

Economically Disadvantaged Advisory Council

Ameren Illinois
Programs for Income Qualified Customers

May 23, 2017



Agenda

- Ameren Illinois service territory
- Program design and delivery challenges
- Overview of Residential program
- Overview of Income Qualified Weatherization initiative
- Your feedback

How long does it take to drive through AIC territory?

- **From North to South**
 - 351 miles
 - Five hours and 9 minutes
- **From East to West**
 - 234 miles
 - Three hours and 31 minutes



Ameren Illinois Demographics

- Primarily an agricultural based economy
- Unemployment rate is 3 to 10% depending on the area
- Downstate IL receives approx. 25% of total LIHEAP funding
- Major Employers: universities, State of Illinois, Caterpillar, healthcare systems, ADM/Tate & Lyle, State Farm

Program Design/Delivery Challenges

- Efficiently serving a large, sparsely populated area
- Depressed economy in some rural areas stifles EE investment
- Lack of social service infrastructure to serve low income families
- Underserved rural low income population is harder to reach
- Tendency toward smaller, less sophisticated service providers



Ameren Illinois Residential Program Overview



Education, Technical and Financial Assistance for All



Heating & Cooling



Income Qualified/Public Housing Weatherization



Energy Education



Retail Products



Behavior Education



Appliance Recycling



Multifamily Direct Install



Flexible Pathways to Achieve Deep Savings



Income Qualified/Public
Housing Weatherization



Appliance Recycling



Heating & Cooling



Behavior Education

Energy Efficiency Measures



1. Insulation
2. Duct sealing
3. Efficient heat pump
4. LED light bulbs
5. ENERGY STAR Appliances
6. Heat pump water heater
7. Furnace ECM blower and thermostat
8. Combustion safety
9. Efficient Air conditioner
10. Air sealing



Ameren Illinois Income Qualified Weatherization Overview



Weatherization Overview

- Total annual spend \$20 - 25 million (electric + natural gas)
 - Approximately 55% ≤ 150% Poverty
 - Approximately 45% ≤ 300% Poverty
 - Exceeds statutory minimum low income electric spend of \$8.35M
- Approximately 5,500 low to moderate income homes annually
 - Approximately 75% single family homes
 - Approximately 25% multifamily dwellings
 - Approximately 50% electrically heated
- Customer eligibility determined based on average household income by zip code, census track, community or verified individually

Weatherization Recruitment

- CAA recruitment in conjunction with LIHEAP
 - Offer an energy efficiency kit to applicants
 - Target customers on CAA waiting lists
- Community-based marketing including recruitment drives and events in cooperation with municipalities and non profit organizations
- Augmented by direct marketing including direct mail, social media and outbound calling
- Cross promotion with other Residential Program initiatives



Weatherization Services

- Services:
 - Phase 1: Comprehensive home assessment, health and safety evaluation, and enrollment in the Behavior Modification initiative
 - Phase 2: Direct installation: LEDs, aerators, showerhead(s), thermostat, pipe wrap, power strip at no cost
 - Phase 3: Home Weatherization: Health and safety measures, air sealing, duct sealing, insulation, ECM blower retrofit, and O&M education
 - Phase 4: HVAC: Enhanced incentives on furnaces, air conditioners and heat pumps via the HVAC initiative
- CAAs and installation contractors receive training on installation best practices and onsite inspections will be conducted by a third-party

Weatherization Incentives

- Enhanced cash-back rebates covering 60%-100% of the cost to upgrade to efficient HVAC equipment available through the HVAC initiative
- Emergency replacement of HVAC equipment (e.g., furnace with a cracked heat exchanger) will be provided at no cost on a case by case basis
- Energy saving measures in common areas of multifamily properties may be addressed through the C&I Standard and Custom initiatives with the exception of LED light bulbs, which will be addressed through the Income Qualified initiative.



Weatherization Delivery Strategy

- Coordinate with CAAs to build and maximize their achievable production capacity
- Augment CAA capacity through a diverse, local network of private assessment and weatherization contractors
- Maximize energy savings and economic development value by providing CAAs and weatherization contractors with training on installation and customer service best practices, and coaching and mentoring via quality control inspections
- Ameren oversight of program implementation including quality assurance and control, tracking, and monitoring of key performance metrics
- Third-party evaluation to verify energy savings impacts and performance

2018 Affordable Housing Commitments

- New construction projects previously approved by DCEO with expected completion dates in 2018 will be funded
 - Up to eight potential projects currently underway or will start after June 1, 2017
 - Will continue in the same program design through December 31, 2018



Public Housing Initiative

- Government owned public housing served by Ameren Illinois is eligible
- Serve approximately 400 single family homes and/or multifamily dwellings per year
- Design mirrors Low to Moderate Income Weatherization
- Annual Budget approximately \$950,000



Health and Safety

- Health and safety issues will be identified through the assessment and post-installation combustion safety testing
- Minor health and safety measures with an average cost <\$800 per home will be addressed directly by the initiative
- Emergency furnace replacement will be provided at no cost on a case by case basis
- Major non-energy related health and safety measures (e.g., mold remediation) may result in project deferral until addressed
- Ameren will work with CAAs to identify third-party funding sources for major health and safety issues whenever possible

Feedback welcome!





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