



Illinois Department of Commerce & Economic Opportunity

JB Pritzker, Governor

Special Low Income Energy Assistance Policy Advisory Council (PAC) Meeting Recording of Webex Meeting Held on March 31, 2022

Recording

Topic

Password

[Special PAC Meeting to Present the PY22
LIHEAP Special Programs-20220331 1859-1](#)

No password

Attendance:

PAC Members: Christian Denes, City of Chicago, Department of Family & Support Services; Kimberly Bond, Ameren Illinois; Ivonne Rychwa, Citizens Utility Board (CUB); Staci Wilson, Illinois Municipal Electric Agency; Joan Howard, Illinois Commerce Commission (ICC); Eric Shrader, Peoples Gas/North Shore Gas (Proxy); Dalitso Sulamoyo, Champaign County Regional Planning Commission; Lorrie Walls, City of Chicago- Department of Family & Support Services; Kris White, Will County Center for Community Concerns; Nichole Owens, ComEd; Kathy Segobiano (Proxy), Department of Human Services (DHS); Ellen Rendos, Nicor Gas; David Wortman, Department of Commerce and Economic Opportunity.

Guests: Jamey Neal, Ameren Illinois; Joseph Giamberdino, CUB; Granada Williams, Linda Rhodes, ComEd; Craig Antosh, CEDA; Kimberly Roberts, CEDA; McKinley Torre, City of Rockford Human Services; ; Larry Dawson Illinois Association of Community Action Agencies (IACAA), Aarian Smith, ComEd; Mark Sanders II, City of Chicago, Department of Family & Support Services; Brauder G. Smith, Ameren; Manuel Alicea, CEDA; Martha Strawser, City of Rockford Human Services; Mindy Browning, ERBA; James Agnew, ICC; Shahi Nawab, CEDA; Jennifer Jaeger, City of Rockford Human Services; Karen Lussion, National Consumer Law Center (NCLC); Latoya Butler, CEDA; Jennifer Marten, Nicor Gas; Brian Maruyama, Nicor Gas; Anthony White, Ameren; Corbin McGhee, National Multiple Sclerosis Society (NMSS); Kathy Walk, C.E.F.S. Economic Opportunity; Allen Cherry, Low Income Utility Advocacy Project; Jamey Neal, Ameren.

DCEO Staff: Addrena King, Leslie Ann Lesko, Maria Gallardo, Deirdre Coughlin, Mick Prince, Janet Hawes-Davis, Jessica Becker, Cassandra Vaughn, Kurt Verduin, Evans Spencer, Sue Ridings, Garret Vaughn, Brigitte Irvin-Hunter, Aaron DeWeese, Kimberly Carver.

**Special Policy Advisory Council (PAC) Webex Meeting Transcript
March 31, 2022**

WEBVTT

1
david wortman 00:00:42.415 --> 00:00:43.285
Okay, thank you.

2
Maria Gallardo 00:00:43.315 --> 00:00:44.005
Okay.

3
david wortman 00:01:23.700 --> 00:01:30.205
At 2 o'clock, right now I'm going to wait just another minute. Cause I see quite a few people coming on.

4
david wortman 00:02:13.665 --> 00:02:16.155
Meeting to order do you want to take role Maria?

5
Maria Gallardo 00:02:17.055 --> 00:02:34.545
Sure, good afternoon. Everyone, this is Maria yard with the office of community assistance so for the pack members, uh, we'll do the roll call so please mute yourself when, um, when I call your name and then either.

6
Eric Schrader 00:02:52.760 --> 00:02:53.265
Dave.

7
Maria Gallardo 00:02:53.865 --> 00:02:58.755
Okay, perfect, thank you. Eric. Uh, Christine Dennis from the city of Chicago.

8
Maria Gallardo 00:03:03.060 --> 00:03:04.975
Cold wins from comments.

9
Aarian Smith - ComEd 00:03:06.685 --> 00:03:10.045
This is Aaron Smith representing the call. She'll be joining later.

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10

Maria Gallardo 00:03:10.585 --> 00:03:15.175

Okay, thank you. Aaron. Uh, Kimberly bond from in Illinois.

11

Maria Gallardo 00:03:28.055 --> 00:03:28.235

Here.

12

Jamey 00:03:28.265 --> 00:03:31.205

Hi, Maria yes, I'm on for AMR and Jamie. Neil?

13

Maria Gallardo 00:03:31.235 --> 00:03:41.285

Okay, perfect, thank you. Jamie. Let's, uh, then go with Yvonne from citizens utility board.

14

Ivonne Rychwa 00:03:43.595 --> 00:03:46.625

Maria, I'm here I'm from.

15

Maria Gallardo 00:03:47.044 --> 00:03:51.244

And Rick was sorry to sorry for the lease pronunciation.

16

Ivonne Rychwa 00:03:52.714 --> 00:03:53.494

No worries.

17

Maria Gallardo 00:03:54.334 --> 00:03:59.614

Okay, thank you. Okay, Barbara, skilled sent from Illinois area agency on aging.

18

Maria Gallardo 00:04:03.904 --> 00:04:09.514

Okay, um, also if we have a proxy Tracy online.

19

Maria Gallardo 00:04:23.145 --> 00:04:26.715

Okay, uh, John, how it works from Illinois Commerce Commission.

20

Joan Howard 00:04:27.465 --> 00:04:28.635

Yes, Maria, I'm here.

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21

Maria Gallardo 00:04:29.325 --> 00:04:35.925

Okay, thank you. Don't a rough car from Illinois retail merchants association.

22

Maria Gallardo 00:05:11.855 --> 00:05:13.865

Failing random from gas.

23

ellen rendos 00:05:15.485 --> 00:05:16.535

Yes, I'm.

24

Maria Gallardo 00:05:16.895 --> 00:05:23.285

Okay, thank you. Ellen Ryan Robertson from looters, Robertson and coleson.

25

Maria Gallardo 00:05:25.774 --> 00:05:31.054

Okay, the liters pneumonia from champagne County, regional planning coalition.

26

Dalitso Sulamoyo 00:05:31.864 --> 00:05:32.434

Present.

27

Maria Gallardo 00:05:32.914 --> 00:05:46.624

Okay, thank you. Uh, from department of human services, or if we have, um, think I've seen Kathy piano.

28

Maria Gallardo 00:05:47.105 --> 00:05:48.125

Proxy.

29

Kathy Segobiano 00:05:48.485 --> 00:05:51.935

Yes, Kathy present for department of human services.

30

Maria Gallardo 00:05:52.715 --> 00:06:02.315

Perfect Thank you Cathy. Then Laurie walls. I already mark you, Lori is present. Uh, what about Chris? Widespread? Will.

31

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kris white 00:06:03.305 --> 00:06:03.725

Present.

32

Maria Gallardo 00:06:04.595 --> 00:06:07.895

Thank you Chris. Stacey will.

33

Maria Gallardo 00:06:07.924 --> 00:06:10.954

From Illinois, municipal electric agency.

34

Staci Wilson 00:06:11.794 --> 00:06:12.694

I'm present.

35

Maria Gallardo 00:06:13.264 --> 00:06:29.044

Thank you Stacy. Uh, Kevin right from designee, representing independent energy providers. Okay. And last, but not least, uh, David from the Department of commerce and economic opportunity.

36

david wortman 00:06:29.854 --> 00:06:50.164

I am here Thank you very much, Maria, so okay. Uh, we will head into the meeting now. We've done the, uh, called order and the, the roll call. It's not like we had a a good majority, so we definitely have a quorum today, so we'll jump. Right into it. Uh, once again I'd want to let everyone know that this call is being recorded and.

37

david wortman 00:06:56.825 --> 00:07:17.945

I am going to share my screen and, uh, start talking about, um, the reason for this special meeting. So we're talking today. Uh, me, we have this emergency meeting of the policy advisory council to talk about the, uh, utility, uh, utility disconnect.

38

david wortman 00:07:17.949 --> 00:07:39.094

Avoidance program, uh, we did this last year and, um, it was successful. We kept, uh, 121,000 utility accounts connected last year and, uh, the governor's office, uh, reached out to a D CEO back in January and, uh, let us.

39

david wortman 00:07:39.124 --> 00:08:00.244

Know that they like that program and wanted to, uh, wanted us to implement something similar this year. And as they made that known to us, they also, uh, let us know that they were going to start repaying some of the borrowings. So, I'm going to go over, um, in my presentation. Uh, I'm gonna.

40

david wortman 00:08:00.249 --> 00:08:21.394

So, where we're, at this year, in our regular life, he'd been Pip programs and, uh, where we think we're going to finish and then talk about, uh, the funding for these special programs what it means for us this year and how we're going to continue on into the future program years I'll wrap up my program.

41

david wortman 00:08:21.399 --> 00:08:42.544

Explaining what the numbers are for the, uh, this year and then I'll hand off to Maria and Leslie, and to talk about, uh, the, um, mechanics of the program as we move forward. So all of these numbers that I'm going to show right now are client benefits. Uh, so the, um, community action agency.

42

david wortman 00:08:42.724 --> 00:09:03.694

Dollars aren't included in this, uh, just so, you know, so, where are we at this year? Uh, and how are we doing? So this is the last, uh, 4 program years and this year shown to, uh, this is, um, the households assisted. So, Pre, we were doing, uh.

43

david wortman 00:09:03.699 --> 00:09:24.184

27,280,000 a year in program year, 20 the last few months we, uh, we went cove hit and it, uh, it definitely affected our program. We, uh, assisted 250,000 in programming or 20 last year. Uh, the.

44

david wortman 00:09:27.400 --> 00:09:48.545

Um, we're down a little bit, uh, but, uh, the tip numbers were up. So we were doing, um, it it was a hard year for us. Uh, because we were doing largely remote applications. Uh, but we were able to, um, we were able to at the end of the year, do the, you.

45

david wortman 00:09:48.549 --> 00:10:09.694

And if you remember last year's, you'd app, we served program year, 21 folks, but we were also able to go back and get programming or 19 and 20 clients. And those clients there were 28,000 that were assisted in the last year that were from programming or.

46

david wortman 00:10:09.699 --> 00:10:30.814

20, so all told, we were, we were able to assist over 292,000 households last year, uh, which, uh, is, you know, the most that you see across the board here. So, uh, it was a difficult year, but at the end of the, you know, at the end of the day, we assisted more than, uh, than ever and this year.

47

david wortman 00:10:30.904 --> 00:10:51.244

What we're looking at, um, the, uh, programs together are up around 279 280,000, which, uh, really is coming up to a Pre covet level. So the agencies have done a good job. And, uh, you know, we're back to serving.

48

david wortman 00:10:52.204 --> 00:11:13.144

Pre coban numbers the 1 thing I want to point out here, the PIP numbers 38,000, um, being assisted that compares to 22,000 back in program year, 19. so we've had a 73% increase. Uh, so, you know, we're coming up on nearly doubling the, uh, PIP.

49

david wortman 00:11:28.400 --> 00:11:49.545

Numbers and, um, something that, uh, we can be proud of so, for our budget and versus where we're projecting to end up, um, we projected 232 at the beginning of the year in our budget, uh, aiming for, like, 100 or 1065 dollars per application.

50

david wortman 00:11:49.574 --> 00:12:10.604

This is, uh, if you remember this is quite a bit larger. This is almost 50% more than the, uh, program year, 21, average per app. Um, so, um, this was the, it total 247Million for our budget this year. Uh, we're coming in a little, uh, a higher.

51

david wortman 00:12:10.699 --> 00:12:31.844

On the number of applications, we think we're going to process of 241 rather than 232. the, uh, amount per application is a little bit less. So all told we're very close to what our budget was. We're looking at 250Million compared to 247 for, uh, when you take that, uh, together with, uh, 41.

52

david wortman 00:12:31.849 --> 00:12:52.994

1Million in, uh, PIP and the, uh, 250 and lie here together. We're looking at 291Million, uh, for our normal operations this year and our budget was 265. so we're, we're getting very close to the budget. I'll show that on on.

53

david wortman 00:12:54.515 --> 00:13:15.035

A table I presented this in April of last year for our program year 22 budget. At that time we thought we were going to spend 100 of our 21 grant. Uh, and, uh, had 208 budgeted for, uh, and we're gonna save our 22.

54

david wortman 00:13:16.114 --> 00:13:36.454

To, uh, for the program year, 23 for next year. So this was our budget, and we had, uh, the remaining was, uh, state funding or to get to the 294 to 95. so we're coming in slightly under that. But the thing I want to point out is that we ended up with some, uh.

55

david wortman 00:13:36.484 --> 00:13:57.604

1 funding available to us this year that that we, uh, we've gone through this. Now, the 15.6Million is expended. Uh, we're actually going to have a little more RPO funding than we thought because some of the admin that was allocated for the state, uh, is gonna be put out as, um, client benefit money and.

56

david wortman 00:13:57.609 --> 00:14:18.754

We are going to dip into the 22 a little bit. So, all of that, what it means, uh, for the state fund, we've actually are going to be spending 33Million less than we had budgeted out of the state fund. So that matters.

57

david wortman 00:14:19.114 --> 00:14:39.904

Um, I'll show in a couple slides, uh, with why that 33Million is important is I'm looking at what the balance in the state fund is going to be at the end of this program year. And then how that's going to affect our planning for the next few.

58

david wortman 00:14:39.934 --> 00:15:01.024

Years so we have 33Million remaining in our state fund budget. Now, this slide is from a couple years ago. Uh, I showed it in a in a couple different presentations. This is the history of state law. He fund borrowing in 1819.

59

david wortman 00:15:01.059 --> 00:15:07.504

20 in those 3 years, we had a total of 142Million dollars borrowed.

60

david wortman 00:15:09.845 --> 00:15:30.395

I checked yesterday morning and found out that we now have repaid to the state fund a total of 142Million dollars. This year. We, uh, repay there was 70Million repaid in January. 30Million repaid, uh, in February and the 42Million was repaid. Um.

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61

david wortman 00:15:31.114 --> 00:15:51.814

Sometime in the last week, because I, I check this, uh, this site, uh, about weekly to see and, uh, we now have had that entire 819 and 20, um, borrowing repaid. So taken together. Um, if we did no special.

62

david wortman 00:15:51.819 --> 00:16:12.964

Projects our state fund, uh, the kind of the, the money that would be left in the state fund would be we started the year July 1st we had 50Million, uh, in the state fund. We've underspent our budget by 33,000,000.

63

david wortman 00:16:12.994 --> 00:16:23.044

Now, we've had 142Million repaid, so if we did nothing else, we would have something like 225Million in the state fund at the end of the year.

64

david wortman 00:16:26.464 --> 00:16:46.804

So, um, this slide, uh, it's going to be, uh, at the April pack meeting the normal pack meeting. I'm going to do the program year, 23 budget, and show the next few, um, program years as well. And this slide is part will be part of that presentation.

65

david wortman 00:16:46.834 --> 00:17:07.954

But, uh, what this slide shows is, the normal programming. This is the 291Million, uh, that I've shown on the slides here earlier. Uh, that's where we're expecting to end. We are budgeting 80Million dollars in client benefit funds for the special.

66

david wortman 00:17:07.984 --> 00:17:28.984

Projects and that is the, uh, the, the utility disconnection avoidance program and the summer supplemental, or the supplemental payment. Some are supplemental payment program, uh, those 2 together. We're going to do something around 80Million. So when you take all of that together, uh, it's.

67

david wortman 00:17:29.110 --> 00:17:50.195

371Million, uh, why he Pip, you'd app in the summer supplemental payment. So, uh, that's, uh, that's a lot of, uh, that's a lot of funding. It's, uh, I'm trying to remember I, I was gonna look up and I forgot to look it up, but I think last year we did, uh, like 300.

68

david wortman 00:17:50.259 --> 00:18:11.404

43Million, I believe so I think this is, uh, even more than last year down here, what I'm showing is, uh, what that's going to leave us in the state fund every year our, our federal funding is it, it maybe bumps up a little, but it's pretty steady. Uh, so the, uh, what we're doing with the.

69

david wortman 00:18:11.435 --> 00:18:32.555

Fund over the next few years is, um, we're trying to, uh, keep the benefit matrix as high as we can, uh, this year as I said, it's 50 more than last year and, uh, we don't want to drop off, you know, a cliff and and have to cut it to, like.

70

david wortman 00:18:32.559 --> 00:18:53.704

75% of what it was this year so we're projecting out the next few years and using the state fund, uh, to to, um, keep the that benefit matrix high. And, uh, we had in the energy assistance act rewrite. That was done last year. We have these the triggers for.

71

david wortman 00:18:53.734 --> 00:19:14.254

The meter charge increases, so we're going to use the balance in the state fund and the future meter charge, increases and budget all of that. So that we can keep the benefit matrix at a level that, uh, is as high as possible. So, we don't have a a large drop off any year so the.

72

david wortman 00:19:14.859 --> 00:19:35.764

The calculation here shows that we started the year with, uh, 50Million in the, uh, state fund balance. We bring in around 100Million a year, and we've received the repayment of 142Million. So all told we have 292Million that was available to us.

73

david wortman 00:19:36.094 --> 00:19:57.154

Uh, in the state fund this year that available to us is important, because in the energy assistance act, uh, the language is that if we spend 80 of the available funding in any year, that's when the, uh, it triggers the meter increase this year. Because we have this 100.

74

david wortman 00:20:17.465 --> 00:20:38.045

Down here in the blue, these are our, uh, expenditures. So we think Westernization these are estimates too. They're not they're not meant to be exact, but whether ization like 9Million, uh, the state admin is 4Million community action agencies is 19Million. The client benefit is 100.

75

david wortman 00:20:38.074 --> 00:20:59.194

29, so we're spending a total of 160 Million out of the, uh, 292 available. So it leaves us a 132 Million, uh, in the state fund balance at the end of this program year. And as I said, I'll show you in the April meeting, uh, how that's gonna, um, be used.

76

david wortman 00:20:59.224 --> 00:21:04.084

Over the next few years, but all of that, um, yep.

77

Leslie Ann 00:21:04.714 --> 00:21:11.434

I think maybe Karen has a question about that specific slide. So I don't know if you want to address that now or we.

78

david wortman 00:21:12.034 --> 00:21:17.824

Okay, I can address it now. Let me I let me turn my well, Karen do you just want to come off and and.

79

Karen Lusson 00:21:17.824 --> 00:21:20.344

Sure, yeah, Dave and I know you, you.

80

Karen Lusson 00:21:20.349 --> 00:21:40.594

I've tried to explain this to me before, but I really I struggled to understand why we can't use 80% of the funding this year so that we can trigger that surcharge increase to, to keep, you know, to get more money for.

81

Karen Lusson 00:21:41.584 --> 00:21:43.894

It it it.

82

Karen Lusson 00:21:46.504 --> 00:21:47.164

Okay.

83

david wortman 00:21:47.164 --> 00:21:52.984

Explain that right now I can explain it so we have to spend the RPO funding because it goes away.

84

Karen Lusson 00:21:52.984 --> 00:21:53.524

September.

85

david wortman 00:21:53.824 --> 00:22:06.874

So, we're gonna spend 217, so we're spending 160 Million of the state fund with the way we're running it. Now, the only other funding that we could take away would be the 10.

86

david wortman 00:22:06.879 --> 00:22:28.024

1 Billion of the 22. um, so we could say that we were going to spend 170 Million, but that would still, uh, that would still not get us anywhere near the 80 Million. We would have to give out. I don't I'd have to do the math, but we would have to give out like 2000 dollars.

87

david wortman 00:22:28.055 --> 00:22:49.175

Per household this year, and then next year we would have to give out 600 per household. So, you know, I could trigger it this year. I, you know, we could make the, the supplemental payment we could give 500 dollars per account and spend all of the state fund. And then next year the benefit matrix would have to be 60.

88

david wortman 00:22:49.804 --> 00:22:50.944

Of what it is this year.

89

Karen Lusson 00:22:54.154 --> 00:23:14.554

I I guess I still struggled to understand that and maybe I'll just have to go offline with you because if if so much of this is coming from the 1 time RP of funding, um, why why does that impact, um, the, the amount for for next year I I get I'm just really struggling with.

90

Karen Lusson 00:23:14.559 --> 00:23:25.324

That and and and also, I wonder too, if if that's the issue, you know, can we put more money into the supplemental summer payment?

91

david wortman 00:23:25.354 --> 00:23:35.704

That's what I just said, we could give out 500 per account in the summer supplemental. And then next year the benefit matrix would have to be 700 dollars.

92

david wortman 00:23:35.709 --> 00:23:36.394

1000.

93

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Karen Lusson 00:23:38.164 --> 00:23:54.814

Yeah, I guess that's the part I struggle understanding, but I don't want to hold up the meeting. Um, but, you know, we, we all work so hard to get that Pip built passed and then, uh, to trigger these, um, automatic increases. So that Pip gets more funding.

94

david wortman 00:23:55.954 --> 00:23:56.764

But but.

95

david wortman 00:23:56.884 --> 00:24:18.004

This is the thing and Karen Karen, and I, for the rest of the crowd, Karen, and I have had this. We have talked about this before. So I will say the intent of the meter charge increase was to provide more funding for these programs. We just got 142Million repaid that's more funding for these.

96

david wortman 00:24:18.034 --> 00:24:39.124

Programs, so we need we, you know, going forward to keep the benefit levels high, uh, we're going to trigger those meter charge increases, but if we do it, if we spend all of the state money, this year to trigger it the next year, we're going to have to drastically cut the benefit matrix because we're spending.

97

david wortman 00:24:39.185 --> 00:25:00.305

All the money this year, and then next year we're going to have half as much money. So I'm trying to save some of this year's money for next year. So we don't have a drop off. And next year in April. You'll see next year. I do, I did when we talked, I had more of the I'm going to have to think about this grants.

98

david wortman 00:25:00.335 --> 00:25:08.045

I had some spent in next year I'd moved that to 24 so that we will trigger the meter charge increase next program year.

99

Karen Lusson 00:25:08.735 --> 00:25:09.155

Okay.

100

david wortman 00:25:09.995 --> 00:25:10.475

So.

101

Karen Lusson 00:25:11.015 --> 00:25:12.185

All right, well.

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102

david wortman 00:25:12.185 --> 00:25:12.395

The other.

103

Karen Lusson 00:25:12.395 --> 00:25:13.985

Questions I'll follow up with you.

104

david wortman 00:25:14.525 --> 00:25:17.945

Okay, very good. Are there any other questions out there? Maria.

105

Maria Gallardo 00:25:20.404 --> 00:25:41.194

So, I know Karen had another question that I responded it was had to do with the proof of income, you know, for for customers. So, basically the answer is that the program request the past 30 days of proof of income with any consecutive 30 days is acceptable. And that has.

106

Maria Gallardo 00:25:41.199 --> 00:26:02.014

It's being 1 of the changes or flexibility that we are adding through these times. And I think Karen, um, I don't know, you had another question concerning the, uh, or the city of Chicago agencies automatically, uh, rolling heap applicants in the cities utility building relief.

107

Maria Gallardo 00:26:02.404 --> 00:26:16.444

So, I'm not sure exactly how to respond to that. 1. so, I don't know if anyone else, um, from the CD could take that 1, but I think that's what we have right now in the chat.

108

CEDA - Craig Antosh 00:26:17.704 --> 00:26:23.494

Hi, this is Craig from cedar. I can address that 1. hopefully quickly. There are many shortcuts available.

109

CEDA - Craig Antosh 00:26:23.524 --> 00:26:44.644

To to keep customers in enrolling in, but they can't be automatically enrolled on the utility side. There are a few extra rules that have to be applied that may not all, like E, homeowners will be eligible. So we do reach out to those folks. And, like I said, there are shortcuts, they can take in terms of, of, of income and, uh, and eligibility. Um, but it's not an.

110

CEDA - Craig Antosh 00:26:44.650 --> 00:26:45.515

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Process.

111

david wortman 00:26:48.545 --> 00:27:05.795

Okay, thank you, Craig. Uh, we'll continue on so, uh, I just put this in to show, uh, W, what last year? Uh, how it ran and what we did. Uh, if you remember last year, we had the executive order that allowed us to, uh, go back and program.

112

david wortman 00:27:05.800 --> 00:27:26.945

You're 19 and 20 and, uh, we did, uh, 57,000 accounts were assisted with the, uh, state funding, uh, from the 920 years. And that was around 55Million then, uh, program year, 21 we assisted 64,000 accounts for.

113

david wortman 00:27:26.974 --> 00:27:48.094

Uh, almost 57Million, so, a total of 121,000, uh, 112Million this year we've received, um, from the big 6 utilities we've received their account lists and, uh, this bottom line is non communicating. This is estimated from last year.

114

david wortman 00:27:48.099 --> 00:28:09.064

Numbers applying the percentages from the, uh, the big 6 onto the non communicating. So this bottom line number is still an estimate. Uh, the, the top 6 numbers here are true numbers. And then this is an estimate that 5,400, but all told.

115

david wortman 00:28:09.484 --> 00:28:30.334

You see that, uh, we will be assisting 52,000. these are accounts they're not households 52,000 accounts, uh, for almost 37Million dollars and comparing that to last year, uh, on the account side. Uh, overall we're helping or 81%.

116

david wortman 00:28:30.605 --> 00:28:51.545

Uh, of last year, so we, we do see that there are fewer, uh, that are on disconnection list, fewer, uh, lighthouse clients on the disconnection list and last year. But I think the interesting thing is, you can see that nicor and people's, uh, you know, has almost the same amount as last year. And people's actually has more.

117

david wortman 00:28:51.550 --> 00:29:12.275

On the list, so you can see that the natural gas utilities seem to be hit harder than the electric utilities. The electric utilities are, um, you know, down under the average. Whereas the, and people are above that average and then on the dollar amount.

118

david wortman 00:29:12.699 --> 00:29:33.844

A similar story, um, the, uh, number of 65% so that means that, uh, the amounts old are less than they were last year as well in talking with the utilities. I think the, the consensus is that, uh, last year we, we cleared out a lot of the large debt. Uh, and so.

119

david wortman 00:29:33.849 --> 00:29:54.724

It's not surprising that this year there are fewer and that this year, uh, the amounts are a little less. Um, but, uh, overall, uh, you know, we went from, uh, helping in program year, 21, helping with 57Million this year. We're looking at something like 37Million. So.

120

david wortman 00:29:55.504 --> 00:30:16.144

I started at the beginning of this saying that that our special programs this year, we were looking at something like 80Million. Uh, so the is around 37Million. Uh, so, um, we'll, uh, we'll be watching our lie. He, and numbers.

121

david wortman 00:30:16.175 --> 00:30:36.995

Know, what that is going to mean for this supplemental payment. I think by the time of our April meeting, uh, we will likely know what that payment that supplemental payment will be per account. I'm not prepared to say it today, but, uh, it will likely be, um, near what we did last year. Uh, but, uh, we will.

122

david wortman 00:30:37.684 --> 00:30:55.264

We'll talk about that at the April meeting so that is the, uh, end of my presentation on the, the big, the big picture and the, the numbers. Are there any questions before we move on to, um, Maria and Leslie and talking more about the implementation.

123

Larry Dawson 00:30:56.254 --> 00:30:58.444

Eva, this is Larry from from.

124

Larry Dawson 00:30:58.449 --> 00:31:19.594

I do have a question, um, I think I understand your reasoning or, uh, the way that you are trying to distribute the funds on a, you know, multi year basis. The 1 question I have about your comment about, uh, if we were to trigger trigger the increased, uh, meter collections this year.

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125

Larry Dawson 00:31:19.599 --> 00:31:28.534

Here, how we'd have a lot less money next year. Is are you, are you figuring out the additional additional 33% of collections?

126

david wortman 00:31:29.104 --> 00:31:40.744

Yeah, yeah, that you only get a half a year if you trigger because of the, the way the, the calendar like, we calculated at the end of the program year and then it gets triggered for the next January.

127

david wortman 00:31:40.774 --> 00:32:01.744

So, you only get a half a year of that so it's 17Million dollars. So, you know, back on that slide, uh, you would be talking about trying to spend another. I don't know what it would take to get to the 80%, but another 80Million dollars or something.

128

david wortman 00:32:01.925 --> 00:32:05.285

And the additional revenue would be something like 17,000,000.

129

Larry Dawson 00:32:07.774 --> 00:32:08.134

Thank you.

130

david wortman 00:32:08.824 --> 00:32:09.394

Mm, hmm.

131

david wortman 00:32:11.794 --> 00:32:12.484

Okay.

132

Maria Gallardo 00:32:13.024 --> 00:32:28.024

David, that Karen had another question about the, the non communicating vendors. So I think Karen, um, I responded to you via the chat, but, you know, let us know if you have any other follow up questions on that.

133

Karen Lusson 00:32:29.284 --> 00:32:32.614

Okay, thanks, Maria. I see it now. Okay. Thank you.

134

Maria Gallardo 00:32:32.945 --> 00:32:34.775

Okay, perfect. Okay.

135

david wortman 00:32:34.775 --> 00:32:35.315

Okay.

136

Maria Gallardo 00:32:36.335 --> 00:32:37.085

Go ahead David.

137

david wortman 00:32:37.355 --> 00:32:41.255

Yeah, if there are no other questions, and I will stop sharing and hand off to you, Maria.

138

Nichole Owens 00:32:41.615 --> 00:32:50.465

I have another question, David. Sorry I couldn't chime in, um, fast enough. If you still had the, the presentation up. This is Nicole from.

139

david wortman 00:32:50.495 --> 00:32:52.235

I will put it back up. Yep.

140

Nichole Owens 00:32:52.835 --> 00:32:53.615

Thank you, sir.

141

Nichole Owens 00:32:54.094 --> 00:33:15.094

There's this 1 slide and it's probably just such a nit, but this is also me trying to understand if you go a couple of slides back, you have the breakdown of what the cost was or what we've actually this is it when we look at the state numbers under the state, there's a ca admin and PS. What exactly is that.

142

david wortman 00:33:16.205 --> 00:33:26.885

Uh, that the community action agency admin, uh, admin and program support, uh, expenses. Uh, so the cost for the community action agencies to run the program.

143

Nichole Owens 00:33:27.875 --> 00:33:36.365

Got it, I thought it, and that could be wrong. I thought we had, um, there was an increase of support. More of the admin costs this year.

144

Nichole Owens 00:33:36.369 --> 00:33:46.774

With technology, or additional staffing to make sure we can help get dialed out to customers. Is that number relative to prior years? That 19? I'm assuming that's 19,000,000.

145

david wortman 00:33:47.194 --> 00:33:47.644

Yes.

146

Nichole Owens 00:33:47.704 --> 00:33:49.774

How is that compared to prior years?

147

david wortman 00:33:50.614 --> 00:33:57.514

This is just the state. Uh, this is my, uh, and it, it's just based off of a percentage. It's, uh.

148

david wortman 00:33:58.534 --> 00:33:59.284

Um.

149

david wortman 00:34:02.434 --> 00:34:22.894

I I think, I I think I was, uh, sophisticated enough here to do it this way that PIP is, uh, is it 14% Larry? Can you help me or Maria? Um, but it the, uh, it's a set percentage, uh, it's in the, um, in the energy assistance act.

150

david wortman 00:34:22.925 --> 00:34:43.565

Actually says what the amounts are uh, and it's, uh, the lie here number is like, uh, maybe the light heap number is 14 and the PIP number 16. I don't remember the exact percentages but, uh, the PIP number did go up this year. Um, because of the energy assistance factory, right?

151

david wortman 00:34:45.664 --> 00:35:03.334

But this once again, that's the, uh, this is the state number. Uh, there's also, uh, up here in the, uh, you know, the the federal dollars they would have. So, this is not all of the admin that was paid to the local agencies this year. This is you would just be an estimate for the state portion.

152

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Nichole Owens 00:35:04.504 --> 00:35:05.194

The state part.

153

Nichole Owens 00:35:05.255 --> 00:35:09.545

And did the state portion increase, or you're saying that portion denied.

154

david wortman 00:35:09.755 --> 00:35:26.345

No, the, the PIP, um, in the in the rewrite of the energy assistance act, the amount paid for Pip, uh, was increased. So this year the agencies do have, uh, 2 different. Okay. Shall he put, uh, federal.

155

david wortman 00:35:26.404 --> 00:35:35.944

The number is 14 the PIP number is 16% and the 16% is an increased from previous years.

156

Nichole Owens 00:35:37.804 --> 00:35:47.164

Perfect, thank you. Based on that. Increase in and I don't know, we'll get to it today. Maybe we'll get to it at some other point, but it would be it would be helpful to understand.

157

Nichole Owens 00:35:47.644 --> 00:36:06.454

Today's last day for enrollment, officially, for for this program year, just how were we able to effectively use those additional dollars to assist more of our customers would be a question that I have we can get to it today. Great if not, then we could take it up at a future meeting.

158

david wortman 00:36:06.844 --> 00:36:08.644

Well, the thing I will say back on the.

159

david wortman 00:36:08.650 --> 00:36:29.795

This number, um, and, you know, this, the, the increase predates the increase in the percentage but I, I think that, uh, I think the percent increase is part of it. But I think, um, my office working with the local agencies is why the, the.

160

david wortman 00:36:29.824 --> 00:36:50.914

This has happened, but, as I said, we went from 22,019 to 38,000 on Pip, uh, this year. Uh, so I really, I mean, like, see to this year, uh, they kept there's open, longer and, uh, increased. So, a large part of that, 38, the increase to 38,000 is likely. So.

161

david wortman 00:36:50.975 --> 00:37:06.215

Um, the increase in percent help, but I, I think the, um, the initiative of the local agencies to, uh, make Pip more, uh, available, uh, is a large part of it.

162

Nichole Owens 00:37:09.124 --> 00:37:13.774

That's good, thank you, David and congratulations. See, that's really good.

163

david wortman 00:37:14.104 --> 00:37:14.374

All right.

164

Nichole Owens 00:37:14.734 --> 00:37:15.694

Agencies as well.

165

david wortman 00:37:18.604 --> 00:37:19.744

Okay, Maria, are you ready?

166

Maria Gallardo 00:37:20.374 --> 00:37:24.574

Okay, let me see if I can share the screen.

167

Maria Gallardo 00:37:28.144 --> 00:37:35.644

Let me put it here. Let me remove the height. How about now?

168

david wortman 00:37:35.854 --> 00:37:36.754

Yep, that's.

169

Maria Gallardo 00:37:36.784 --> 00:37:48.754

Okay, perfect. Okay. Or right? So hello everyone again, this is Maria Garda with. So we thought to also go.

170

Maria Gallardo 00:37:48.784 --> 00:38:09.574

Through a very high level overview of the you, that process. Uh, mainly because a pack includes, you know, more than utilities. We thought that we will explain more today the process with the utilities that we're gonna go through and then also cover.

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171

Maria Gallardo 00:38:10.145 --> 00:38:31.055

Uh, more in a high level, how we're going to be handling the process with known communicating vendors and deliver fuel vendors as well. So I lost my sorry about that guys. Okay sorry about that. Okay.

172

Maria Gallardo 00:38:31.060 --> 00:38:52.115

So, the 1st, 1 is just a reminder that, uh, uh, for you that to program, we will be assisting a program year, 2022 and recipients that are on the disconnect list or who are rearrange is are.

173

Maria Gallardo 00:38:58.000 --> 00:39:19.145

Who received, uh, benefits from July 1st, 2021 through May 31st of 2022 now 1 clarification is that for the July 1st to September 1st, period we are only referring the people customers.

174

Maria Gallardo 00:39:19.414 --> 00:39:40.294

Who recertified during that time, because the P y22, as, you know, started September 1st so you, that participants will be receiving again this year a 1 time credit to clear their rearrange is well, between 250 dollars to.

175

Maria Gallardo 00:39:40.299 --> 00:39:45.334

5,000 dollars per energy source when.

176

Maria Gallardo 00:39:48.484 --> 00:40:08.464

Couple other details to share with you today, is that, uh, this year, we also, in addition to include the peak active customers that are receiving monthly benefits, uh, at this time, we also are including, uh, clients that have dropped earlier.

177

Maria Gallardo 00:40:08.525 --> 00:40:29.645

The program here, as long as he's within the program year 2022, uh, also, the utilities are including customers that are on, uh, deferred payment arrangements as well. And, uh, we are utilizing, uh, um, state supplemental forms, but also we are utilizing.

178

Maria Gallardo 00:40:29.674 --> 00:40:50.764

It's mainly for those utility work for those vendors that do not contribute to the state supplemental fund. And then 1 of the, uh, changes that we're making this year is that we're trying to only deal with 1 invoice per utility. So, then once the.

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179

Maria Gallardo 00:40:50.824 --> 00:41:11.764

The utilities received the payments from the local agencies uh, we can narrow it down to 1, invoice and less, uh, documentation going back and forth. So, let's talk now about the process that we are gonna be handling with the utilities.

180

Maria Gallardo 00:41:12.064 --> 00:41:33.064

Uh, let me 1st say that, uh, as you all remember last year uh, we handle you that very fast and furious. So we, uh, old data we're best without with a very limited amount of time, and we helped so many customers. Uh, however we had some lessons learned.

181

Maria Gallardo 00:41:33.124 --> 00:41:53.764

And be sure that we are administering you that, uh, uh, 1, more time. Uh, this is a huge effort that we all are doing. So, I like to say, thank you for everyone for working, uh, you know, in partnership with all of us in, in, in trying to administer this program again.

182

Maria Gallardo 00:41:54.250 --> 00:42:15.395

Very short limited of time. So, uh, currently with the utilities and other vendors, we have a total of 10 steps. So we're going to be starting working with the utilities and step. 1 is basically the utility identifies current dry heat and clients on the disconnect list or.

183

Maria Gallardo 00:42:15.399 --> 00:42:36.484

Who, who's the real ranges are between 250 to 5,000 dollars, then the utility will submit to the CEO the least of clients that are on the disconnect list within a rearrange total just so everyone's know they already have submitted.

184

Maria Gallardo 00:42:36.549 --> 00:42:57.604

To the CEO, so thank you to the utilities for working in such a very short time, and send us that list. Um, then step 3 uh, the utility stuff meets a certification, a testing to the proper use and crediting of you that wants to participant accounts.

185

Maria Gallardo 00:42:58.025 --> 00:43:18.845

Now, 1, I guess update, particularly for the utilities on the call, um, just so, you know, uh, currently our, the CEO legal department, it's reviewing the certification, and we hope to have it finalized by next week. So as soon.

186

Maria Gallardo 00:43:19.534 --> 00:43:39.514

Our office have these documents we will share with you so then hopefully you can have your utility folks assigned the document and return it to us. So then, um, then we can continue the next couple steps steps that we're going to be reviewing. Momentarily.

187

Maria Gallardo 00:43:40.475 --> 00:44:01.145

So, uh, step number 4, is that the CEO will be, uh, it's currently in the process of reviewing the customer files and also verifying the list. Uh, just so, you know, uh, we are gonna we intend to, uh, select 1% of the population in a random.

188

Maria Gallardo 00:44:01.149 --> 00:44:22.294

Selected fashion, and then we will be providing early next week that randomly selected file to the. So then, uh, will be verifying again slightly, doesn't it? Or PEOP, that these customer release is in fact, from program year 2000.

189

Maria Gallardo 00:44:22.299 --> 00:44:43.444

22 population, uh, the next slide covers so this is, uh, only 1 step or step 5. however, we make a couple changes to this step this year. So that's why we thought that we would like to break it down.

190

Maria Gallardo 00:44:43.449 --> 00:45:04.084

By a. B. C and D because there's so many different updates and important pieces to this 1. so, uh, basically a step 5 is that Eliza will be paying utility directly with the submission of 1 PDF invoice document that will include the total payment amount.

191

Maria Gallardo 00:45:04.864 --> 00:45:25.744

And that, you know, customers as well. Uh, and then we are asking the, that if there's any additional invoice that is necessary, let's say, due to timing or other, um, other parts that are above our, their control, then we.

192

Maria Gallardo 00:45:25.775 --> 00:45:46.895

Asking the to contact, but we'll see fiscal for a Pre approval and further instructions on issuing another invoice to the utilities or to the other vendors. Then payments to the utility may begin April 15 and must be made by no later than may. 31st.

193

Maria Gallardo 00:45:47.435 --> 00:46:08.045

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And then, uh, once they start paying the utilities, they will also enter a lump sum amount per vendor in, like, the same way that we handle these last year. Because, as a reminder you'd up is still a manual process.

194

Maria Gallardo 00:46:08.074 --> 00:46:29.134

That we're handling with the utilities as well as with the other vendors. So that's why we are recording the lump sum amount in, like, a definite. So we know how much is paid and we can keep track of that. So, at this time, I will turn it over to Leslie to continue with.

195

Maria Gallardo 00:46:29.199 --> 00:46:30.154

The next.

196

Leslie Ann 00:46:32.314 --> 00:46:49.924

Oh, thank you Maria. You took the words out of my mouth as far as all the Thank you that we wanted to give because this is a big effort, and we do appreciate everybody's hard work to achieve the great speech and such a small amount of time.

197

Leslie Ann 00:46:50.644 --> 00:47:11.494

Um, so continuing the process with the utilities, the Las will reference the customer list that we, that will be passing down to them. And when a customer contacts them with saying they have a disconnect notice, or being in fear of disconnection then.

198

Leslie Ann 00:47:11.500 --> 00:47:32.615

The will reference the list to check to see if the customer is on there. We put a note here that starting March 24th. We, we increase the R, a maximum the reconnection assistant, maximum allowable in heat dot net to 5,000. so.

199

Leslie Ann 00:47:32.675 --> 00:47:53.795

Hopefully, that will help any new customers that come in, because there are some people that don't have a yet this year. So this will help those customers. Then number 7, the utility will apply the credits to. You'd have 2 participants and notify them. There is no longer a threat of.

200

Leslie Ann 00:47:53.799 --> 00:48:04.864

Connection number 8, Las will send the new app approval letter to letter to these customers to let them know that they've been approved or benefit.

201

Leslie Ann 00:48:08.225 --> 00:48:29.045

Next slide. Oh, sorry. The utility will add a message on the customer bill to inform. You'd have 2 participants that they have received a benefit. We have standard language that though we've asked them to all put on there and the utility will send us the file at the end of the program you're confirmed.

202

Leslie Ann 00:48:29.074 --> 00:48:50.194

The accounts and the benefit amounts for all the 2 participants that is the process with utilities. The next couple screens we talk about the non electronically communicating vendors and also deliver fuel. They, they all actually have 10 steps, but these are.

203

Leslie Ann 00:48:50.284 --> 00:49:11.344

The main 3, the 1st, 1, is that the Las will contact their program year, 22 vendors with a list and to check for marriages or people want to disconnect with within that dollar range of 250 to 5,000.

204

Leslie Ann 00:49:11.349 --> 00:49:32.494

The Las will review the list verify and pay the vendor and the will notify the recipient again with a letter benefit approval letter. Excellent. So the delivered fuel vendors process is a little bit different. They, they do not have the benefit of a.

205

Leslie Ann 00:49:32.500 --> 00:49:53.645

Victoria, and, you know, there's, it's not clear cut. They could be disconnected at any time. They could be refused delivery at any time. So we're considering them to be in thread of disconnection. The will, we're, we're working with.

206

Leslie Ann 00:49:53.649 --> 00:50:14.764

Is working with our office of information management to provide a list of all the delivered fuel customers and then the Las will for paying customers with a smaller tank. They will give those customers, 250 dollars and for the propane customers with a larger tank.

207

Leslie Ann 00:50:15.304 --> 00:50:35.944

They'll give them 750 dollars and then the will submit the a bulk or a lump sum check to the vendor and also send the approval letter. The benefit approval letter. So it's very similar. But there are.

208

Leslie Ann 00:50:35.949 --> 00:50:57.094

Are some subtle differences, and that was everything was our very high level overview. We have a meeting with all our agencies that scheduled for next week to go to talk about it a little bit more in depth to hopefully improve, make improvements over last.

209

Leslie Ann 00:50:57.124 --> 00:51:02.854

Here we, everybody did a great job last year, and we believe that they will this year also. So.

210

Leslie Ann 00:51:04.804 --> 00:51:06.154

Is there a question.

211

david wortman 00:51:07.174 --> 00:51:25.294

Land there there are a couple of questions in the chat uh, Kathy walk ask what happens when a customer that it's on the list, you'd app list, but they've contacted us before we get the list to check and we already completed payment for them. So, uh, I'll let Leslie can answer, but I will say that we.

212

david wortman 00:51:25.299 --> 00:51:32.734

We'll have the list to you, uh, in the 1st, part of next week. So, but that still could happen. So, Leslie, and if that happens, what do we do.

213

Leslie Ann 00:51:33.934 --> 00:51:46.444

Well, 1st of all, all the agencies, all the utilities from, I believe, March 24th, those customers on the app list, they should be protected.

214

Leslie Ann 00:51:47.074 --> 00:52:07.534

So they're also not technically, you know, 18 to 48 hour R, a timeframe right now we're still exempt from that. So, if if we're sure they're not going to be disconnected, then you could wait to get your loop you that list. Or if you already put it through that he's got net you can.

215

Leslie Ann 00:52:07.599 --> 00:52:28.324

Check the heat up list and you can get her refund for that payment but I remember last year and we have the same the same procedure. This year is the, the, the, the invoice that we give you do not alter the amount that you that you're supposed to be paying. We're telling you.

216

Leslie Ann 00:52:29.045 --> 00:52:43.475

This is the lump sum that you pay to that utility do not change that amount. That's not part of the process. So it's a little tricky in the interim until you get the list that you should have them pretty quickly.

217

david wortman 00:52:46.744 --> 00:52:56.404

Uh, the next 1, do utility send any information about you'd app along with the disconnection? Notice how will a client know if there's additional funding if they use Lee.

218

Maria Gallardo 00:52:58.084 --> 00:53:06.694

David, this is where I think I can take this 1 so, 1 thing to share with the group, he said.

219

Maria Gallardo 00:53:07.745 --> 00:53:27.605

Uh, you know, thank you to, uh, the ACC advocates, you nearly know, especially Karen Allen, and then all the utilities, they have been working together to offer some additional protections to low income customers. So, within.

220

Maria Gallardo 00:53:28.714 --> 00:53:48.604

These protections 1 of those are that the old the, uh, I would say big 6 regulated utilities in Illinois I will not be sending, uh, disconnect notices to these participants. And then, uh, they had mentioned also that.

221

Maria Gallardo 00:53:49.534 --> 00:54:10.264

Uh, uh, these customers will be protected from any future disconnection until July 31st. So, I mean, and if I misspoke in any way, you know, the, you know, or Karen or they feel free to chime in. So going back to bond's question.

222

Maria Gallardo 00:54:11.315 --> 00:54:27.965

These customers, because there's no a call to action on 3 and as long as they have been aligned recipients, they will be receiving that credit. Uh, pretty shortly. So, um, and no disconnection notice will be sent to them.

223

Maria Gallardo 00:54:30.454 --> 00:54:34.324

I don't know if anyone else wants to make sure anything about these.

224

Karen Lusson 00:54:34.864 --> 00:54:37.084

Yeah, I thought that would oh, go ahead.

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225

Leslie Ann 00:54:37.084 --> 00:54:51.154

I think that was good. I see, I see Maria, that combined has a question about just to confirm the utility should expect. Oh, well, my, my screen change, I wanted to say karen's question that she wants to make sure that the.

226

Leslie Ann 00:54:51.160 --> 00:55:11.795

We're communicating all why he tip customers with the villages. And if you go back to your slide 3, Maria, it's all Pip customers who were dropped since they were active in July, but have been dropped since then if they have an a marriage, it's customers that have.

227

Leslie Ann 00:55:12.694 --> 00:55:31.444

Payment agreement balance within that dollar range 53. I'm sorry. Yeah that 1. and it's also so so we have given a list to the utilities of which customers are supposed to be on there that these payments should go to.

228

Karen Lusson 00:55:32.434 --> 00:55:32.764

Thanks.

229

Leslie Ann 00:55:33.755 --> 00:55:34.955

Okay, okay good.

230

Ivonne Rychwa 00:55:36.815 --> 00:55:37.055

Um.

231

david wortman 00:55:37.085 --> 00:55:37.655

Yeah.

232

Ivonne Rychwa 00:55:39.485 --> 00:55:40.085

Sorry.

233

david wortman 00:55:41.405 --> 00:55:46.535

Uh, Stacy ask, if we can get a copy of the slide deck. I assume we can send these out afterwards. Maria.

234

Maria Gallardo 00:55:49.234 --> 00:55:58.354

Sorry, I was happening. Yeah, definitely. So as soon as we get up from the meeting, we'll definitely send it out to everyone. Both both slides.

235

Ivonne Rychwa 00:56:00.994 --> 00:56:10.114

To follow up on my, my previous question on the, I'm trying to understand these from the point of view of the.

236

Ivonne Rychwa 00:56:10.144 --> 00:56:30.094

Summer, so, if I am a consumer and I, um, I'm behind on my bill, but I already apply for or and do I have to go to the local agency to be granted the.

237

Ivonne Rychwa 00:56:31.270 --> 00:56:36.905

Europe assistance, or will it be applied automatically to my account?

238

Maria Gallardo 00:56:37.835 --> 00:56:52.415

Right. So great question. So, uh, so with this population, because we are with the help of the utilities, we are identifying them due to their rearrange amount or their potential to the.

239

Maria Gallardo 00:56:52.654 --> 00:57:12.394

Disconnected as long as we confirm that they, in fact receive Nike and or benefits in program year, 2022, they are going to find out about you that through a letter from their agency telling them that.

240

Maria Gallardo 00:57:13.595 --> 00:57:34.715

Apply this amount on your behalf this a special program and then also the utilities are, I believe they are going to all going to add a message of the utility bill. So, they can tell the customer you have been receiving, you are receiving this amounting you that payment. So no call to action.

241

Maria Gallardo 00:57:34.744 --> 00:57:42.904

To the customers in other words, they do not need to go to an agency for receiving a user benefit.

242

Nichole Owens 00:57:44.194 --> 00:57:55.864

Yeah, this is the call from comment just to to I agree completely with Maria from a utility standpoint, we are providing the list to to.

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243

Nichole Owens 00:57:55.869 --> 00:58:17.014

Ceo, so, in advance comment is making sure that we prevent those customers are being disconnected because we know that assistance is coming. So we didn't want to so working with. And with commission staff and others. We did work out a process and work through a process to make sure that if customers are pending you that, because we're going to send customers, those.

244

Nichole Owens 00:58:17.615 --> 00:58:38.165

Send that list of customers to we would make sure that the customers are protected in the event the customers are in the process of signing up for life heat. We've also asked for customers to contact the utilities. So specifically, for comment, we can enter them into a 0 down, which will give.

245

Nichole Owens 00:58:38.169 --> 00:58:52.744

Enough time to apply for lab heat and to make sure that they can secure those funds. So on both fronts, if you're a customer or you're in the in the process of getting you DAP, we have created some protection. So customers can avoid disconnection.

246

Maria Gallardo 00:58:56.764 --> 00:59:16.234

Thank you Nicole xena comment by Karen on the chat about it will be good for the agencies when they're new hip applicants coming to apply at the agency that they are being told that they will be told also about, you know, the.

247

Maria Gallardo 00:59:16.264 --> 00:59:37.384

The longer amount of time that cost, uh, likely customer could get in a DBA. So, Karen and everyone just so, you know, we're all fees, got a hold of the press release that the, you know, send out to the media today. So we are planning.

248

Maria Gallardo 00:59:37.415 --> 00:59:55.445

To send it and share with all the local agencies. So everyone is aware of the customer protections and, and we can further advocate our, our customer. So so we're in the process of sharing that with the agencies, you know, this afternoon.

249

Karen Lusson 00:59:56.315 --> 00:59:58.085

Great. Thanks Maria.

250

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Leslie Ann 00:59:59.105 --> 01:00:19.325

Hi, I wanted to add something else with Leslie and this. Let me just push this in here. So I added in over in the chat we have asked all the utilities, and we will be asking all the non regulated vendors and the, you know, any vendors that.

251

Leslie Ann 01:00:20.014 --> 01:00:40.504

Deal with we have we want this to be put on the bill this still contains a 1 time utility disconnection avoidance program 2 credit from the States right? Heat program that does not need to be paid. So, we also hope that this little notice, we did the same thing last year too. We hope that this will help them to understand. Wow.

252

Leslie Ann 01:00:41.554 --> 01:00:44.224

I got it and it doesn't need to be your page. That's awesome.

253

Nichole Owens 01:00:46.594 --> 01:01:07.414

I can't confirm comment. We do have that Bill messaging very consistent with last year for you that. So it's noted for the customers at the credit that will appear on their bill, because they do not have to take any action that this is as a result of the utility disconnection, avoid this program, implement it. So, customers will know that's the reason for.

254

Nichole Owens 01:01:07.630 --> 01:01:14.105

The, um, the credit on the account, and our will have information to help explain that to customers. In case they call them.

255

ellen rendos 01:01:21.155 --> 01:01:38.615

This is Ellen from nicor. I've got a couple of questions last year. You know, we sent in our list and we waited for a confirmation to be received that, you know, the list was right. Um.

256

ellen rendos 01:01:38.674 --> 01:01:59.794

Before we applied any credits. Is that going to happen again? I know this time it's a little different, because we're going to receive checks from the individual L A's and we're going to reconcile all that. Um, but our preference would be to and this is what we did last year we applied.

257

ellen rendos 01:01:59.824 --> 01:02:20.944

All the credits at 1 time we sent out letters to all of them so that we could do this sooner rather than later and not wait for the checks from each individual and send out, you know, different batches of letters. We did them all together. Is are we still okay to do that?

258

Leslie Ann 01:02:23.074 --> 01:02:42.094

Answer that I feel like it's safe to do that because last year, when we, when we verified the sample, we didn't have any problems. There were a few accounts that what we had on. My house was a little bit different than the number you had, but we were able to reconcile any of those little differences. So I think it's safe for you to do.

259

Leslie Ann 01:02:42.184 --> 01:02:44.344

But, David, you were going to say something.

260

david wortman 01:02:44.854 --> 01:02:50.644

I was just gonna say if the list that you sent us is correct, then you'll get paid for everything that's on the list.

261

ellen rendos 01:02:51.184 --> 01:03:01.774

Okay, um, that that's what, um, that's what real nice course plans are like, when we get the okay. Um.

262

ellen rendos 01:03:02.104 --> 01:03:22.984

Yeah, and I think you sent it to us last year. Yeah, we're gonna we're gonna send you that money. And if you don't get it from the, that it's going to come from you, if they, if they couldn't produce it, but, um, that that would be our preference. So we could communicate sooner rather than later even though these customers are going to be protected. They're not going to be.

263

ellen rendos 01:03:23.014 --> 01:03:35.524

Being a disconnect notice I still think that they might be thinking oh, no, it's going to come soon. Um, so I think the sooner we get these messages and letters out to them, the better.

264

ellen rendos 01:03:38.525 --> 01:03:59.645

I also wanted to ask 1 more question cause I was a little confused when we were talking about, um, the communication to, from the customer's point of view. I'm hoping, you know, we all know who these new DAP customers are that we supplied on March 24th or 23rd whatever it was. Um, but.

265

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ellen rendos 01:03:59.649 --> 01:04:12.004

Are the gonna be, like, aware of when somebody's coming in and they're signing up for a lot cheaper for the 1st time? Are they going to take care of their balances?

266

david wortman 01:04:12.694 --> 01:04:20.794

Right. So yeah, Kathy walk and, uh, that's been asked twice in the in the comments. So oh, we have I, I have the list.

267

david wortman 01:04:20.799 --> 01:04:41.944

From all the utilities, uh, I've got it divided up by, uh, utility and every agency. So I have, you know, the comments got 14 different, uh, agencies that are, uh, have commented we're going to be sending those out to the agencies.

268

david wortman 01:04:41.949 --> 01:05:03.094

As quickly as possible, it may be tomorrow. If it's not tomorrow, it will be Monday. So the local agencies will have their list uh, either tomorrow or Monday. And if someone comes in wanting an IRA and the agency looks up, and they're on the list, then they, they can still get a but they won't get the because the.

269

david wortman 01:05:03.125 --> 01:05:04.205

Is going to cover that.

270

ellen rendos 01:05:05.135 --> 01:05:22.085

But isn't it for the most part, shouldn't they also be thinking when they come in there? If, um, if they hadn't gotten the at this year they're certainly not on the U DAP list cause we've only got the people. I guess you could have some.

271

david wortman 01:05:22.115 --> 01:05:22.745

Yeah.

272

david wortman 01:05:25.325 --> 01:05:32.645

Well, they could have gotten a in December and then are coming in because they know the moratorium coming off. They could be coming in for an IRA.

273

ellen rendos 01:05:33.065 --> 01:05:42.215

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For an IRA? Yes. Yeah. Okay. But that, um, right. That's what I'm saying. If they've already had a this year, they're already.

274

david wortman 01:05:42.515 --> 01:05:45.395

On the right and they're on a disconnect list and they should.

275

david wortman 01:05:45.424 --> 01:05:48.814

Be on the you DAP list if I'm missing that up someone come on.

276

Maria Gallardo 01:05:48.844 --> 01:06:06.454

Yeah, no, I think, you know, Al Allyn you do your point all of these customers either have received to till March 23rd or 24th, uh, DVB, or are receiving beep benefits. So.

277

Maria Gallardo 01:06:06.549 --> 01:06:27.694

Going back to your point. Uh, so we are instructing the agencies that if a customer, let's say a licensed customer, uh, you know, uh, we know that they are not going to be receiving any disconnect notices. So, but let's say, for whatever reason, they come to the agency because now they have they know.

278

Maria Gallardo 01:06:27.724 --> 01:06:48.844

That they have a large balance, and they come to the agencies being proactively, uh, the agencies, most reference that you that customer lease during the verification process. So, uh, so they know that they could not process that, um, you know, application like.

279

Maria Gallardo 01:06:49.355 --> 01:07:03.515

So, um, you know, of course, you know, keep in mind that this is very manual process for everyone. So, uh, but that's kind of, you know, like, the way that the agencies will go fiddling the verification process.

280

ellen rendos 01:07:06.154 --> 01:07:26.914

I guess that what I, I'm I might not be asking it correctly, but if a customer comes in, and they're, like, they're, they're applying for license for the 1st time ever, and they've got a 600 dollar careers balance, I'm hoping the Las are giving them all 600 dollars now 450 dollars.

281

ellen rendos 01:07:26.920 --> 01:07:31.745

Um, I mean, just like the that would would have.

282

Leslie Ann 01:07:31.775 --> 01:07:47.465

Right, no, it's roughly. And so we said we had raised the, the, the amount of reconnection assistance that communicates electronically through why he got that. We have raised that to a possible 5,000 dollars.

283

Leslie Ann 01:07:48.425 --> 01:08:02.735

And so as long as your, as long as your utility is electronically communicating the reconnect amount, and the outstanding balance to be the exact same amount as we've talked about at different meetings.

284

ellen rendos 01:08:03.005 --> 01:08:03.155

Cool.

285

Leslie Ann 01:08:03.155 --> 01:08:04.955

Be fine. It should be fine.

286

ellen rendos 01:08:05.585 --> 01:08:08.105

But we're doing that. Okay. Thanks.

287

Leslie Ann 01:08:08.855 --> 01:08:09.155

Yep.

288

Leslie Ann 01:08:09.424 --> 01:08:09.934

Thank you.

289

Maria Gallardo 01:08:12.125 --> 01:08:33.185

I'm not sure if these question on the chat was addressed or not, but there, there was a question about, uh, uh, we won't be able to cover the entire balance. Will you please include clients with a rearranging over 5,000 dollars? So their response on that 1? Yes.

290

Maria Gallardo 01:08:33.514 --> 01:08:54.334

Uh, the utilities, uh, some utilities particularly gave us, uh, some customers over the 5,000 dollars balance, but then you, that only will be paying until that maximum amount of 5,000 dollars. So any remaining balance, it's the, you know, of course, we'll be the client responsibility.

291

david wortman 01:08:55.173 --> 01:08:55.414

Right.

292

david wortman 01:09:01.383 --> 01:09:12.064

And Maria and Kathy is asking the the question again, can we reiterate if we have processed an, for someone who's on the list? What do we do.

293

Leslie Ann 01:09:15.363 --> 01:09:35.224

Send me an email. That's what I say, please send me an email with the details. And then I will tell you what to do. I know that. This interim period is a little bit tricky. But we're going to get you those lists as soon as we can. And you also have access if it's hammer and then you have access to their portal and you can see how much they.

294

Leslie Ann 01:09:35.344 --> 01:09:43.954

Oh, and you know, if they got a DVT, they should be on the list. So just send me the information if that, you know, I'll get back to you quickly.

295

Karen Lusson 01:09:48.065 --> 01:10:02.525

Can, can I ask a clarification question to I noticed in the chat latoya said you DAP will not apply to applicants who apply after the list has been pulled. Can you clarify what that means?

296

david wortman 01:10:03.245 --> 01:10:07.655

That's the same thing that Ellen was asking. So if they, if they have.

297

david wortman 01:10:07.659 --> 01:10:19.504

Haven't received a yet this year and they come in they can't be on the list. Right? So we have changed the limits. So they will someone that comes in later will be treated equally.

298

Karen Lusson 01:10:19.894 --> 01:10:22.114

Okay, just wanted to make sure Thank you.

299

david wortman 01:10:31.234 --> 01:10:32.164

Are we done.

300

david wortman 01:10:36.154 --> 01:10:55.594

If there are no more questions, uh, I think we will in this meeting. Uh, as I said, we will, uh, uh, Maria will be sending out these 2 slides and, uh, we will make this, uh, this, uh, recording available. And, um, other than that.

301

david wortman 01:10:55.600 --> 01:11:09.065

That, uh, will, uh, for the groups, the non utility and non CPAs we'll see you in 4 weeks at the pack meeting utilities and I have a feeling we'll be talking soon. So thank you very much. Everyone.

302

Karen Lusson 01:11:10.235 --> 01:11:10.835

Thanks very.

303

Leslie Ann 01:11:10.835 --> 01:11:12.725

Much thanks, thank you. Are.

304

Karen Lusson 01:11:12.725 --> 01:11:14.675

Working on you DAP Thank you.

305

david wortman 01:11:14.885 --> 01:11:15.425

All right.

306

Leslie Ann 01:11:15.425 --> 01:11:15.845

Bye bye.

307

Maria Gallardo 01:11:15.875 --> 01:11:16.535

Bye.