34
<b>Direct Impact Programs</b>				
Existing Buildings	60	43	56	55
New Construction/ Expansions	39	24	16	33
Other	13	7	7	8

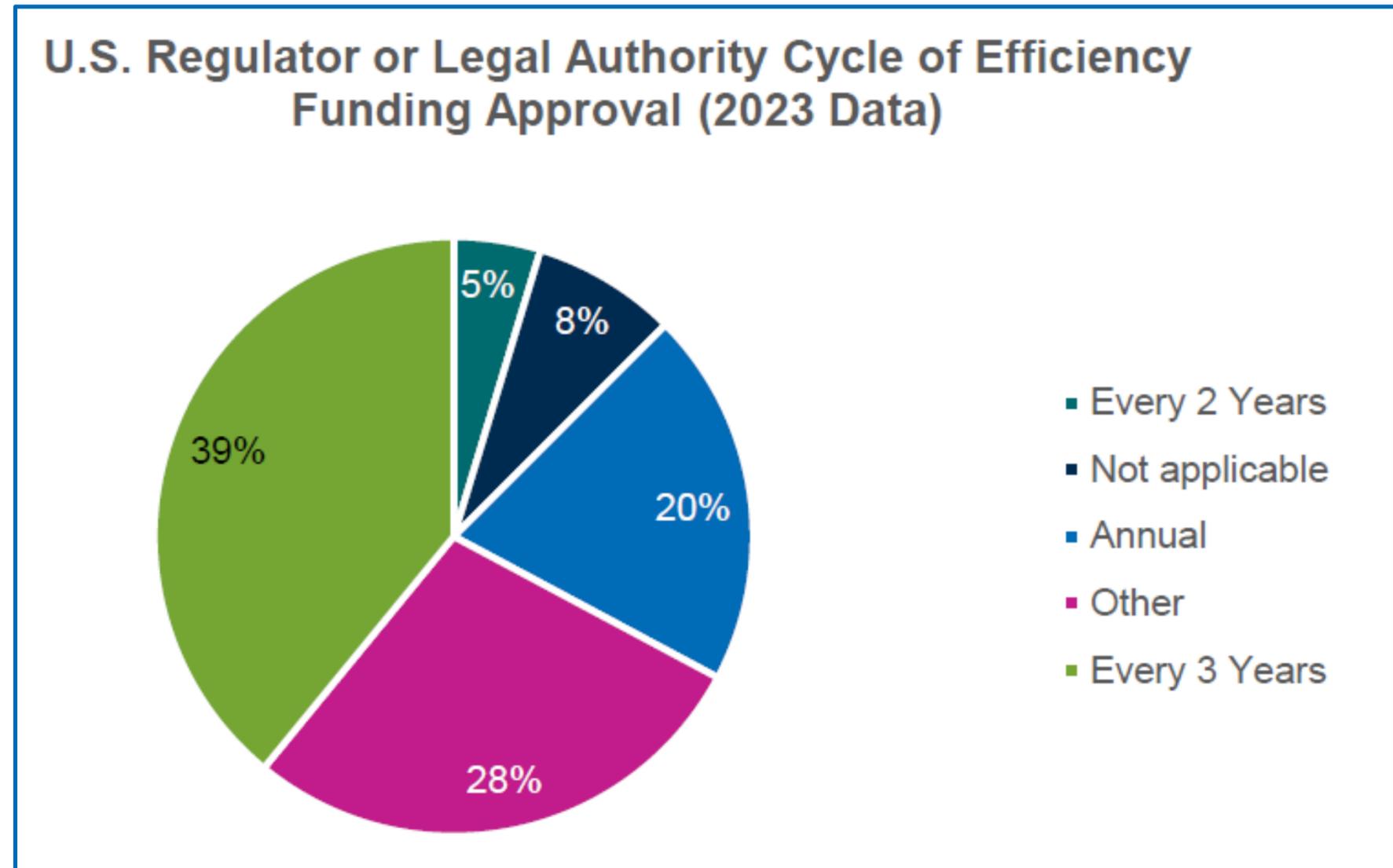
# Expenditures & Budgets Fluctuate

U.S. Natural Gas Efficiency Program Expenditures and Budgets by Customer Class		
Customer Segment	2022 Expenditures (\$ Million)	2023 Budgets (\$ Million)
Residential	\$ 559.00	\$ 584.91
Low-Income	\$ 422.31	\$ 375.60
Multi-Family	\$ 32.40	\$ 50.72
Commercial	\$ 217.67	\$ 276.90
Industrial	\$ 14.22	\$ 19.56
Other	\$ 94.71	\$ 107.48
Total	\$ 1,340.32	\$ 1,415.18

U.S. Natural Gas Efficiency Program Expenditures and Budgets by Customer Class		
Customer Segment	2023 Expenditures (\$ Million)	2024 Budgets (\$ Million)
Residential	\$ 584.91	\$ 618.37
Low-Income	\$ 375.60	\$ 424.90
Multi-Family	\$ 50.72	\$ 44.29
Commercial	\$ 276.90	\$ 296.92
Industrial	\$ 19.56	\$ 29.48
Other	\$ 107.48	\$ 115.91
Total	\$ 1,415.18	\$ 1,529.87

# How often is funding approved?

- 25 respondents approved every three years
- 13 respondents approved annually
- 3 respondents approved every two years
- ‘other’ = approval cycle of 4-5 years or sector-specific approval



# Storage & Price Hedging

# Assessing the Value of Natural Gas Storage

*A Strategic Asset for Grid Reliability, System Resilience, and Operational Flexibility in a Changing Energy Landscape*

April 29, 2025

# Storage Report

**Purpose:** evaluate the operational, economic, & strategic value of natural gas storage

**Scope:** underground storage, LNG, linepack, CNG

**Lens:** market fundamentals, valuation frameworks, regulatory context, future outlook

**Outcome:** identify gaps & actions that safeguard reliability, resiliency, and flexibility

# What is Natural Gas Storage?

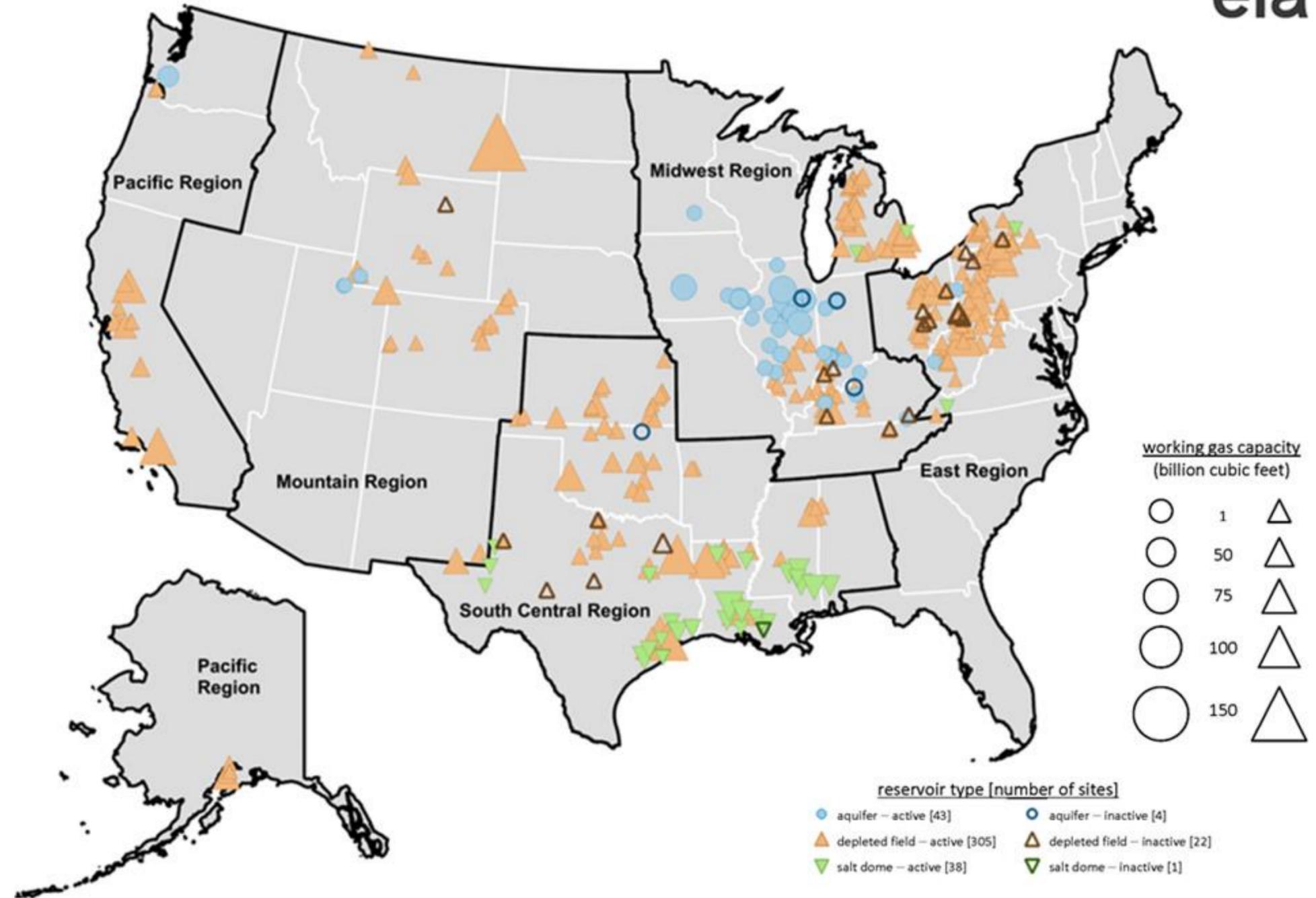
- **Underground** - depleted fields, aquifers, salt caverns
- **LNG** - import/export, peak-shaving, satellite, mobile/temporary
- **Linepack** - inherent feature of pipeline systems
- **CNG (compressed natural gas)**- high-pressure cylinders



# Underground Storage

- 413 active fields
- 4,772 Bcf working gas capacity
- Cushion gas vs. working gas
- Regional geologies
- Typical cushion gas requirements
  - Salt caverns: 20-30%
  - Depleted fields: ~50%
  - Aquifers: 50-80%

U.S. Underground Natural Gas Storage Facilities, by Type (December 2023)



# The Strategic Value of Storage

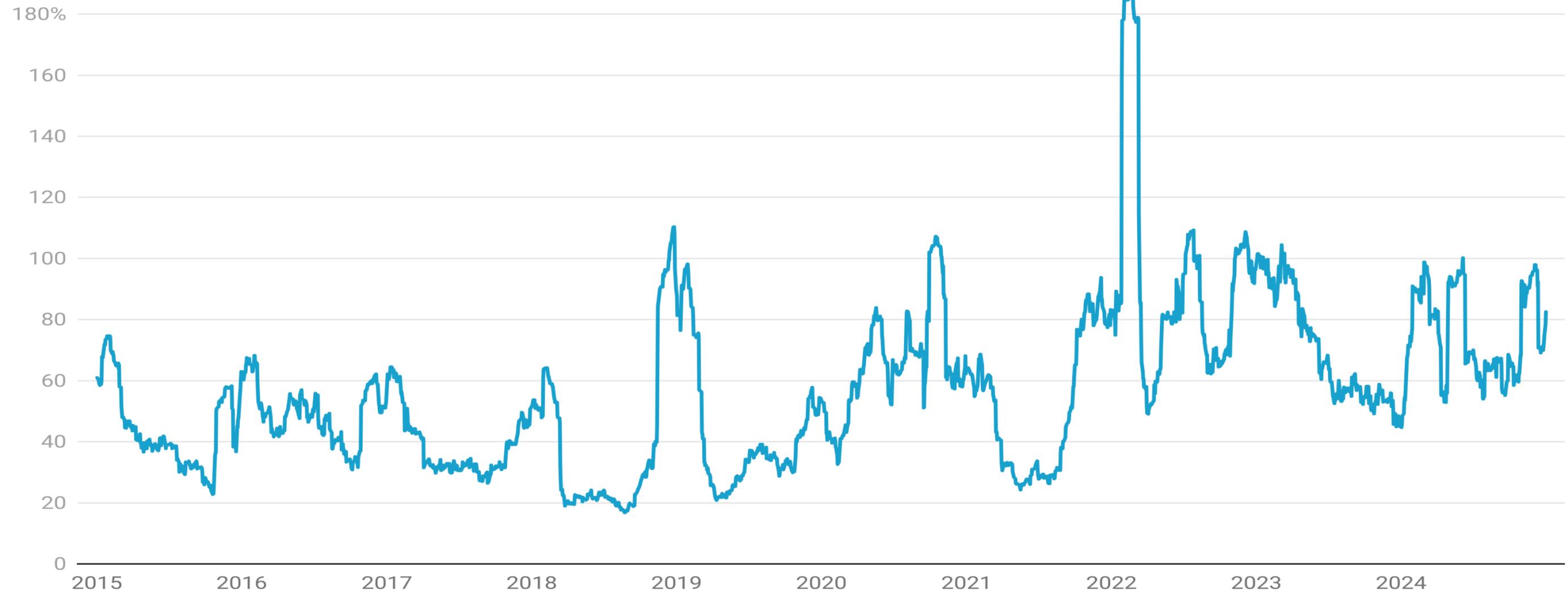
- Tempering price volatility
- Seasonal balancing
- Emergency supply
- Grid flexibility
- Renewable integration



# Volatility is a Defining Characteristic of the natural gas market

## 30-Day Historical Henry Hub Prompt Month Price Volatility

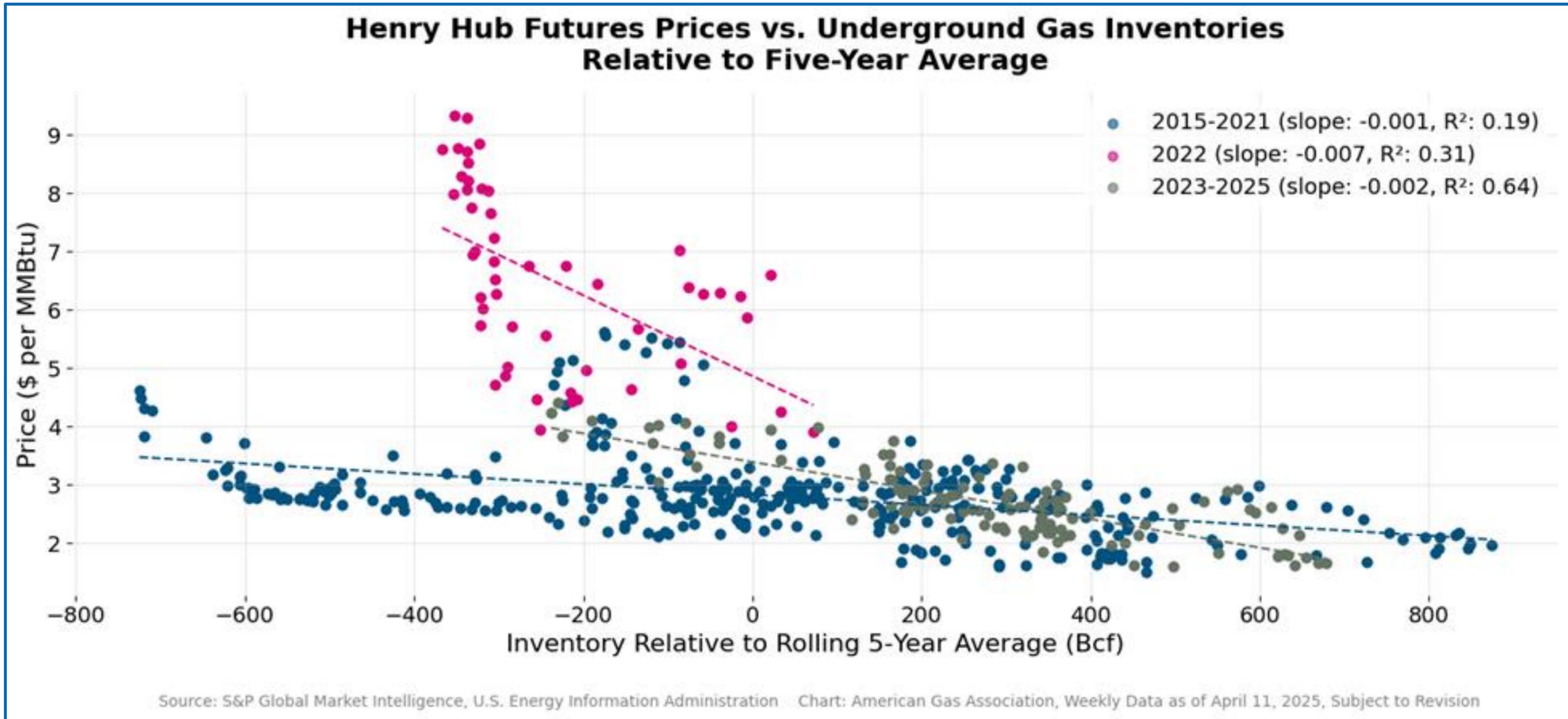
Annualized Percentage



*Subject to Revision*

Chart: American Gas Association • Source: S&P Global Market Intelligence © 2025 by S&P Global, Inc. • Created with Datawrapper

# Prices are Responsive to Storage Inventory Levels



# Seasonal Price Spreads have declined since 2003

## Range of Henry Hub Natural Gas Futures Seasonal Spreads

Dollars per Million British Thermal Units (\$/MMBtu)

● Minimum ● Average ● Maximum



Chart: American Gas Association • Source: Energy Information Administration (EIA) • Created with Datawrapper

# Price volatility has increased the short-term value of storage

## Natural Gas Spot Price Daily Deviation at Henry Hub

Percentage Change

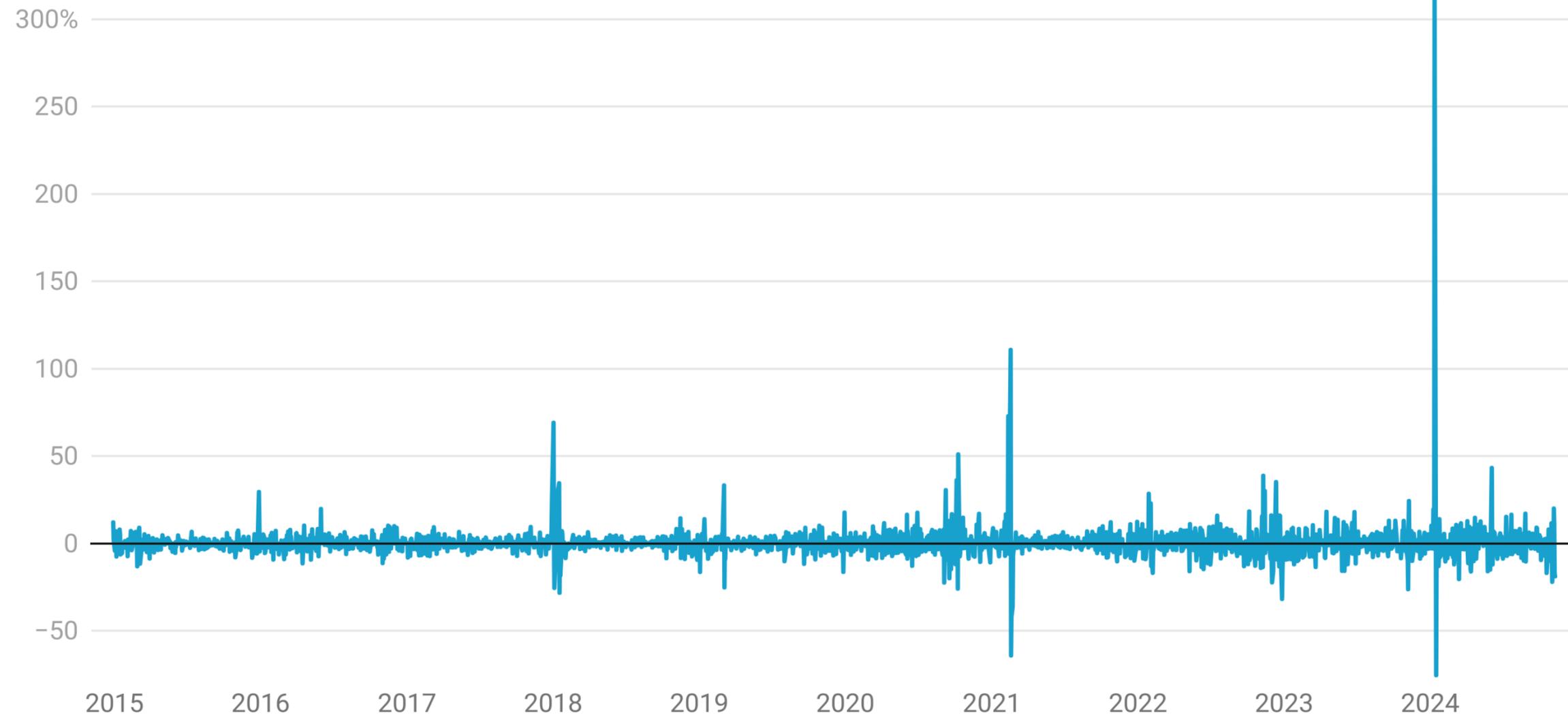


Chart: American Gas Association • Source: Energy Information Administration • Created with Datawrapper

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# Final Thoughts



Natural gas energy efficiency programs offer incentives and rebates to help customers lower their bills **today**.



Weatherization continues to be a top program available for both the residential single family and residential low income customer classes.



Natural gas storage can act as a hedging strategy against market price fluctuations.

# Additional Resources



## Assessing the Value of Natural Gas Storage

*A Strategic Asset for Grid Reliability, System Resilience, and Operational Flexibility in a Changing Energy Landscape*

April 29, 2025

More to come...



**AGA**  
American Gas Association

### Building for Efficiency

Home Appliance Cost and Emissions Comparison



October 2024

## The Growing Imperative for Natural Gas Energy Efficiency: An Assessment Study of Gas Utility Energy Efficiency Programs

### What is Renewable Natural Gas (RNG)?



#### What is Renewable Natural Gas (RNG)?

Renewable natural gas (RNG) is defined as a pipeline-compatible gaseous fuel derived from biogenic or other renewable sources that has lower life cycle carbon dioxide equivalent (CO<sub>2</sub>e) emissions than geologic natural gas.

Based on the 2019 Renewable Sources of Natural Gas: Supply and Emissions Reduction assessment from the American Gas Foundation, there is an estimated 3,780 trillion Btu of RNG which could be produced annually for pipeline injection by 2040.

#### Local Distribution Companies Play an Integral Role in RNG Development & Delivery

Gas utilities are key to making RNG a viable, scalable and sustainable solution for the communities they serve.

Local distribution companies (LDCs) play three critical roles in the delivery and end-use of RNG:

- 1. Existing Infrastructure:**  
Since gas utilities already manage large regional pipeline networks, they can deliver RNG at scale, reaching a wide range of customers. As RNG is injected into existing natural gas infrastructure, it can be used directly in homes and businesses without requiring major modifications. This makes it an easy and cost-effective way to reduce emissions compared to other emissions reduction pathways.
- 2. Regulatory Oversight and Safety:**  
Gas utilities are subject to strict regulations and safety standards, ensuring that the delivery of RNG is done safely and reliably. This level of oversight helps maintain public trust and confidence that the gas being delivered is of the same high quality and safety standards as conventional natural gas.
- 3. Advancing Emissions Reduction Programs:**  
Many natural gas utilities and stakeholders are working together to educate decision-makers across the United States on the benefits of RNG. Innovation funding programs and green and sustainability bonds are just some of the programs natural gas utilities are helping establish to encourage the adoption of RNG and other emissions reduction programs.



February 2023

## Regulatory Pathways for Advancing Low-Carbon Gas Resources for Gas Distribution Companies

An American Gas Foundation Study Prepared by:



## Beyond the Buzzwords: Unpacking Energy Efficiency, Electrification and Decarbonization



January 2025



## Natural Gas Efficiency Programs Report

2023 Program Year

October 2025

# Furnace Rule

# Discussion

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# Thank you!

Morgan Hoy

Senior Manager, Policy and Strategy

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# Resource Links

## AGF Resources

[2025 AGF Renewable Natural Gas Supply Assessment Report](#)

[AGF Renewable Natural Gas Supply Assessment Fact Sheet](#)

## AGA Resources

[AGA Landing Page for AGF RNG Supply Assessment Report & Collateral](#)

[AGA Fact Sheet for AGF RNG Supply Assessment Report](#)

[NorthWestern Energy RNG Case Study](#)

[Enbridge RNG Case Study](#)

[Hawai'i Gas END Case Study](#)

['What is Renewable Natural Gas' Fact Sheet](#)



# Wrap up and next steps



# Dinner plans ...

6pm, for 6 people each:

**Rasika Penn Quarter**

633 D St NW

Washington, DC 20004

(202) 637-1222

**Founding Farmers & Distillers DC: Chinatown**

600 Massachusetts Ave NW

Washington, DC 20001

(202) 464-3001

**Jaleo**

480 7th St. NW

Washington, DC 20004

(202) 628-7949

6:30pm, for 6 people:

**The Hamilton**

600 14th St NW

Washington, DC

(202) 787-1000



# Contact Us

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