Paths to home energy affordability

Jess Brahaney Cain
Vice President, Customer Operations & Assistance Programs
New England’s largest energy company, serving 4 million electricity, natural gas and water customers.
Goal: <=6% share of wallet to home energy.

How can we best help achieve the home energy share of wallet goal?
Share the Data - Option A:
In Massachusetts, utilities receive income-eligibility status on their customers monthly from State Agencies.

Each Utility
1) Gather Financial Hardship from DTA: Send ALL Residential.
   - account number
   - first name, last name
   - street address
   - zip +4
   - discount rate status

2) Gather Financial Hardship from DMA: Send ONLY self-declared, Medicaid or SSI on account.
   - first, middle & last name
   - social security number
   - [blank column]

3) Apply Low Income Utility Benefits:
   - Put on Discount Rate
   - Protect in Winter Moratorium
   - Enable Credit AFP Option

MA Executive Office of Health and Human Services (EOHHS)

MA DTA
- account number
- first name, last name
- street address
- zip +4
- discount rate eligibility

Identify Eligibility (all SNAP or Cash Benefits)

MA DMA
- first, middle & last name
- social security number
- eligibility status

Identify Eligibility (Those on MassHealth)

MA Fuel Agencies also provide customer eligibility
Share the Data - Option B:
Use publicly sourced data from 3rd parties.

3rd party data used to **fully QUALIFY** renters for assistance:

- Past due bill?
- Income-Eligible?
- Rental Premise?
- Customer Consent

https://lnkd.in/emuBYBXk
Paths to home energy affordability

Jess Brahaney Cain
Vice President, Customer Operations & Assistance Programs