LIHEAP Performance Measures

2014 Regional Training Sessions

Introduction: Training Overview

After this training, attendees will:

- Know what data is required for each measure
- Be able to identify “next steps” for collecting this data
- Have a better idea how to go from data to report
- Be able to explain each measure and why it matters

Introduction: Navigating the Session

- **Taking the Ground-Up Approach**
- **Background Materials**
- **Training Materials**
  - Draft Performance Measures Reporting Form and Instructions
  - Sample Performance Measures Report
  - Examples of Client Applications with Waiver Language
  - Example of Vendor Agreement with Reporting Language
  - Example of List of Vendors
  - Sample Datasets
- **Sections, Questions, and Breaks**

Introduction: Training Overview

- **Section 1:** Restoration and Prevention Measures
- **Section 2:** Energy Burden Measure Data Collection
- **Section 3:** Energy Burden Measure Data Reporting
- **Section 4:** Explaining Energy Burden Measures
- **Section 5:** Review of Performance Measures Checklist

Section 1: Restoration and Prevention Measures

Section One focuses on Performance Measures related to **Restoration of Home Energy Service** and **Prevention of Loss of Home Energy.** More specifically, this section hones in on the following questions:

- What data do you need?
- What are the steps for collecting this data?
- How is this data used to complete the Performance Measures report?
- What are you reporting and why does it matter?
- How will grantees and OCS use these performance measures?

Section 1: Restoration and Prevention Measures
What Data Do You Need?

Data needed for Restoration and Prevention Measures:

- Status of Home Energy Service
- Energy Source

Section 1: Restoration and Prevention Measures *What Data Do You Need?*

Status of Home Energy Service at Time of Application

- **Household is without Energy Service.** This includes whether a household is Disconnected, Out of Fuel, or has Inoperable Equipment.
  - *"Inoperable" includes red-tagged equipment, or equipment that if powered on, will result in injury or death.*
  - *Note: Households that heat or cool their home in "some other way" still count if they can't use their main system.*
- **Household is at "Imminent Risk" of Losing Home Energy Service.** This includes whether a household has a utility Past Due or Shut-Off Notice, is Nearly Out of Fuel, or has equipment that is still operable, but places them at imminent risk of losing their home energy service.
  - *"Imminent risk" should be defined by the grantee based on local conditions, and should correspond with existing state definitions used to determine home energy emergencies (as outlined in the grantee's State Plan and/or policy manuals).*

Section 1: Restoration and Prevention Measures
What Data Do You Need?

Energy Source

- Fuel type (Electric, Gas, Fuel Oil, Propane or Other) where the household LIHEAP benefit is applied.
  - *In some cases, this may not be the household's primary fuel source.*

Section 1: Restoration and Prevention Measures
Steps for Collecting the Data

- ✓ **Determine your state's criteria for "Imminent Risk."** In other words—when should a LIHEAP benefit be considered preventive? This criteria should correspond with your policy manuals, state plans.

Some states simply ask applicants to self-declare whether or not they are "nearly out of fuel." Others are more specific. For example:

- **Maine:** *Less than 3-day supply of fuel (e.g. reading of 1/8 tank or less on a standard 275 gallon heating oil tank; reading of 25% or less on a propane tank). "3-day or less" supply standard applies to other delivered fuel types.*

- **Michigan:** *A residential fuel tank must not contain more than 25% of its heating fuel capacity.*

Section 1: Restoration and Prevention Measures
Steps for Collecting the Data

- ✓ **Add Home Energy Status to Client Application.**

  Examples include Disconnected, Out of Fuel, Inoperable Equipment, Past Due, Shut-off Notice, Nearly Out of Fuel, Unsafe Equipment, etc.

Example: Minnesota Client Application

Are you having an energy emergency right now? ☐Yes ☐No

If Yes, check type of emergency below and send a copy of the notice from your energy company:

☐Already disconnected. Company name:_____

☐Received disconnect notice. Company name:_____

☐Past due bill. Company name:_____

☐Refusal to deliver *and* less than 20% in tank--what % in tank today? _____

Please contact your energy company to set up a payment plan.

Section 1: Restoration and Prevention Measures
Steps for Collecting the Data

Example: Wyoming Client Application

Do any of these apply to you today?

- ☐ Non-working furnace/boiler/heat system
- ☐ Out of Fuel (propane, wood, pellets, coal, oil)
- ☐ Less than 10% fuel remaining (propane, wood, pellets, coal, oil)
- ☐ Propane Tank set (Information will be obtained from the fuel provider)
- ☐ Need utility/fuel deposit **You MUST attach letter (dated on or after October 1st) from utility provider or fuel supplier with the dollar amount and reason for the deposit**
- ☐ Disconnected – your fuel supplier has **ALREADY** turned off your electricity or gas.
- ☐ Disconnect Notice - your fuel supplier has **NOT** turned off your electricity or gas, but is warning you they will if not acted upon. **You MUST attach copy of the disconnect/shutoff notice.**

Example: Missouri Client Application

What primary or main form of energy do you use to heat your home? Please circle and supply the requested information.

Natural Gas Tank Propane Electric Wood Cylinder Propane Fuel Oil Kerosene

Are you currently shut off or out of wood or propane? Yes No

Are you currently in threat of disconnection or low on your primary fuel source? Yes No

If yes, please indicate the disconnection date or how much wood, propane or pre-paid electric you have. _____

List your main heat supplier's name: _____ City _____

Whose name appears on the account? _____ Account #: _____

Section 1: Restoration and Prevention Measures
Steps for Collecting the Data

- ✓ **Establish Equipment Repair and Replacement Criteria related to "Restoration and Prevention" with LIHEAP Weatherization Contractors.**

  In many cases, repair or replacement of heating/cooling equipment is administered by weatherization contractors. Therefore, grantees may need to coordinate with their Weatherization partners to establish when LIHEAP funds are used to "restore home energy" versus "prevent home energy loss."

- ✓ **Coordinate Reporting of "Restoration and Prevention" with LIHEAP Weatherization Contractors.**

  This could be as straightforward as asking weatherization contractors to specify on invoices, work orders, or audit reports whether equipment repair/replacement is necessary to restore home energy or prevent home energy loss.

Section 1: Restoration and Prevention Measures *Completing Report Parts II and III*

Restoration and Prevention data is reported in Parts II and III of the Performance Measures Report Form.

PART II. RESTORATION OF HOME ENERGY SERVICE

A. All Occurrences of LIHEAP Households that Had:	*All Occurrences*	Energy Source *(where LIHEAP benefit was applied)*				
		Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
1. Energy Service Restored After Disconnection	5,619	1,056	4,563			
2. Fuel Delivered to Home that Ran Out of Fuel	3,989			2,250	1,535	204
3. Repair/Replacement of Inoperable Home Energy Equipment	252	42	164	25	13	8

PART III. PREVENTION OF LOSS OF HOME ENERGY SERVICE

A. All Occurrences of LIHEAP Households that Had:	*All Occurrences*	Energy Source *(where LIHEAP benefit was applied)*				
		Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
1. Past Due Notice or Utility Disconnect Notice	834	245	589			
2. Imminent Risk of Running out of Fuel	2,215			1,209	908	98
3. Repair/Replacement of Operable Equipment to Prevent Imminent Home Energy Loss	40	10	18	4	6	2

Section 1: Restoration and Prevention Measures *Completing Report Parts II and III*

Part II: Report is for ALL Occurrences of LIHEAP Households

- ✓ **Electric / Gas** – Count the ***number of times*** that LIHEAP restored service after a disconnection.
- ✓ **Fuel Oil / Propane / Other** – Count the ***number of times*** that LIHEAP resulted in delivered fuel after the client ran out.
- ✓ **All Sources**– Count the number of **inoperable** heating systems repaired/replaced using LIHEAP.
- ✓ **Electricity** – Be sure to include the number of **inoperable** air conditioners repaired/replaced using LIHEAP.
- ✓ **All Occurrences** – Value is automatically calculated. It is the sum of the counts in each row.

Section 1: Restoration and Prevention Measures *Completing Report Parts II and III*

Part III: Report is for ALL Occurrences of LIHEAP Households

- ✓ **Electric / Gas** – Count the ***number of times*** that LIHEAP prevented disconnection.
- ✓ **Fuel Oil / Propane / Other** – Count the ***number of times*** that LIHEAP delivered fuel to a client who was "at risk of" running out.
- ✓ **All Sources**– Count the number of ***operable*** heating systems repaired/replaced with LIHEAP in order to prevent loss of home energy service.
- ✓ **Electricity** – Be sure to include the number of operable air conditioners repaired/replaced using LIHEAP in order to prevent loss of home energy service.
- ✓ **All Occurrences** – Value is automatically calculated. It is the sum of the counts in each row.

Why Do These Measures Matter?

- Grantees are required to assist eligible households experiencing energy crises within expedited time frames. Using LIHEAP to **restore home energy** eliminates a significant risk to the health and safety of households who do not currently have access to energy service.

- By **preventing the loss of home energy** service to at-risk households, LIHEAP can eliminate the costs associated with service restoration (e.g., reconnection charges) and can minimize health and safety risks.

Restoration vs. Prevention

- Grantees are required to assist households experiencing energy crises within expedited time frames. However, grantees have found that "reactive" assistance (e.g., utility reconnection) is costly and exposes low-income households to significant health and safety risks.

- **Therefore, grantees have proposed to OCS that crisis program impacts should be measured in terms of both service restoration and the prevention of service termination, with an emphasis on moving clients from restoration to prevention.** This information will help grantees more effectively manage LIHEAP crisis intervention—potentially reducing household health and safety risks, as well as optimizing limited funding resources.

Section 1: Restoration and Prevention Measures *Using LIHEAP Performance Measures*

Examples of How Performance Measures Can Be Used:

- **Reporting:** Home energy loss resonates with multiple audiences. Therefore information regarding Restoration or Prevention proves meaningful for "telling our story" in legislative reports, fact sheets, or media releases.

- **Subgrantee Monitoring:** One grantee noticed disproportionate numbers of disconnected applicants being processed by a local subgrantee. Research uncovered local policies that encouraged delaying intakes until applicants were disconnected.

- **Policy, Program Evaluation:** While it is important to make sure people's heating and cooling stay on—there are some programs that may be incentivizing clients to put themselves in crisis situations without knowing it. Prevention and Restoration data provide an opportunity to evaluate policy and program design. For example, if natural gas clients have lower bills and lower benefits, but have a higher rate of service restoration than other clients, grantees might look at ways to encourage clients to make payments during the winter when shutoff moratoria are in place.

Section 1: Restoration and Prevention Measures *Using LIHEAP Performance Measures*

Examples of How Performance Measures Can Be Used:

- **Program Pilot, Alternatives.** Prevention and restoration data (by itself and in conjunction with energy burden data) provide a chance for grantees to test and evaluate how incentive, education, or other behavior modification programs could impact home energy status.

- **Utility Partnerships.** Utilities are interested in improving client payment patterns and preventing disconnection. One grantee used account status data from client applications to identify those households with a history of waiting until they were disconnected to apply for LIHEAP services. They then partnered with a local utility to target these households and offer incentives for those who proactively sought assistance (including education) before they experienced a home energy crisis.

Section 1: Restoration and Prevention Measures

Questions

Section 2: Energy Burden Measure Data Collection

Section Two focuses on LIHEAP Performance Measures related to **Home Energy Burden.** More specifically, this section hones in on the following questions:

- **What data do you need?**
- **What are the steps in collecting the data?**

Section 2: Energy Burden Measure Data Collection
What Data Do You Need?

Data Required for Energy Burden Measures:

- Average Annual Household Income
- Average Annual LIHEAP Benefit
- Main Fuel Type
- Average Annual Household Main Fuel Bill
- Average Annual Household Electricity Bill

Section 2: Energy Burden Measure Data Collection *What Data Do You Need?*

- **Average Annual Household Income.** Annual household income should be calculated in the same way it is calculated for the annual LIHEAP Household Report Form, using gross income. Zero income households should be included.

- **Average Annual LIHEAP Bill-Payment Assistance Benefit.** This includes the total LIHEAP bill payment assistance granted to the household during the reporting period, including heating, cooling, and crisis assistance (cash/bill-payment only). In some cases, the annual LIHEAP bill payment assistance benefit will include more than one type of assistance—for example regular + crisis.

Section 2: Energy Burden Measure Data Collection *What Data Do You Need?*

- **Main Fuel Type.** Annual income and LIHEAP benefit data will be requested in OLDC by main fuel type. At the time of application, grantees will need to ask households to identify their main fuel type (Natural Gas, Electricity, Fuel Oil, Propane, or Other Fuels).

  - **Cooling States and Main Fuel Type:** Grantees who offer cooling programs should still ask households for their main fuel type.

    It is important to look at the whole home energy bill for ALL clients, including cooling bills for households that are assisted with natural gas, propane, or fuel oil heating bills AND heating bills for clients that are assisted with cooling costs.

Section 2: Energy Burden Measure Data Collection *What Data Do You Need?*

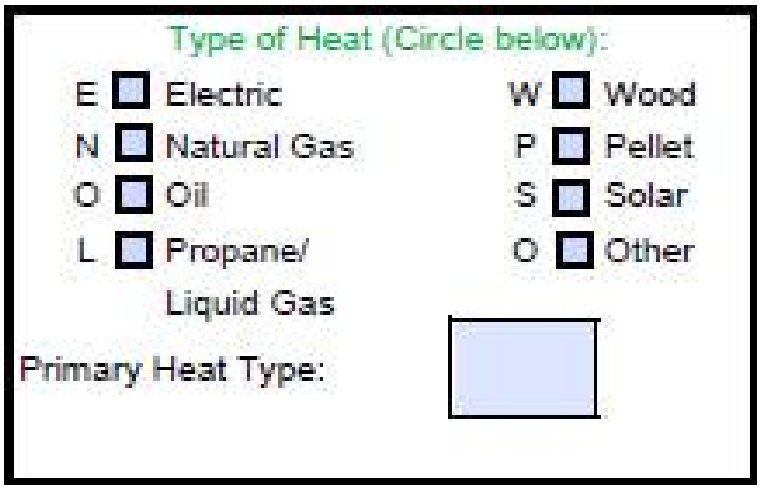
- **Average Annual Energy Bills for Main Fuel and Electricity.** Grantees will need to collect annual household energy cost data for both main fuel and electricity. To reduce the burden associated with vendor data collection, grantees are only required to collect data from the largest vendors.

  - Requirements: Identify top 5 natural gas vendors, top 5 electric vendors, top 10 fuel oil vendors (if applicable), top 10 propane vendors, and top 10 other fuel vendors (if applicable). *The training packet includes an example list of vendors from a "representative" state.*

    Option: Grantees may opt to collect data from additional vendors. However, any grantee wishing to use less than the minimum vendors in any of the fuel categories must contact OCS to obtain prior approval.

Section 2: Energy Burden Measure Data Collection
Steps for Collecting the Data

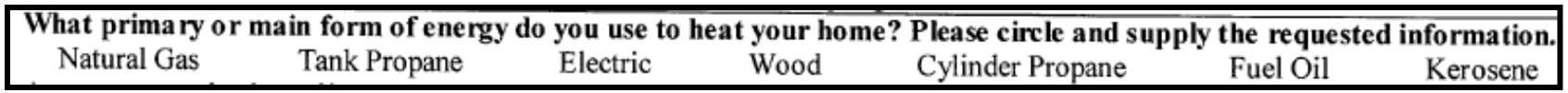
- ✓ **Add Main Fuel Type to the Client Application.** At minimum, this should include Natural Gas, Electricity, Fuel Oil, Propane, and "Other."



Examples:

State of Oregon Client Application (left)

State of Missouri Client Application (below)



Section 2: Energy Burden Measure Data Collection
Steps for Collecting the Data

- ✓ **Add Waiver (Release of Information) to the Client Application.** This will assure that data exchanges can occur once vendor agreements are in place. Due to increased privacy restrictions, it is important to involve both vendors and attorneys in the development of this language.

Example #1: Minnesota

"I give my consent for my heating and electric companies to give data about my account and energy use to the Minnesota Department of Commerce (DOC) and DOC's contractors for the Energy Assistance Program (EAP), the Weatherization Assistance Program (WAP) and the Conservation Improvement Program (CIP)."

Example #2: Colorado

"I am the customer of record, the customer's authorized agent, or an authorized third party for the utility service account identified in this application, and I authorize my utility service provider to disclose my customer data as specified in section 9 of this application."

Section 2: Energy Burden Measure Data Collection *Steps for Collecting the Data*

- **Issues in Waiver Language** – Make sure that the waiver language allows you to report the data to others (see Wisconsin in packet) and protects the utility from disclosure liability (see Colorado and New Jersey in packet).

Example #1: Wisconsin

"I understand that the information collected on this form …. may be used for purposes of referral, research, evaluation, and analysis."

Example #2: Colorado

"Please note that: … Your utility service provider will have no control over the data disclosed pursuant to this consent, and will not be responsible for monitoring or taking steps to ensure that the LEAP office maintains the confidentiality of the data or uses the data as authorized by you."

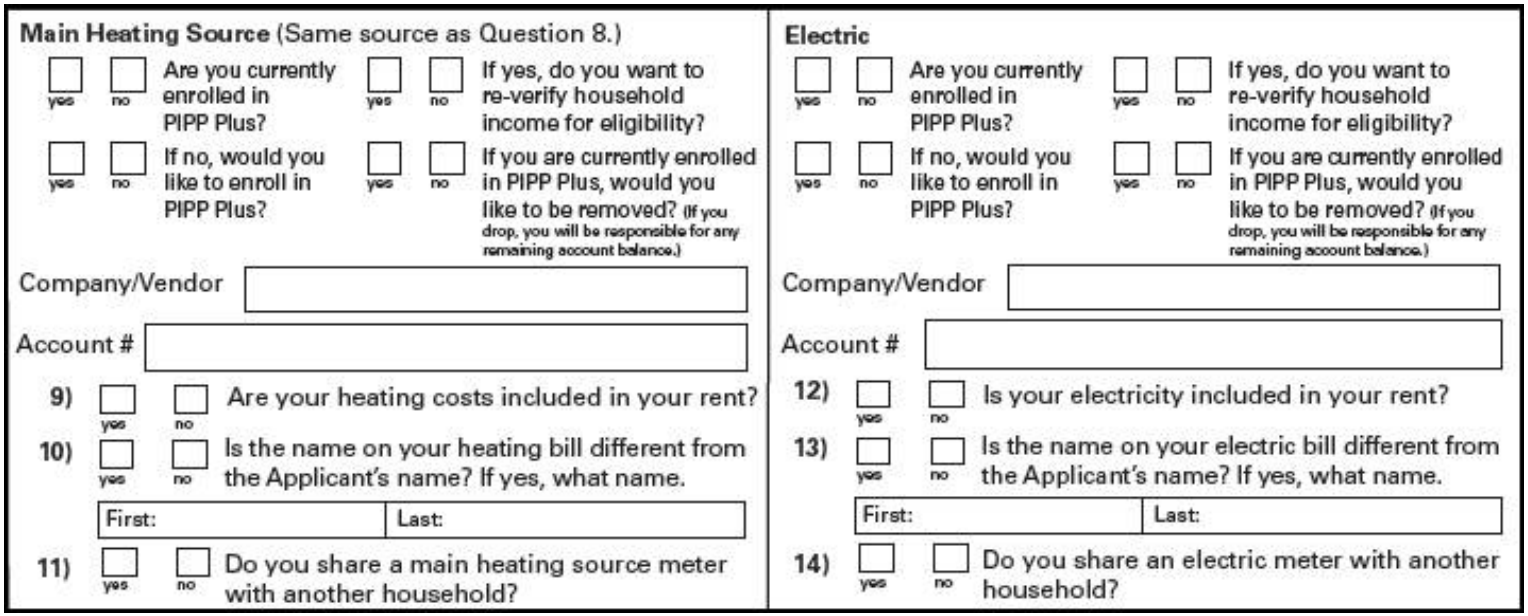
Example #3: New Jersey

"…and further agree to hold harmless and/or releases such companies from and against any claims, losses, demands, damages, or liability of any kind caused by or allegedly caused by such disclosure."

Section 2: Energy Burden Measure Data Collection
Steps for Collecting the Data

- ✓ **Add Vendor Account Numbers to Client Application for both Main Fuel and Electricity.** Identifying account information will allow grantees to pull up lists to submit to vendors when making data requests.

Example: State of Ohio



Main Heating Source (Same source as Question 8.)

☐ yes ☐ no Are you currently enrolled in PIPP Plus?

☐ yes ☐ no If yes, do you want to re-verify household income for eligibility?

☐ yes ☐ no If no, would you like to enroll in PIPP Plus?

☐ yes ☐ no If you are currently enrolled in PIPP Plus, would you like to be removed? (If you drop, you will be responsible for any remaining account balance.)

Company/Vendor

Account #

9) ☐ yes ☐ no Are your heating costs included in your rent?

10) ☐ yes ☐ no Is the name on your heating bill different from the Applicant's name? If yes, what name.

First: Last:

11) ☐ yes ☐ no Do you share a main heating source meter with another household?

Electric

☐ yes ☐ no Are you currently enrolled in PIPP Plus?

☐ yes ☐ no If yes, do you want to re-verify household income for eligibility?

☐ yes ☐ no If no, would you like to enroll in PIPP Plus?

☐ yes ☐ no If you are currently enrolled in PIPP Plus, would you like to be removed? (If you drop, you will be responsible for any remaining account balance.)

Company/Vendor

Account #

12) ☐ yes ☐ no Is your electricity included in your rent?

13) ☐ yes ☐ no Is the name on your electric bill different from the Applicant's name? If yes, what name.

First: Last:

14) ☐ yes ☐ no Do you share an electric meter with another household?

Section 2: Energy Burden Measure Data Collection *Steps for Collecting the Data*

- ✓ **Identification of Top Five/Top Ten Vendors.** Identify top 5 natural gas vendors, top 5 electric vendors, top 10 fuel oil vendors (if applicable), top 10 propane vendors, and top 10 other fuel vendors (if applicable). Grantees who need help with this should contact APPRISE or their OCS Liaison.

- ✓ **Vendor Agreements.** Work with vendors to develop language that requires vendors to provide annual bill data for LIHEAP recipients. This includes outlining expectations in terms of process and timeline. It should include protections for vendors.

  - *In states where subgrantees are responsible for vendor agreements, one best practice is to create a "minimum standard" template in collaboration with major vendors at the state level that all subgrantees can adopt.*

Section 2: Energy Burden Measure Data Collection
Steps for Collecting the Data

Example #1: Wisconsin Vendor Agreement (Cost/Usage Data)

The Supplier agrees to the following:

- To provide at no cost to the Division, client, or agency, written information on an applicant household's home energy costs, bill payment history, or arrearage history for the time period of September 1 to August 31. If the company does not retain cost and/or billing information for this time period then the last 12 monthly billing periods must be provided.

Example #2: Texas Vendor Agreement (Cost/Usage Data)

The Vendor named above is a Retail Energy Provider who represents and warrants that it is authorized to receive payment from Agency on behalf of a customer that the Agency has determined to be eligible under the CEAP guidelines and as such is a "Certified Customer." Vendor will, with reference to a Certified Customer:

- Upon verbal or written request from Agency, provide at no cost to the Agency the Certified Customer's billing history for the previous twelve (12) months, or available history plus estimates if less than 12 months of billing history and usage is available. Vendor will transmit such billing history via electronic mail of facsimile no later than the end of the next business day following the request.

Section 2: Energy Burden Measure Data Collection
Steps for Collecting the Data

✓ Developing Data Exchange Systems.

Intake-Based Systems. Some grantees use energy bills as part of the benefit determination process. Some systems include:

- **Automated Data Exchange:** Automated information system; program database sends information to the vendor and the vendor's information system sends information back to the program.
- **On-Line Data Entry:** Data request sent to vendor on a daily basis. Vendor enters client information on-line within a target time period.
- **Subgrantee Access:** Vendor gives subgrantee access to summary information about customers.
- **Telephone Contact:** Subgrantee calls vendor to obtain information.

Year End Systems (Least-Burden). Some grantees collect information from vendors at the end of the program year.

- **Excel File:** Most vendors accepted an excel file with the required client information.
- **Secure Transfer:** Most vendors required a secure transfer protocol; FTP site or password protected or encrypted data.

Section 2: Energy Burden Measure Data Collection

Questions

Section 3: Energy Burden Measure Data Reporting

- Section Three continues to focus on LIHEAP Performance Measures related to **Home Energy Burden.** More specifically, the purpose of this section is to show how you use the energy burden data you collected to prepare Part I of the LIHEAP Performance Measures report.

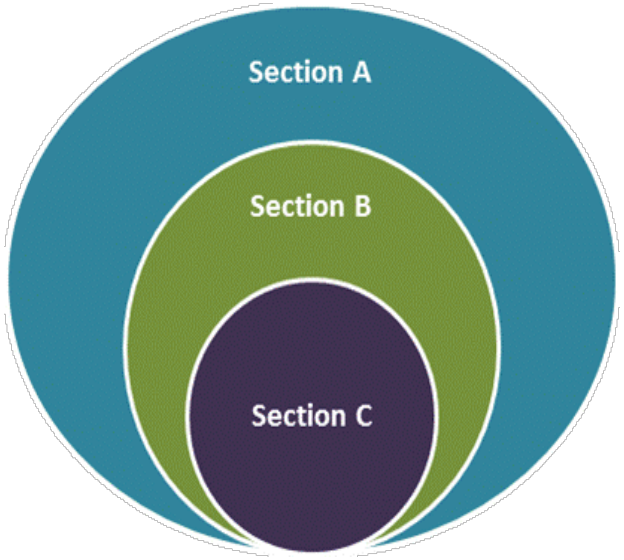
Section 3: Energy Burden Measure Data Reporting
Completing Part One of the Report

Which Households should be counted in Part I?

- Part I includes those households who received LIHEAP bill payment assistance during the reporting period. Bill payment assistance includes:
  - Heating and Cooling Assistance
  - Crisis Assistance (cash or bill-payment only)
- Households should NOT be counted if they did not receive a bill payment (cash benefit) that directly impacted their home energy bill. This includes:
  - Households receiving only LIHEAP weatherization assistance or energy-related home repair (e.g. heating or cooling equipment repair or replacement)
  - Households that receive nominal benefits as part of a partnership with the Supplemental Nutrition Assistance Program (SNAP). This is often referred to as the "Heat or Eat" Program.

Section 3: Energy Burden Measure Data Reporting
Completing Part One of the Report

- **Part I Sections.** Part I is broken into sections A-E. Only 3 of these sections require data entry, the remaining sections are auto-calculated for the grantee.
- **Which Clients are Included?** Grantees start with a dataset for Part I, and use a piece of that dataset to report in each section (see below).



Section A— All Bill Payment Assisted Households

Section B— Bill Payment Assisted Households *with Available Energy Cost Data*

Section C— *Highest Burden* Bill Payment Assisted Households with Available Energy Cost Data

Section 3: Energy Burden Measure Data Reporting
Completing Part One of the Report

Section A, Step 1: Unduplicated Number of LIHEAP Bill Payment-Assisted Households.

PART I. ENERGY BURDEN TARGETING		Bill Payment-Assisted Household Main Fuel				
	All Households	Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
A. Unduplicated Number of LIHEAP Bill Payment-Assisted Households	45,699	10,452	22,343	8,945	3,455	504

Section A, Step 2: Households should be broken out by main fuel type.

Section 3: Energy Burden Measure Data Reporting
Completing Part One of the Report

Part I, Section B of the Performance Measures Report Form includes only those households from Section A with 12 **consecutive** Months of Bill Data (Main Fuel and Electric).

PART I. ENERGY BURDEN TARGETING		Bill Payment-Assisted Household Main Fuel				
	All Households	Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
A. Unduplicated Number of LIHEAP Bill Payment-Assisted Households	45,699	10,452	22,343	8,945	3,455	504
B. All Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)						
1. Unduplicated Number of Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)	33,088	7,839	17,874	5,367	1,900	108
2. Average Annual Household Income	$13,808	$12,456	$13,925	$15,234	$14,532	$8,956
3. Average Annual Total LIHEAP Benefit per Household (including Heating, Cooling, Crisis, Supplemental Benefits)	$526	$436	$475	$805	$602	$450

1. **Unduplicated Number of Households with 12 consecutive Months of Bill Data**
   - Main Heating Fuel and Electric
2. **Average Annual Household Income**
3. **Average Annual Total LIHEAP Benefit per Household**
   - Including Heating, Cooling, Crisis, Supplemental Benefits

Section 3: Energy Burden Measure Data Reporting
Completing Part One of the Report

Part I, Section B of the Performance Measures Report Form also asks grantees to report households' average annual main heating fuel bill (Line 4) and average annual electricity bill (Line 5).

PART I. ENERGY BURDEN TARGETING		Bill Payment-Assisted Household Main Fuel				
	All Households	Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
A. Unduplicated Number of LIHEAP Bill Payment-Assisted Households	45,699	10,452	22,343	8,945	3,455	504
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3. Average Annual Total LIHEAP Benefit per Household (including Heating, Cooling, Crisis, Supplemental Benefits)	$526	$436	$475	$805	$602	$450
4. Average Annual Main Heating Fuel Bill	$1,205	$1,327	$805	$2,307	$2,145	$800
5. Average Annual Electricity Bill	$829		$1,055	$1,206	$1,030	$1,404
6. Average Annual Total Residential Energy Bill	**$2,034**	**$1,327**	**$1,860**	**$3,513**	**$3,175**	**$2,204**
7. Average Annual Burden Before Receiving LIHEAP	**14.7%**	**10.7%**	**13.4%**	**23.1%**	**21.8%**	**24.6%**
8. Average Annual Burden After Receiving LIHEAP	**10.9%**	**7.2%**	**9.9%**	**17.8%**	**17.7%**	**19.6%**
9. Average Percentage Point Change in Energy Burden	**3.8%**	**3.5%**	**3.4%**	**5.3%**	**4.1%**	**5.0%**
10. Average Percentage Reduction in Energy Burden	**25.9%**	**32.9%**	**25.5%**	**22.9%**	**19.0%**	**20.4%**

Lines 6-10 are "auto-calculated" for the grantee based on data entered in Section B, and will be discussed in further detail during the next portion of the training.

Section 3: Energy Burden Measure Data Reporting
Completing Part One of the Report

Part I, Section C of the Performance Measures Report Form includes only those **25% of households from Section B with the highest energy burden.**

PART I. ENERGY BURDEN TARGETING		Bill Payment-Assisted Household Main Fuel				
	All Households	Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
A. Unduplicated Number of LIHEAP Bill Payment-Assisted Households	45,699	10,452	22,343	8,945	3,455	504
B. All Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)						
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8. Average Annual Burden After Receiving LIHEAP	**10.9%**	**7.2%**	**9.9%**	**17.8%**	**17.7%**	**19.6%**
9. Average Percentage Point Change in Energy Burden	**3.8%**	**3.5%**	**3.4%**	**5.3%**	**4.1%**	**5.0%**
10. Average Percentage Reduction in Energy Burden	**25.9%**	**32.9%**	**25.5%**	**22.9%**	**19.0%**	**20.4%**
C. High Burden Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)						
1. Unduplicated Number of High Burden Households (Top 25%) with 12 Consecutive Months of Bill Data (Main Fuel and Electric)	8,272	824	2,681	3,220	1,520	27
2. Average Annual Household Income for High Burden Households	$7,617	$6,045	$7,543	$9,802	$8,654	$7,024
3. Average Annual Total LIHEAP Benefit per High Burden Household (including Heating, Cooling, Crisis, Supplemental Benefits)	$609	$536	$542	$906	$702	$504

Grantees will need to use income and energy costs to calculate burden for households in Section B. Then take the 25% of households with highest energy burden and use their data in Section C.

Section 3: Energy Burden Measure Data Reporting *Completing Part One of the Report*

Once the 25% of households with the highest energy burden have been identified for Section C—the same data elements are reported for these households that were reported in Section B. These include:

1. **Unduplicated Number of High Burden Households with 12 Months of Bill Data** (*Main Heating Fuel and Electric)*

2. **Average Annual Household Income**

3. **Average Annual Total LIHEAP Benefit per Household**
   - *Including Heating, Cooling, Crisis, Supplemental Benefits*

4. **Average Annual Main Fuel Bill**

5. **Average Annual Electric Bill**

Section 3: Energy Burden Measure Data Reporting
Completing Part One of the Report

PART I. ENERGY BURDEN TARGETING		Bill Payment-Assisted Household Main Fuel				
	All Households	Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
A. Unduplicated Number of LIHEAP Bill Payment-Assisted Households	45,699	10,452	22,343	8,945	3,455	504
B. All Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)						
1. Unduplicated Number of Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)	33,088	7,839	17,874	5,367	1,900	108
2. Average Annual Household Income	$13,808	$12,456	$13,925	$15,234	$14,532	$8,956
3. Average Annual Total LIHEAP Benefit per Household (including Heating, Cooling, Crisis, Supplemental Benefits)	$526	$436	$475	$805	$602	$450
4. Average Annual Main Heating Fuel Bill	$1,205	$1,327	$805	$2,307	$2,145	$800
5. Average Annual Electricity Bill	$829		$1,055	$1,206	$1,030	$1,404
6. Average Annual Total Residential Energy Bill	**$2,034**	**$1,327**	**$1,860**	**$3,513**	**$3,175**	**$2,204**
7. Average Annual Burden Before Receiving LIHEAP	**14.7%**	**10.7%**	**13.4%**	**23.1%**	**21.8%**	**24.6%**
8. Average Annual Burden After Receiving LIHEAP	**10.9%**	**7.2%**	**9.9%**	**17.8%**	**17.7%**	**19.6%**
9. Average Percentage Point Change in Energy Burden	**3.8%**	**3.5%**	**3.4%**	**5.3%**	**4.1%**	**5.0%**
10. Average Percentage Reduction in Energy Burden	**25.9%**	**32.9%**	**25.5%**	**22.9%**	**19.0%**	**20.4%**
C. High Burden Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)						
1. Unduplicated Number of High Burden Households (Top 25%) with 12 Consecutive Months of Bill Data (Main Fuel and Electric)	8,272	824	2,681	3,220	1,520	27
2. Average Annual Household Income for High Burden Households	$7,617	$6,045	$7,543	$9,802	$8,654	$7,024
3. Average Annual Total LIHEAP Benefit per High Burden Household (including Heating, Cooling, Crisis, Supplemental Benefits)	$609	$536	$542	$906	$702	$504
4. Average Annual Main Heating Fuel Bill for High Burden Households	$1,615	$1,804	$1,245	$2,304	$2,406	$1,025
5. Average Annual Electricity Bill for High Burden Households	$872		$1,120	$1,210	$1,139	$1,506
6. Average Annual Total Residential Energy Bill for High Burden Households	**$2,487**	**$1,804**	**$2,365**	**$3,514**	**$3,545**	**$2,531**
7. Average Annual Burden Before Receiving LIHEAP for High Burden Households	**32.7%**	**29.8%**	**31.4%**	**35.8%**	**41.0%**	**36.0%**
8. Average Annual Burden After Receiving LIHEAP for High Burden Households	**24.7%**	**21.0%**	**24.2%**	**26.6%**	**32.9%**	**28.9%**
9. Average Percentage Point Change in Energy Burden for High Burden Households	**8.0%**	**8.9%**	**7.2%**	**9.2%**	**8.1%**	**7.2%**
10. Average Percentage Reduction in Energy Burden for High Burden Households	**24.5%**	**29.7%**	**22.9%**	**25.8%**	**19.8%**	**19.9%**
D. Benefit Targeting Index for High Burden Households:	**116**	**123**	**114**	**113**	**117**	**112**
E. Burden Reduction Targeting Index for High Burden Households:	**95**	**90**	**90**	**113**	**104**	**98**

Part I, Sections D and E of the Performance Measures Report are auto-calculated for grantees–and will be explained in more detail during the next portion of the training.

Section 3: Energy Burden Measure Data Reporting
Completing Part One of the Report

Questions

Section 4: Explaining Energy Burden Measure Data

Section Four focuses on LIHEAP Performance Measures related to **Home Energy Burden.** More specifically, this section hones in on the following questions:

- **What are you reporting and why does it matter?**
- **How will grantees and OCS use these performance measures?**

Home Energy Burden

- Energy burden is the percentage of household income spent on home energy costs.
- High burden households are those that spend a greater share of their income on home energy costs.

Section 4: Explaining Energy Burden Measure Data
What are we reporting? Why does it matter?

There are three measure areas that will help grantees evaluate the impact of LIHEAP on energy burden:

1. Change in Energy Burden
2. Benefit Targeting Index
3. Burden Reduction Targeting Index

Change in Energy Burden

- **Indicator #1:** Average pre-LIHEAP energy burden
- **Indicator #2:** Average post-LIHEAP energy burden
- **Indicator #3:** Average energy burden reduction as a result of LIHEAP
- **Indicator #4:** Average energy bill offset as a result of LIHEAP

These indicators tell us how LIHEAP reduces the percentage of income households spend on their energy bills.

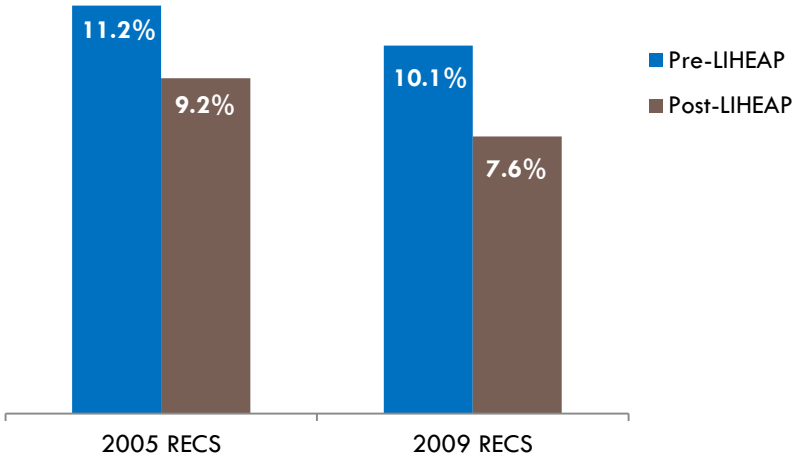
Why Does This Matter?

We know that low-income households have to make tough choices between paying their energy bills and other essential needs (food, prescriptions). Reducing the amount of income people spend on energy bills decreases the health and safety risks associated with these kinds of decisions.

Section 4: Explaining Energy Burden Measure Data
What are we reporting? Why does it matter?

Measure #1 Example: Pre-Post LIHEAP Energy Burden

Percent of Income Spent on Energy Bills (before and after LIHEAP)



In 2005, LIHEAP reduced the percentage of income households paid on energy bills from 11.2% to 9.2%.

This was a reduction of 1.9 percentage points. LIHEAP paid 17% of client bills.

In 2009, LIHEAP reduced the percentage of income households paid on energy bills from 10.1% to 7.6%.

This was a reduction of 2.5 percentage points. LIHEAP paid 25% of client bills.

How much does LIHEAP reduce energy burden for low-income households?

In 2005, LIHEAP cut household energy bills and burden by 17%. In 2009, this number increased to 25%, in spite of the fact that households had higher energy bills than in 2005.

Section 4: Explaining Energy Burden Measure Data
What are we reporting? Why does it matter?

For the "math people" to take home.

2005 and 2009 Energy Burden Data (RECS)

	2005	2009
Average Income	$15,604	$19,232
Average Energy Bill	$1,742	$1,950
Average LIHEAP Benefit	$303	$485
Pre-LIHEAP Burden	11.2%	10.1%
Post-LIHEAP Burden	9.2%	7.6%
Burden Reduction	2.0 percentage points	2.5 percentage points
Energy Bill Offset	17%	25%
What does this mean?	In 2005, LIHEAP reduced the percentage of income households paid on energy bills from 11.2% to 9.2%. **This was a reduction of 2.0 percentage points . LIHEAP paid 17% of client energy bills ($303/$1,742).**	In 2009, LIHEAP reduced the percentage of income households paid on energy bills from 10.1% to 7.6%. **This was a reduction of 2.5 percentage points. LIHEAP paid 25% of client energy bills ($485/$1,950).**
How we got there.	a. $1,742/$15,604 = **11.2% pre-LIHEAP** b. ($1,742-$303)/$15,604 = **9.2% post-LIHEAP** c. 11.2% - 9.2% = **2.0 percentage points** d. $303/$1,742 = **17% of bill paid (offset)**	a. $1,950/$19,232 = **10.1% pre-LIHEAP** b. ($1,950-$485) = **7.5% post-LIHEAP** c. 10.1% - 7.6% = **2.5 percentage points** d. $485 / $1,950 = **25% of bill paid (offset)**

Section 4: Explaining Energy Burden Measure Data
What are we reporting? Why does it matter?

Measure #2: Benefit Targeting Index

- This measure tells us whether high energy burden households receive higher LIHEAP benefits than average households.

Why Does This Matter?

- The LIHEAP Act requires grantees to provide the highest level of assistance to households with the highest energy burden (highest energy costs in relation to income and family size).

Section 4: Explaining Energy Burden Measure Data
What are we reporting? Why does it matter?

What is an Index?

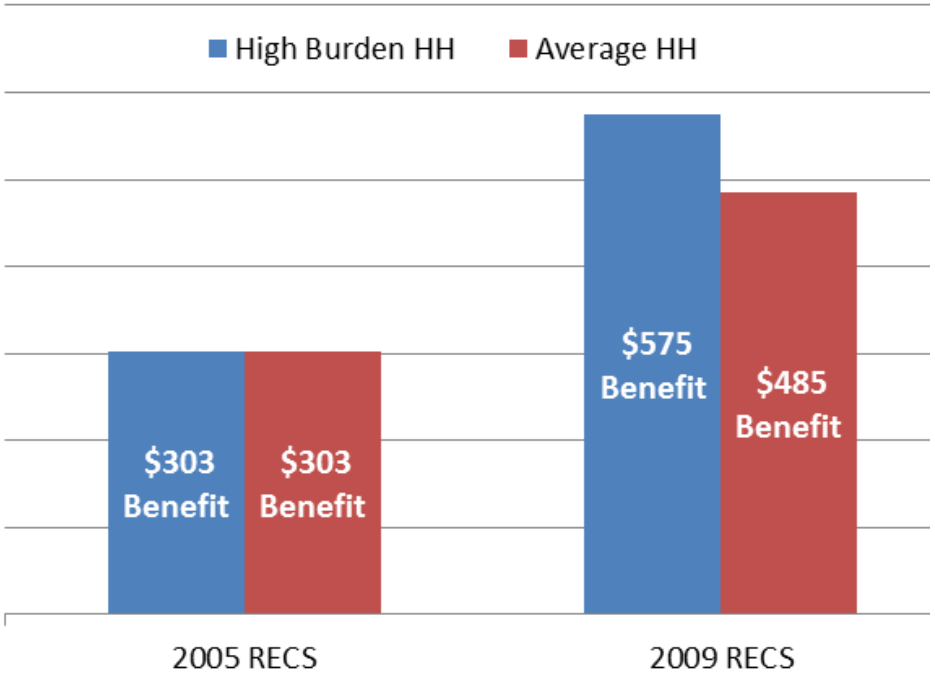
- An index is a way to measure or compare information on a scale. For example, LIHEAP currently uses an index to compare how grantees target vulnerable populations each year.

- Grantees will not need to learn how to compute index scores. Instead, they will be "automatically" calculated based on the data grantees enter into OLDC. It is helpful, however, to understand what index scores tell us. In the case of the Benefit Targeting Index:

  = 100: High burden HH received the same benefits as average HH
  < 100: High burden HH received lower benefits than average HH
  > 100: High burden HH received higher benefits than average HH

Section 4: Explaining Energy Burden Measure Data
What are we reporting? Why does it matter?

Measure 2: Benefit Targeting Index Example



In 2005, high burden households received **the same** benefit as the average household.

[Index Score: 100]

In 2009, high burden households received a benefit **18.6% higher** than the average household.

[Index Score: 118.6]

Does the LIHEAP program furnish higher benefits to high burden households?

Not in 2005. But, in 2009 the program did pay higher benefits to high burden households.

Section 4: Explaining Energy Burden Measure Data
What are we reporting? Why does it matter?

For the "math people" to take home.

2005 and 2009 Benefit Targeting Index Data (RECS)

	2005	2009
High Burden Households LIHEAP Benefit	$303	$575
All Households LIHEAP Benefit	$303	$485
Index	100.00	118.6
What does this mean?	In 2005, high burden households got the same LIHEAP benefit as the average household.	In 2009, high burden households got a benefit that was 18.6% higher than the average household
How we got there.	a. ($303 / $303) * 100 = **100** b. 100 - 100 = **0**	a. ($575 / $485) * 100 = **118.6** b. 118.6 – 100 = **18.6**

Section 4: Explaining Energy Burden Measure Data
What are we reporting? Why does it matter?

Measure #3: Burden Reduction Targeting Index

- This measure tells us whether high energy burden households have a larger share of their energy bill paid with LIHEAP than average households.

Why Does This Matter?

- The LIHEAP Act requires grantees to provide the highest level of assistance to households with the highest energy burden. This measure goes beyond the size of the benefit to look at the share of the bill paid.

Section 4: Explaining Energy Burden Measure Data
What are we reporting? Why does it matter?

Index scores will be "automatically" calculated based on the data grantees enter into OLDC. It is helpful, however, to understand what index scores tell us. In the case of the Burden Reduction Targeting Index:

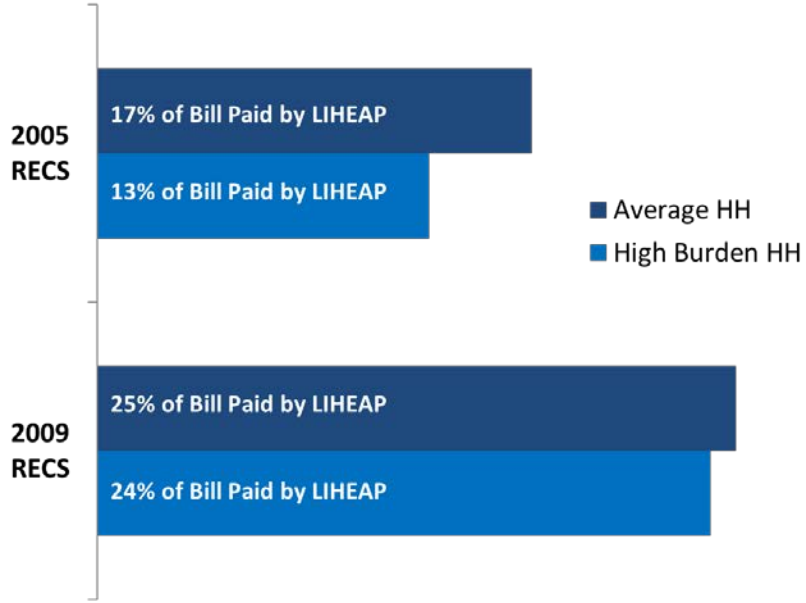
= 100: **High burden households had the same amount of their home energy bill paid by LIHEAP than average households.**

< 100: **High burden households had a lower percentage of their home energy bill paid by LIHEAP than average households.**

> 100: **High burden households had a higher amount of their home energy bill paid by LIHEAP than average households.**

Section 4: Explaining Energy Burden Measure Data
What are we reporting? Why does it matter?

Measure 3: Burden Reduction Targeting Index Example



In 2005, high burden households had 13% of their annual home energy bill paid, compared to the average of 17%.

[Index Score: 76]

In 2009, high burden households had 24% of their annual home energy bill paid, compared to the average of 25%.

[Index Score: 96]

Does LIHEAP pay a larger share of the home energy bill for high burden households?

No. In both 2005 and 2009, high burden households had a lower percentage of their home energy bill paid by the program than the average household. But, the program improved on this measure between 2005 and 2009.

Section 4: Explaining Energy Burden Measure Data
What are we reporting? Why does it matter?

For the "math people" to take home.

2005 and 2009 Burden Reduction Targeting Index Data (RECS)

	2005	2009
High Burden Households % of Bill Paid by LIHEAP	13%	24%
All Households % of Bill Paid by LIHEAP	17%	25%
Index	**76**	**96**
What does this mean?	In 2005, high burden households 13% of their energy bill paid compared to 17% for the average household.	In 2005, high burden households had 24% of their energy bill paid compared to 25% for the average household.
How we got there.	**Index:** (13% / 17%) * 100 = **76**	**Index:** (24% / 25%) * 100 = **96**

How Can Grantees Use Energy Burden Data?

- **The Benefit Matrix.** Many grantees evaluate their benefit matrix each year to decide whether to change benefit levels for households (based on income, fuel type, and other factors). Energy burden measures will show grantees whether or not their matrix is effectively targeting assistance to high burden households.

- **Moving Beyond Bill Payment Assistance.** Energy burden measures will illuminate areas where energy program coordination might be useful. For example, if fuel oil clients continually have high bills and are receiving high LIHEAP benefits—it may prove valuable to target weatherization funding or other energy efficiency efforts toward these households.

Section 5: LIHEAP Performance Measures Checklist

The purpose of **Section 5** is to review the LIHEAP Performance Measures checklist— which includes concrete steps grantees can take in order to begin preparing for Performance Measurement data collection and reporting.

Section 5: LIHEAP Performance Measures Checklist

LIHEAP Performance Measures Timeline

Forecasted Collection, Reporting Years

- FFY 2014: Changes to intake forms, vendor agreements, and systems
- FFY 2015: Begin data collection and continue systems development
- FFY 2016: Report for FFY 2015 and continue systems development

Section 5: LIHEAP Performance Measures Checklist

Client Applications

- ✓ **Add Main Fuel Type to the Client Application.** At minimum, this should include Natural Gas, Electricity, Fuel Oil, Propane, and "Other."
- ✓ **Add or Modify Waiver (Release of Information) on Client Application.** This will assure that data exchanges can occur once vendor agreements are in place. Due to increased privacy restrictions, it is important to involve both vendors and attorneys in the development of this language.
- ✓ **Add Vendor Account Numbers to Client Application for both Main Fuel and Electricity.** Identifying account information will allow grantees to pull together lists to submit to vendors when making data requests.
- ✓ **Add Home Energy Status to Application.** Includes Disconnected, Out of Fuel, Inoperable Equipment, Past-Due or Shut-off Notice, Nearly Out of Fuel, etc.

Section 5: LIHEAP Performance Measures Checklist

Vendor Partnerships

- ✓ **Identification of Top Vendors.** Grantees will need to identify the largest 5 gas vendors, largest 5 electric vendors, largest 10 propane vendors (if applicable), largest 10 fuel oil vendors (if applicable), and largest 10 other vendors (if applicable) within your state. Grantees who need help with this should contact APPRISE or their OCS Liaison.

- ✓ **Vendor Agreements.** Work with one or more major vendors to develop language that requires vendors to provide annual bill data for LIHEAP recipients. This includes outlining expectations in terms of process and timeline. In states where subgrantees are responsible for vendor agreements, one best practice is to create a "minimum standard" template in collaboration with major vendors at the state level that all subgrantees can adopt.

Section 5: LIHEAP Performance Measures Checklist

Policy, Coordination of Program Delivery

- ✓ **Determine your state's criteria for "imminent risk."** Grantees should determine when a LIHEAP benefit is considered preventive. At-risk criteria should correspond with existing policy manuals, state plans.

- ✓ **Establish Equipment Repair and Replacement Criteria related to "Restoration and Prevention" with LIHEAP Weatherization Contractors.** Grantees may need to coordinate with their Weatherization partners to establish when LIHEAP funds are used to "restore home energy" versus "prevent home energy loss."

- ✓ **Coordinate Reporting of "Restoration and Prevention" with LIHEAP Weatherization Contractors.** This could be as straightforward as asking weatherization contractors to specify on invoices, work orders, or audit reports whether equipment repair/replacement is necessary to restore home energy or prevent home energy loss.

Section 5: LIHEAP Performance Measures Checklist

Systems Development

- ✓ **Developing Data Exchange Systems.** This could start with sending a list of account numbers to utilities at the end of the year and requesting an electronic spreadsheet of data in return. Over time, capacity could increase for automated exchanges.

- ✓ **Data Reporting.** Grantees have a variation of database systems. Over time, grantees can build capacity for streamlined data collection and reporting using a centralized system.

Section 5: LIHEAP Performance Measures Checklist

Questions