

Energy Affordability: Innovative Strategies for Program Collaboration in DC

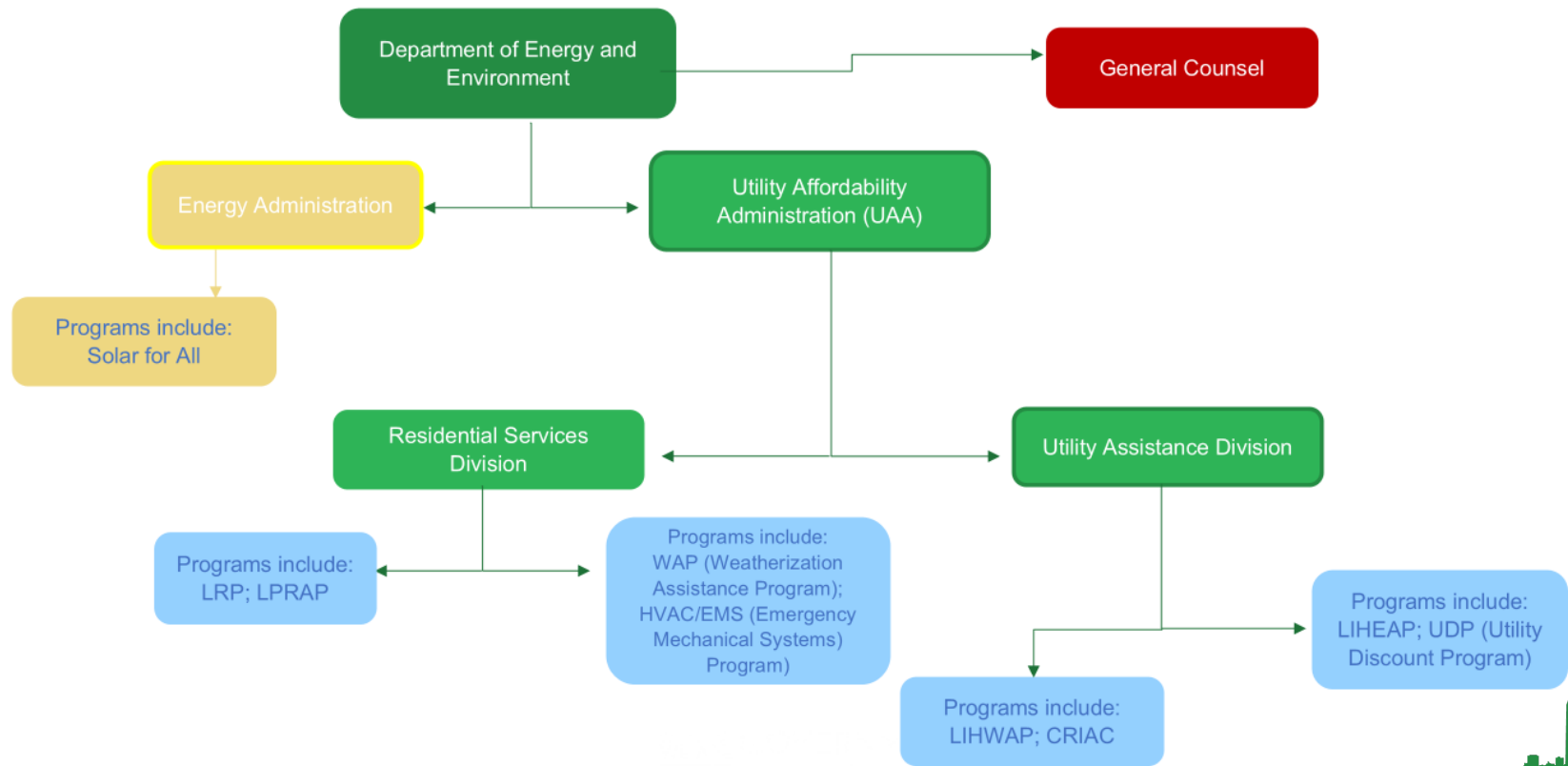
Daniel White- Energy Program Specialist

Olivia Corless- Energy Program Specialist

December 15, 2025



DOEE UTILITY PROGRAM ORGANIZATIONAL STRUCTURE



ASSISTANCE PROGRAMS



Low Income Home Energy Assistance Program



Utility Discount Program



Clean Rivers Impervious Area Charge Residential Relief Program



Weatherization Assistance Program



Solar for All



Lead Pipe Replacement Assistance Program



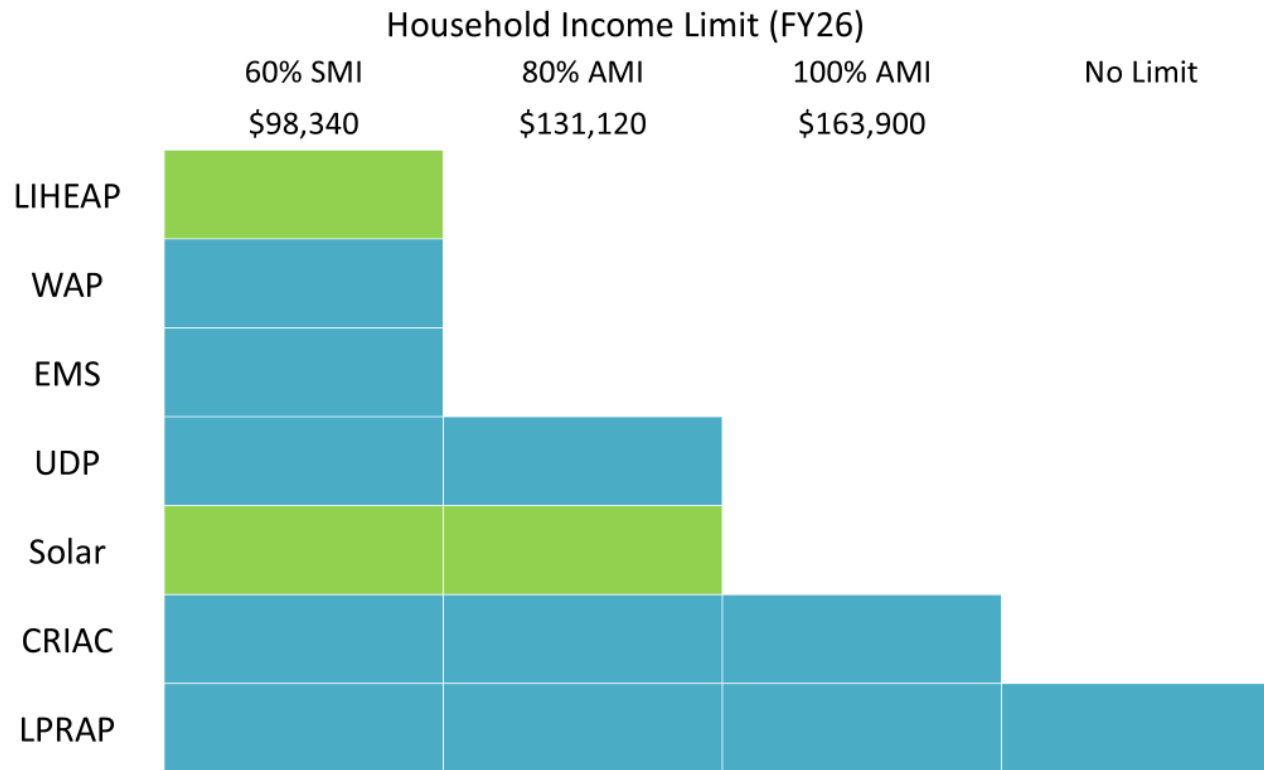
Emergency Mechanical System Program



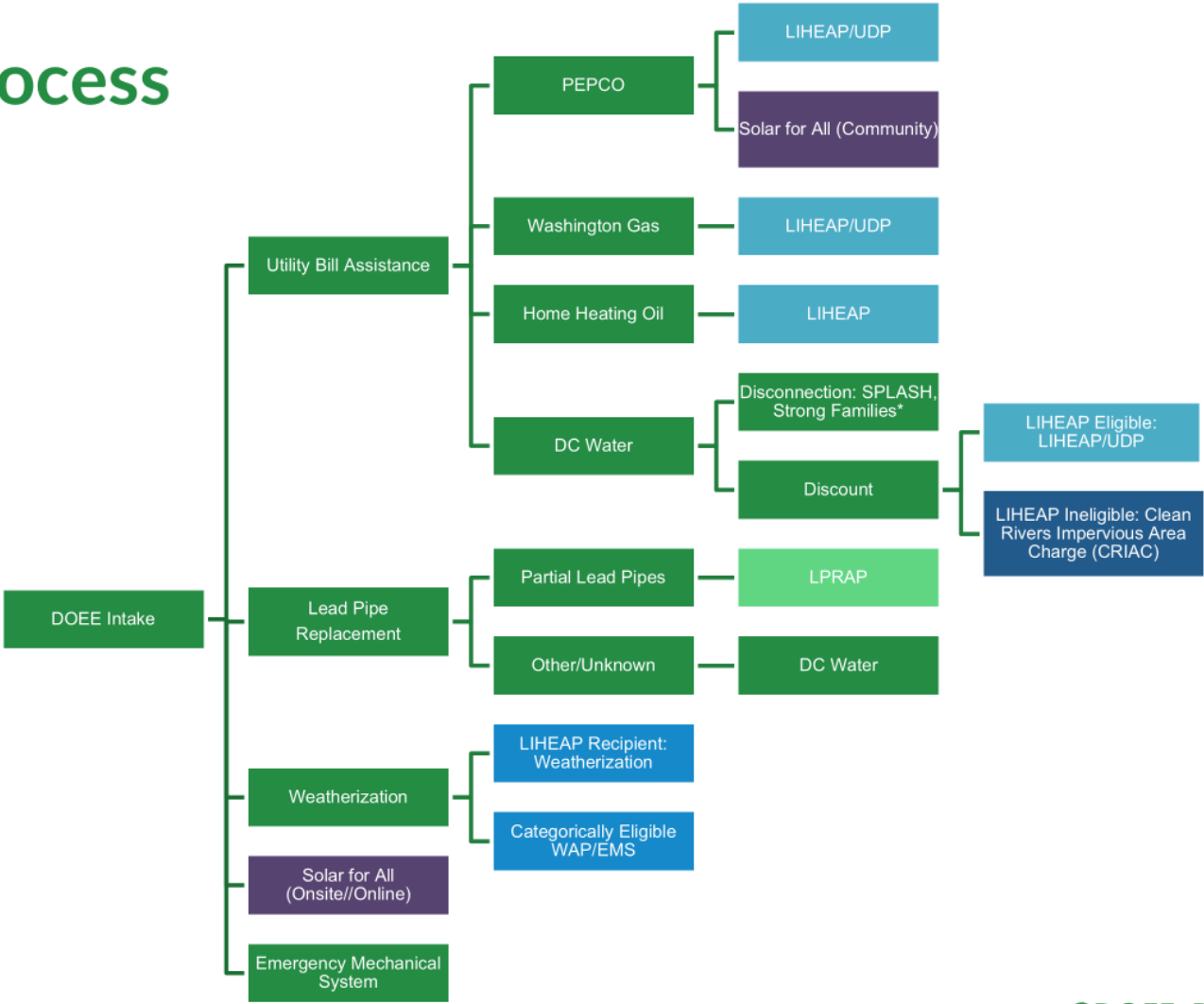
@DOEE_DC




INCOME ELIGIBILITY FOR A HOUSEHOLD OF FOUR



Intake Process



CHANGES IN INTAKE: APPLICATION REFORMATTING


DEPARTMENT OF ENERGY & ENVIRONMENT
GOVERNMENT OF THE DISTRICT OF COLUMBIA

Get help paying for your utilities. Complete this form to get help paying for your electricity, gas, oil, and/or water bills. We—DC Government—will reduce the cost of your utility bills from PEPCO, Washington Gas, C & M Oil, Griffith Oil, and/or DC Water. You can visit DOEE.DC.Gov/cheap and apply online.

1. Tell us about yourself

Full Name: _____ Date of Birth: (MM/DD/YYYY) _____ SSN: _____
 Email: _____ How would you like us to contact you? (check all that apply) Email Text Phone: _____ Cell Landline Mail Call
 Gender: Male Female Nonbinary Are you Hispanic/Latino? Yes No
 Race (check all that apply): American Indian/Alaska Native Black/African American Native Hawaiian/Pacific Islander Asian White Other: _____
 What is your primary language? English Spanish Chinese Korean Amharic French Vietnamese Prefer not to say
 Are you interested in receiving future communications about other DOEE programs? Yes No

2. Tell us about your home

Home Address: _____ Unit #: _____ ZIP: _____ WARD: _____
 Do you rent or own your current home? Own Rent Which best describes your home? Single family home Multi-Family

3. Tell us about your household's income

List everyone who lives in your home, and all children. To calculate monthly income, add up the money the person makes each month from working, as well as money received from social security, unemployment, child support, or pension payments. Please make sure to list everyone in your household, even if they do not have income.

Name of household member	SSN, or Alien #	Date of birth (MM/DD/YYYY)	Has a disability? (Y/N)	Monthly income (\$)

Need more room to write? Attach another sheet of blank paper with this same information.

Section 1: Applicant background: name, SSN, race, language, etc..

Section 2: Home information

- Address
- Rent or own
- Type of home: Single family, Multi-family

Section 3: Household income, household member info: DOB, SSN, & disability

Section 4: Utilities

- Water, electric, gas (all asking if it's included in rent or not)
- primary source of heating

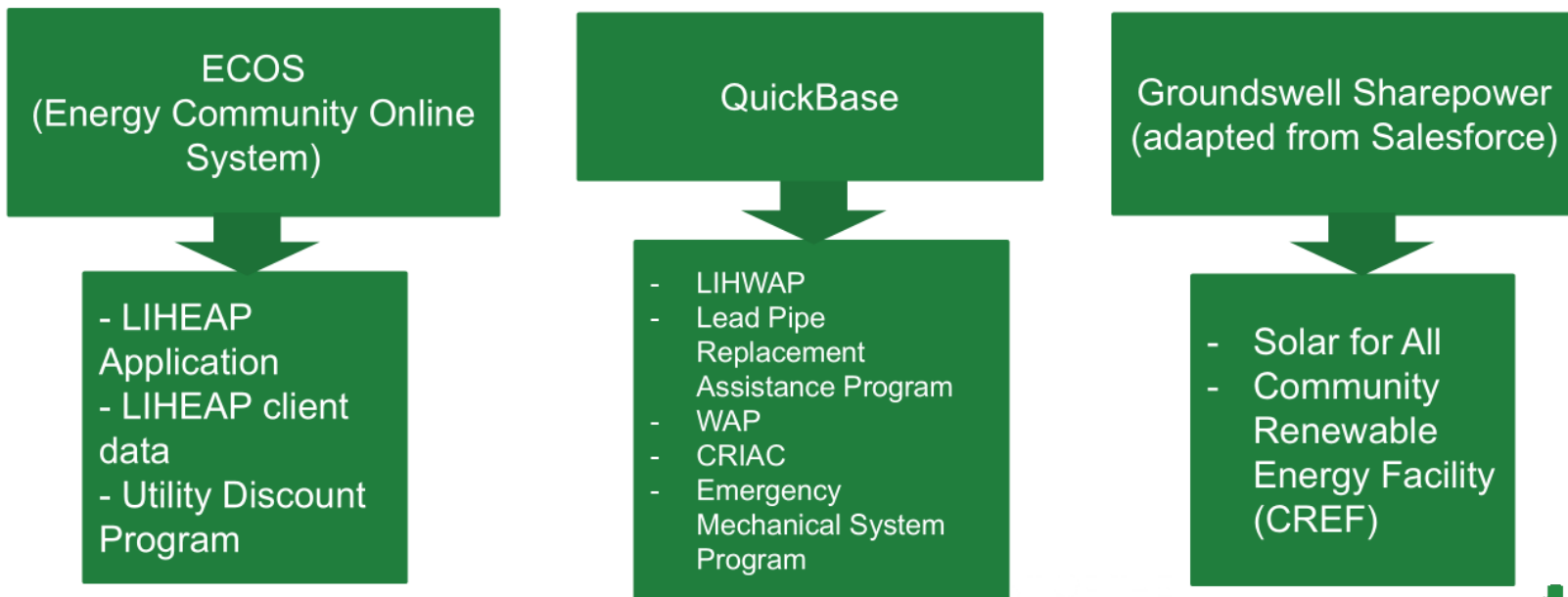
Section 5: Terms

1. Language around enrolling in Solar For All
2. Grant permission to utility companies to release information to DOEE to determine eligibility to any/all utility assistance programs
3. Permission to for DOEE to use information I provide to other agencies and organizations from whom I may seek financial assistance



DATA MANAGEMENT AND SHARING

- Externally: data sharing between utility companies and DOEE for DOEE assisted customers
- Internally:



BENEFITS OF COORDINATION

- Lowering electricity bills and reducing energy burden
- Building trust for Community Solar program
- Access to benefit approximately 20,000 income eligible households
- Reducing customer acquisition cost and creating a more efficient process for subscriber enrollment
- Increasing coordination with other social service programs (i.e TANF, SNAP, SSI, Housing Programs)



Working Project:

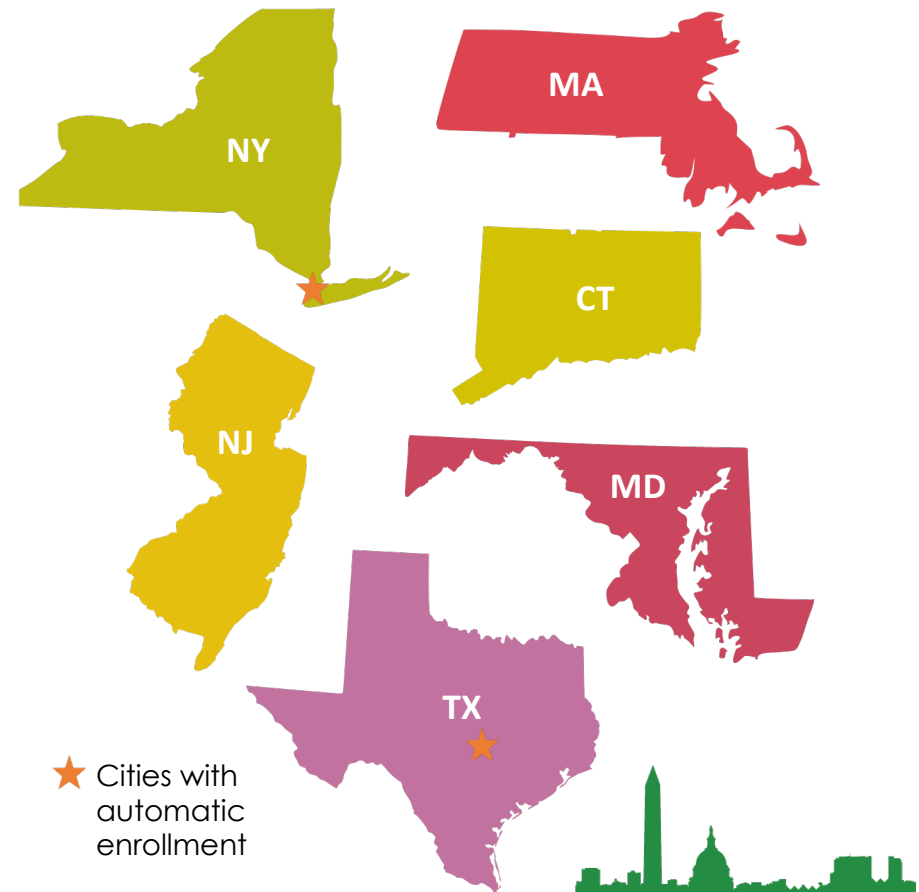
Automatic Enrollment Process: SNAP-> Utility Discount Program

Working Project: automatic enrollment

- Utility costs and arrears have been rising in recent years, underscoring the importance of continuing to expand enrollments in Utility Discount Program (UDP), which is administered by DOEE and our utility partners.
- UDP is a collection of programs specific to each of the major utilities in DC that reduce utility costs for qualified low-income households (80% area median income).
 - [RAD](#) – Residential Aid Discount is a monthly discount on electricity distribution charges
 - [RES](#) – Residential Essential Service is a Washington Gas discount
 - [CRIAC](#)- Clean Rivers Impervious Area Charge Residential Relief Program is a water discount program that provides a percentage off an eligible household's total monthly water fees.
- Several other states and utilities have created data-matching or automatic enrollment processes to facilitate increasing enrollment in utility programs

AUTOMATIC ENROLLMENT IN OTHER JURISDICTIONS

- DOEE and OPC have researched and been in contact with **6 states** and **2 cities** that utilize automatic enrollment into energy assistance programs.
- Some programs have been around since the mid-2000s. Others are more recent, reflecting growing interest in this area.
- The following strawman program is based on lessons learned from these states adapted to the DC context.



POTENTIAL FOR AUTOMATIC ENROLLMENT IN DC

- UDP covers about 20,000 households each year, which is ~13% of the eligible population.*
- The income threshold for UDP is set at 80% Area Median Income (AMI).
 - **80% AMI in DC in 2025 for a 4-person household is \$131,100.**
- In DC there are >30 income qualified programs geared towards low-income households.
 - Most other benefit programs in DC have income limits below 80% AMI.
- Supplemental Nutrition Assistance Program (SNAP) covers about 80,000 households in DC and has income limits well below 80% AMI.**
 - There is likely some overlap between current SNAP recipients and UDP households, but even if it's 100%, **SNAP being a feeder program could lead to 60,000 more households being added to UDP.**

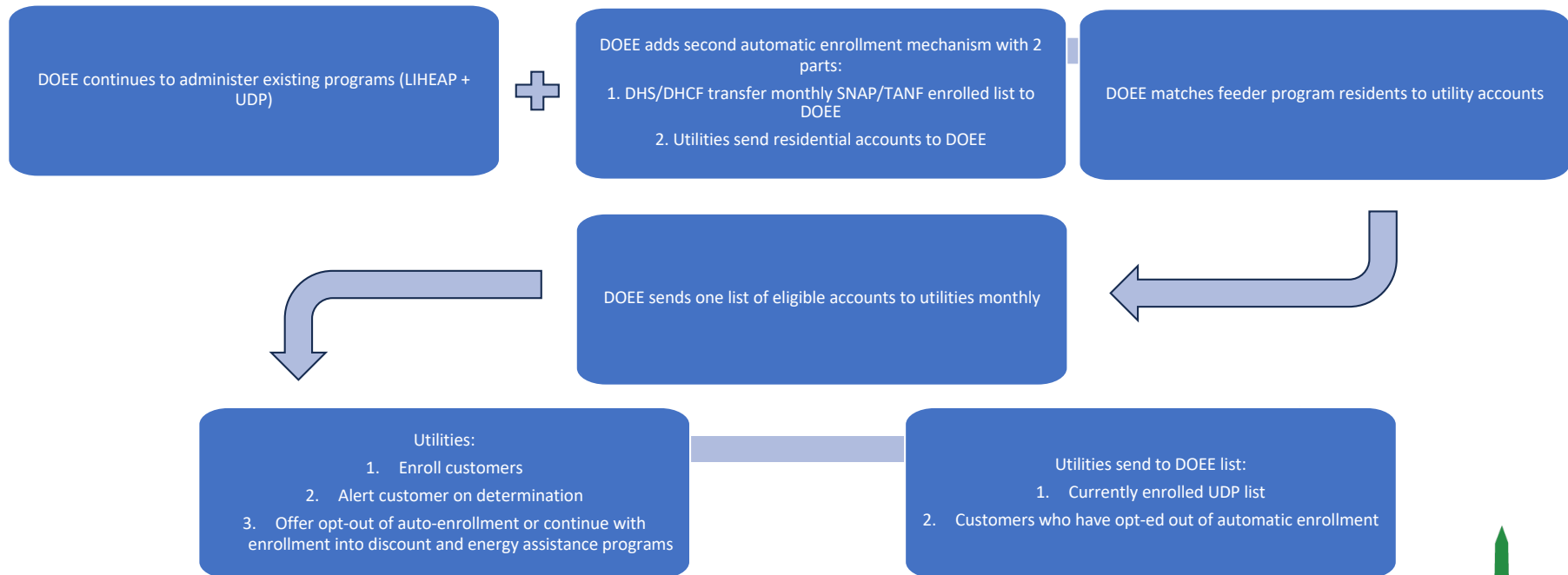
Automatic Enrollment – Proposed Process

GOAL: Increase enrollments in UDP by using data-matching to identify more eligible households so that any household that is identified as categorically eligible shall be enrolled or re-enrolled in the UDP programs with no additional action taken by the household.

Proposed Process:

- DHS will add consent language to application and send approved SNAP/TANF households to DOEE
- DOEE will receive information on all residential household accounts from utilities
- DOEE will match SNAP/TANF households to utilities households account information on address to determine which residential accounts are eligible for UDP
- DOEE will send utilities eligible UDP households for utilities to enroll
- Utilities utilize monthly list of eligible households to process enrollments, notify customers, and offer opt-out

Proposed Process



DOEE MATCHES ACCOUNTS WITH ELIGIBLE HOUSEHOLDS

Dummy SNAP Data

Household ID	Applicant first name	Applicant last name	Applicant address	Household income	Number of household members	SNAP?	SNAP approval date	SNAP start date	TANF?	TANF approval date	TANF start date
1	Joe	Smith	2422 I Street NW, Washington, DC 20037	\$30,000	4	Yes	4/21/2025	5/1/2025			
2	Jane	Doe	307 1/2 5th Street NE, Washington, DC 20032	\$25,000	5	Yes	4/22/2025	5/1/2025			
3	Emily	Johnson	1460 Rhode Island Ave NW, Washington, DC 20020	\$0	6				Yes	4/30/2025	5/1/2025
4	Tom	Hanks	1426 Pennsylvania Ave SE, Washington, DC 20003	\$30,000	2	Yes	4/15/2025	5/1/2025			
4	Rita	Wilson	1426 Pennsylvania Ave SE, Washington, DC 20003	\$30,000	2	Yes	4/15/2025	5/1/2025			
5	Sarah	Davis	1610 Brentwood Rd NE, Washington, DC 20018	\$0	1	Yes	4/1/2025	5/1/2025	Yes	4/1/2025	5/1/2025
6	Jim	Carry	3036 Arizona Ave NW, Washington, DC 20016	\$25,000	3	Yes	4/6/2025	5/1/2025			

Dummy Electricity Data

Account Number	Account holder first name	Account holder last name	Account service address	Account rate class	Date of RAD Enrollment
2202057448	Tom	Hanks	1426 Pennsylvania Ave SE, Washington, DC 20003	Residential	
4370427297	Emily	Johnson	1460 Rhode Island Ave NW, Washington, DC 20020	Residential	
1771783249	David	Wilson	425 Q Street NW, Washington, DC 20011	Residential	
6324564672	Natalie	Portman	307 1/2 5th Street NE, Washington, DC 20032	Residential - RAD	3/15/2025
6658485079	Joseph	Smith	2422 I Street NW, Washington, DC 20037	Residential	
9775415446	Sarah	Davis	1610 Brentwood Rd NE, Washington, DC 20018	Residential	
6548132489	Owen	Wilson	1356 Taylor Street NW, Washington, DC 20011	Residential	

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3	Emily	Johnson	1460 Rhode Island Ave NW, Washington, DC 20020	\$0	6				Yes	4/30/2025	5/1/2025
4	Tom	Hanks	1426 Pennsylvania Ave SE, Washington, DC 20003	\$30,000	2	Yes	4/15/2025	5/1/2025			
4	Rita	Wilson	1426 Pennsylvania Ave SE, Washington, DC 20003	\$30,000	2	Yes	4/15/2025	5/1/2025			
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SNAP Last Name = Utility Last Name
 SNAP First Name = Utility First Name
 SNAP Street Number found in Utility Street Address
 SNAP Street found in Utility Street Address

INTERIM MATCHED ELIGIBLE HOUSEHOLDS

Interim Matched Eligible Household Accounts List

Account Number	Account holder first name	Account holder last name	Account service address	Account rate class	Date of RAD Enrollment	Eligible	Date Eligible
2202057448	Tom	Hanks	1426 Pennsylvania Ave SE, Washington, DC 20003	Residential		Yes	5/1/2025
4370427297	Emily	Johnson	1460 Rhode Island Ave NW, Washington, DC 20020	Residential		Yes	5/1/2025
1771783249	David	Wilson	425 Q Street NW, Washington, DC 20011	Residential		No	
6324564672	Natalie	Portman	307 1/2 5th Street NE, Washington, DC 20032	Residential - RAD	3/15/2025	Yes	5/1/2025
6658485079	Joseph	Smith	2422 I Street NW, Washington, DC 20037	Residential		Yes	5/1/2025
9775415446	Sarah	Davis	1610 Brentwood Rd NE, Washington, DC 20018	Residential		Yes	5/1/2025
6548132489	Owen	Wilson	1356 Taylor Street NW, Washington, DC 20011	Residential		No	



Delivering on Energy Efficiency and Affordability

Promise.

The Environment is Changing

Stateline

HEALTH CARE DEMOCRACY EDUCATION ENVIRONMENT SOCIETY CRIMINAL JUSTICE

ECONOMY ENERGY AND ENVIRONMENT

Rising electric bills lead to state scrutiny – but little relief for residents

Through September of this year, residential electric bills increased at more than triple the rate of inflation.

BY: KEVIN HARDY - DECEMBER 10, 2025 5:00 AM



CONTACT US



the NEW JERSEY INDEPENDENT

POLITICS ▾ ECONOMY EDUCATION HEALTH ▾ INFRASTRU

Sherrill selects experts to work on energy affordability

New Jersey Democratic Gov.-elect Mikie Sherrill campaigned on a promise to address surging energy costs.

December 3, 2025 | By TAI Staff

Courier & Press

Evansville man charged in KSU shooting makes first court

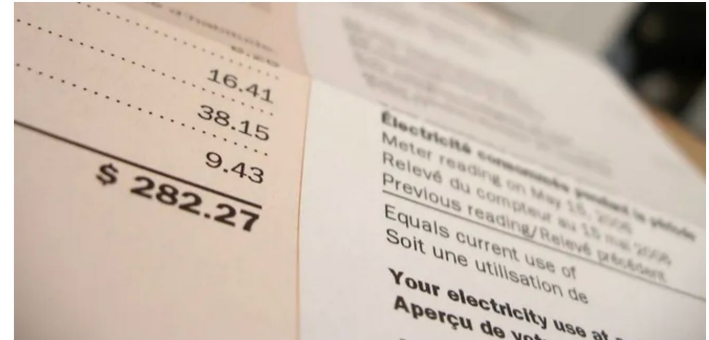
[News] Sports Business Features Submit a News Tip Advertise Obituaries eNewspaper Legals

LOCAL

Indiana ratepayer advocates recommend energy bill ‘relief plan’

Leslie Bonilla Muniz Indiana Capital Chronicle

Dec. 11, 2025, 3:46 a.m. CT



About 87% of Hoosiers were at least “somewhat” concerned about rising energy costs — with 59% “very” concerned — in a Bellwether Research poll conducted for Indiana Conservation Voters. *Getty Images*

Comprehensive Suite of Affordability Options

Different customers need different supports.
Offer a menu of options.

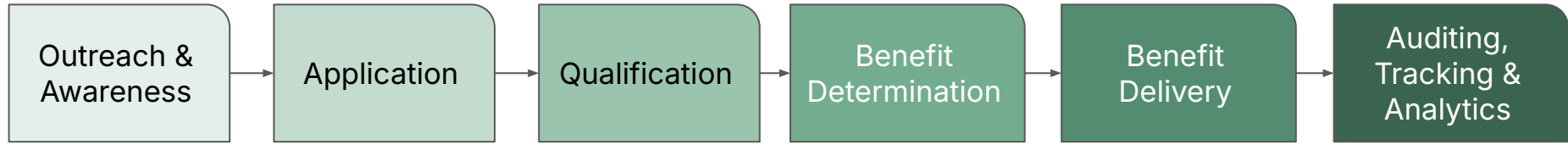
Payment Plans

Discounted Rates

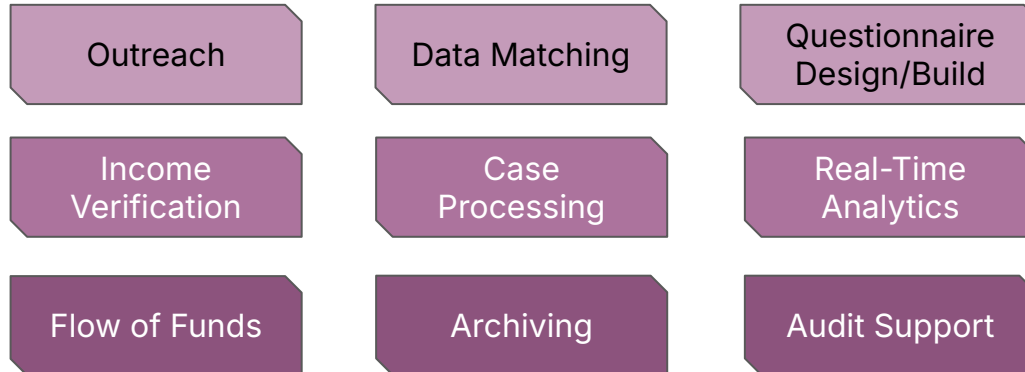
State Supports

Crisis Assistance

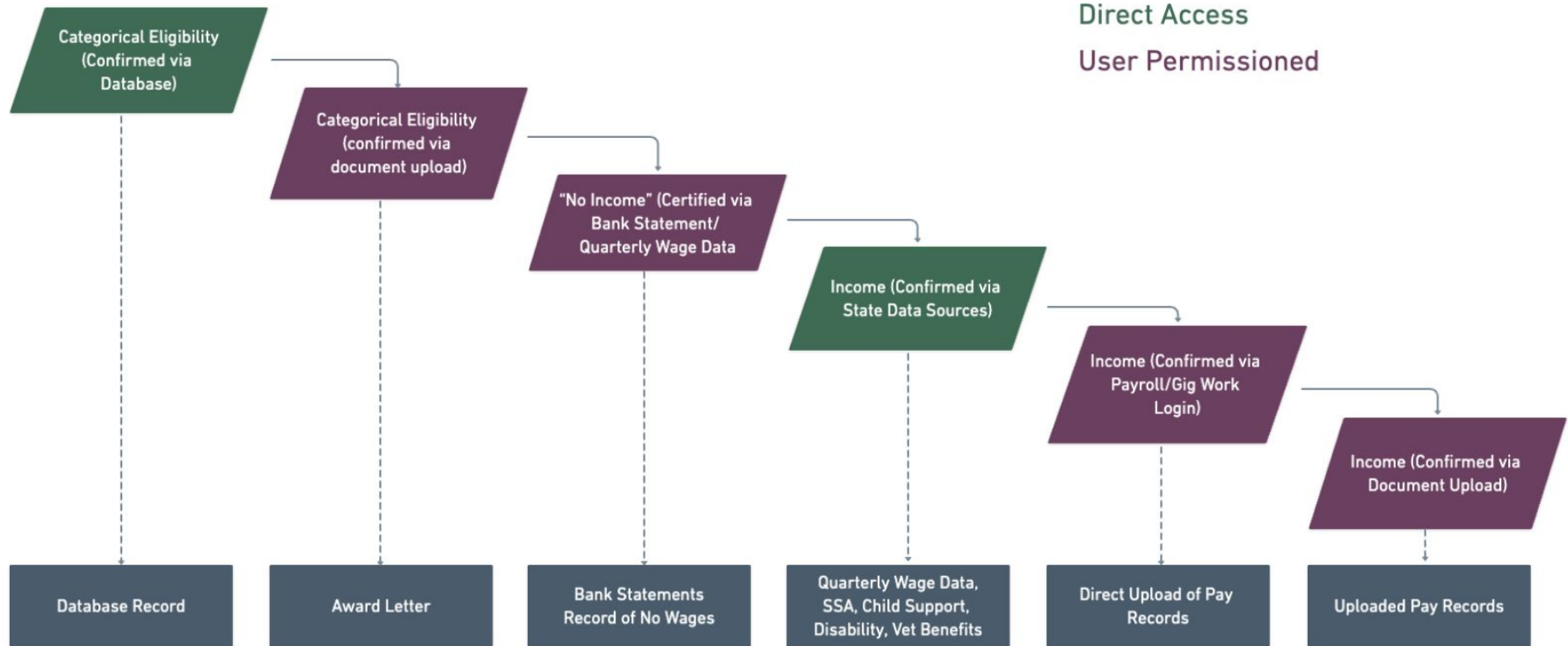
Assistance Program Stages



Technology Assistance

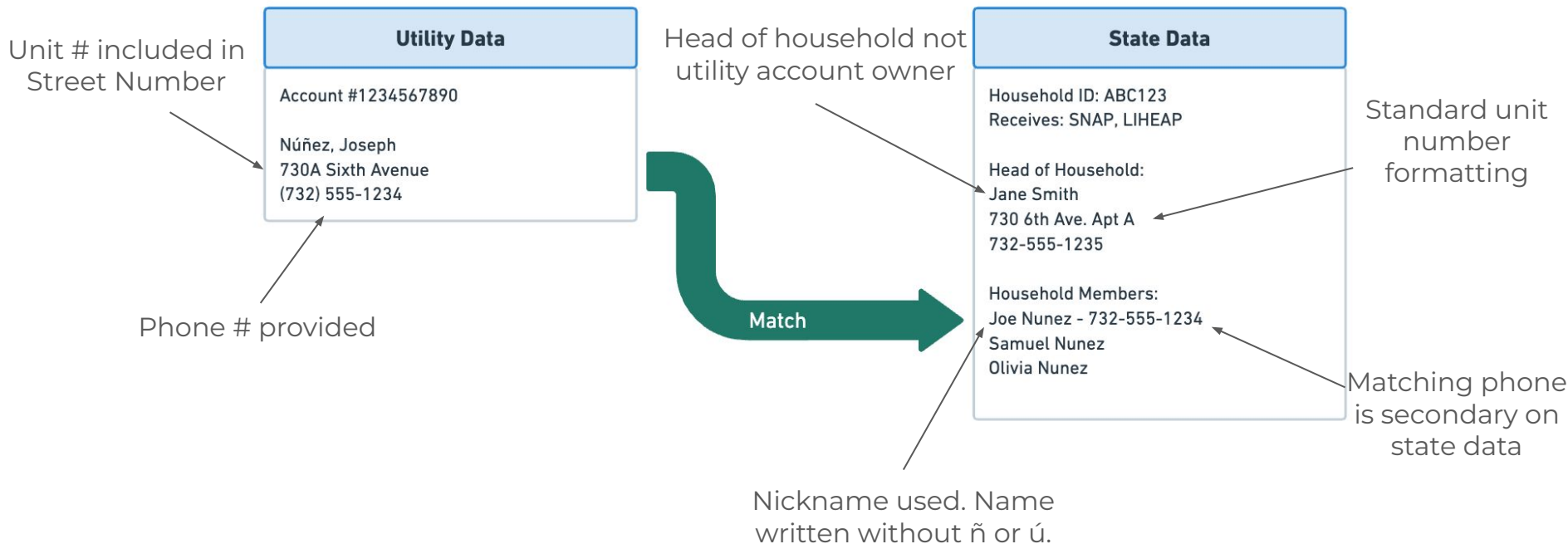


“Waterfall” Approach Streamlines Income Verification



Intelligent Matching in Action

EXAMPLE DATA



KS LIEAP Abbreviated Pilot



- 775k Evergy accounts in target region
- 17k already received LIEAP this season
- Found another 7,500 eligible for LIEAP through SNAP
- 45+% Open Rate
- Of 7,150 delivered texts, **23% of recipients** subsequently received LIEAP



Tracy i got a email from lieap for my electric bill they said only 3 days left and that I qualify bc i get food stamps. They close monday at 5. Can we please go down there monday ❤️❤️

\$139M Clean Energy Credits in 100 Days

Setting the standard for equitable energy relief, Washington partnered with more than 50 utilities to deliver essential aid to low- and moderate-income households.

\$200

in clean energy credits distributed to over **690,000** Washington families

Credits distributed statewide, reaching communities across the region



“ You did some amazing work to get those funds here. The benefits for our customers is wonderful. I am doing the happy dance. Thank you. ”

SPOKANE AREA UTILITY



OVER 75% OF CREDITS AWARDED AUTOMATICALLY

Most families didn't have to submit an application because they participate in other income-qualified programs

CREDITS WERE WELL TARGETED

Low and moderate-income households were eligible for the credits, with priority given to low-income families, who received

90% of the credits!

\$

Once applications opened, credits flowed out in less than **100 days**



Promise partnered with Commerce to design and execute the program.

“ Thank you! Including those just above 'low income' is so helpful! We're struggling, and this lifted us up. ”

CREDIT RECIPIENT

Thanks to Commerce's efforts to simplify program administration, utilities serving

99.6% OF WA HOUSEHOLDS PARTICIPATED



Washington State
Department of
Commerce