

Paths to home energy affordability

Jess Brahaney Cain

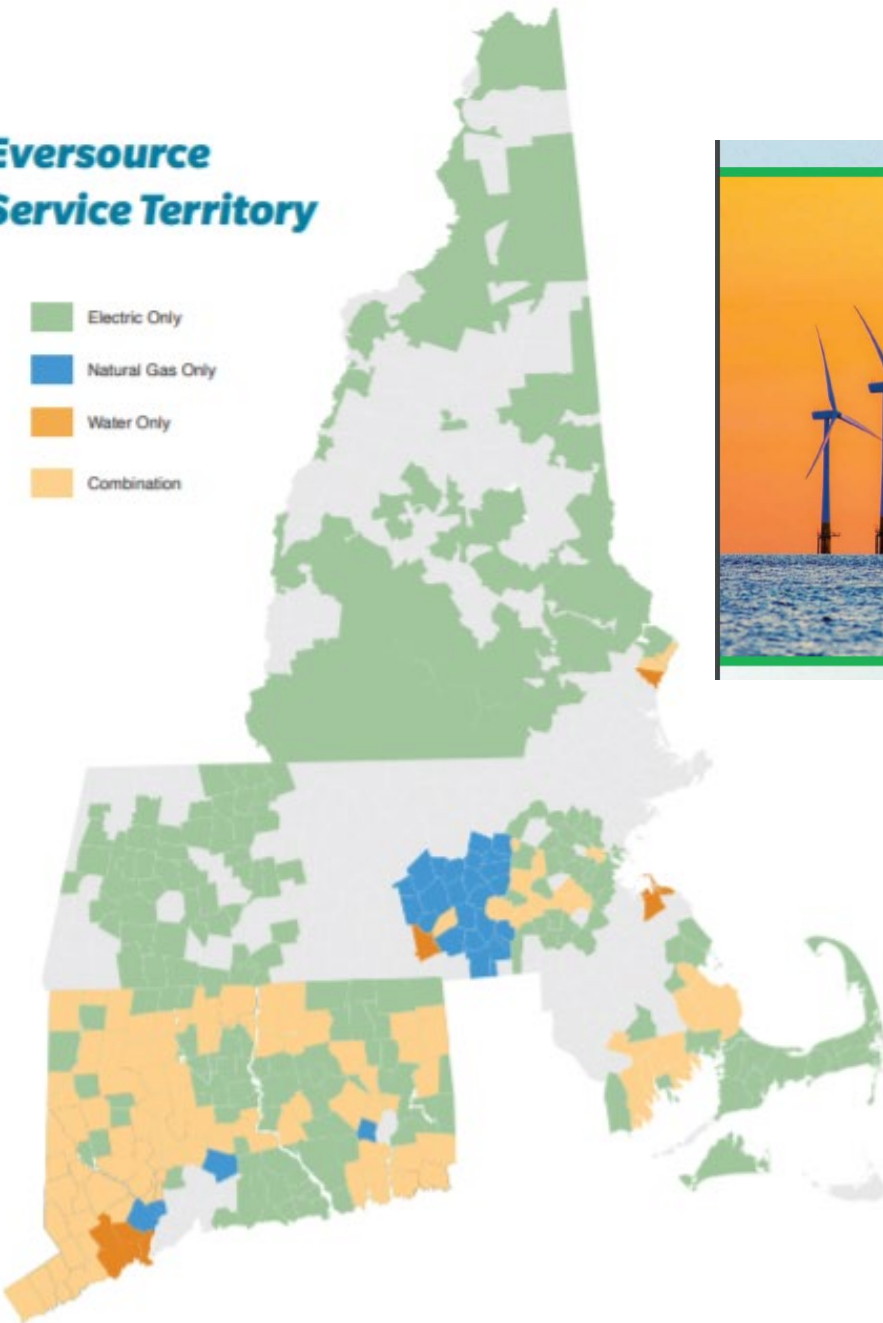
Vice President, Customer Operations & Assistance Programs



**New England's largest
energy company, serving
4 million electricity,
natural gas and water
customers.**

Eversource Service Territory

- Electric Only
- Natural Gas Only
- Water Only
- Combination

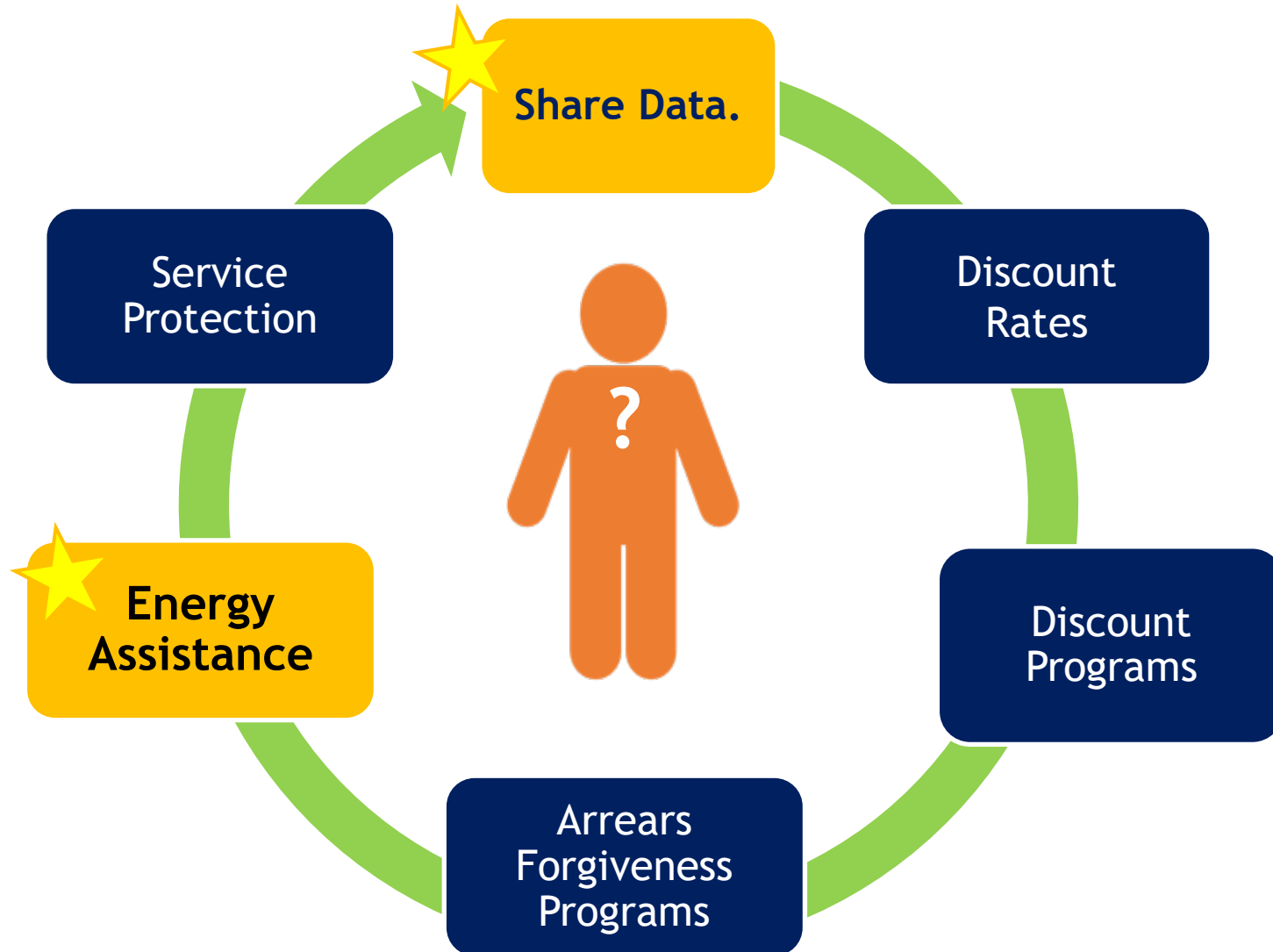


Goal: $\leq 6\%$ share of wallet to home energy.



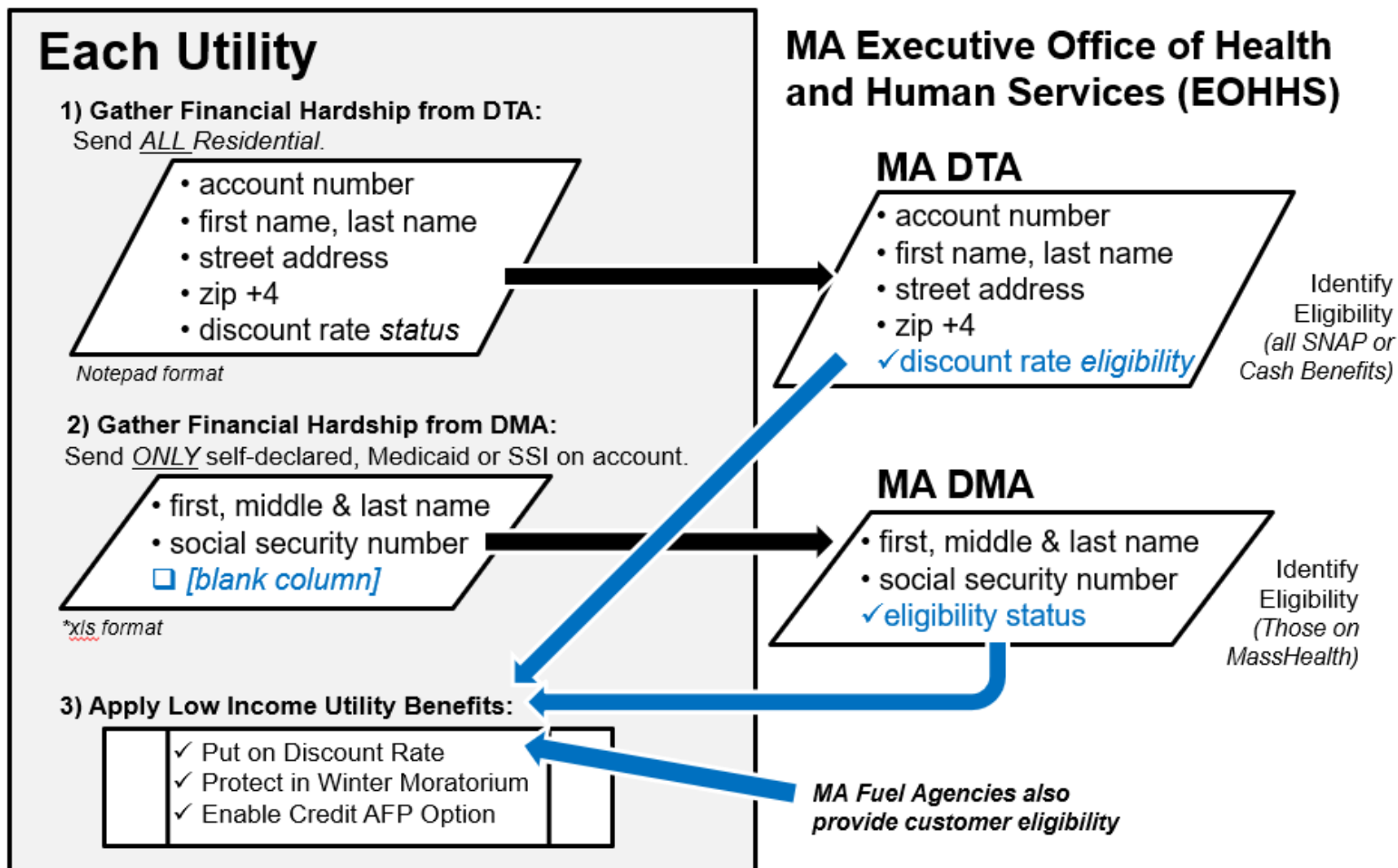
Source: ACEEE's Sept 2020 "How High Are Household Energy Burdens? An Assessment of National and Metropolitan Energy Burdens across the United States"

How can we best help achieve the home energy *share of wallet* goal?



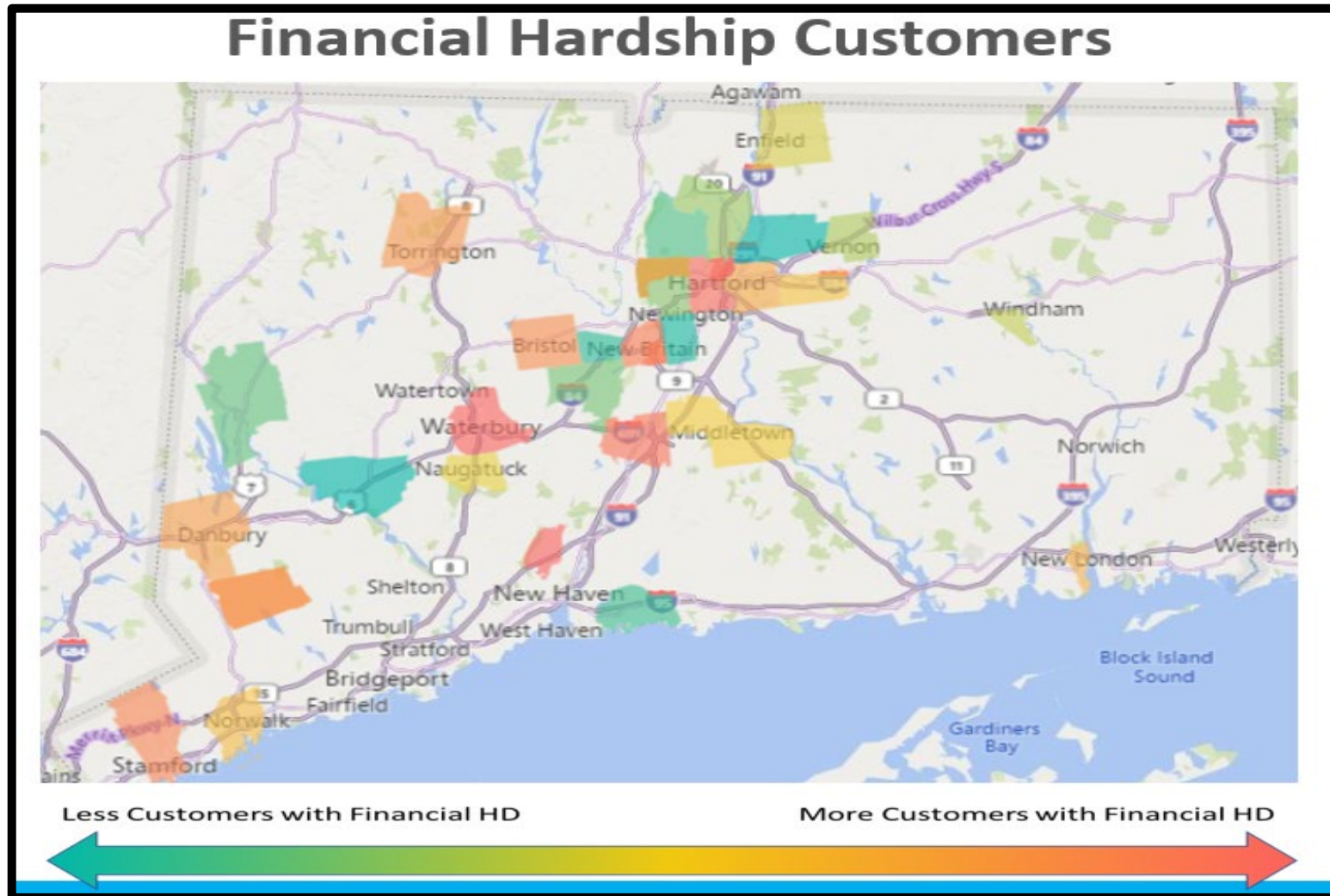
Share the Data - Option A:

In Massachusetts, utilities receive income-eligibility status on their customers monthly from State Agencies.



Share the Data - Option B:

Use publicly sourced data from 3rd parties.



Using Option B in Connecticut, Federal ERAP paid off >\$28M in balances for >21k low-income renters.

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

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



THE WHITE HOUSE
WASHINGTON



<https://lnkd.in/emuBYBXk>

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