**UTC Electric and Natural Gas Low-income Assistance Workshop**

**Docket UE-140632**

Thursday, May 29, 2014, 1:30 PM

WA Utilities and Transportation Commission, Room 206

1300 South Evergreen Park Drive SW, Olympia, WA

**Agenda**

1. **Welcoming Remarks and Introductions**
2. **Program goals**

What goals should guide implementation of low-income assistance programs? How should multiple goals be prioritized? Are there gaps in the data needed to track progress toward these goals?

* Minimizing disconnections;
* Lowering low-income customers’ energy burden to that of average residential customers;
* Maintaining low-income customers’ on-time payment performance;
* Reducing arrearages;
* Ensuring access to all eligible customers;
* Other.

1. **Program design roundtable discussion**

Which of the following program elements best support the goals identified above, and how?

* Grant-based program aligned with the federal Low Income Home Energy Assistance Program (LIHEAP);
* Monthly grant benefit;
* Discounted per kWh rate;
  + General discount rate
  + Discount of first block
  + Different discounts for different blocks
* Credit of the basic charge;
* Other.

1. **Fair access**

Where programs are unable to provide assistance to all eligible low-income customers, how should utilities or program administrators ensure fair access to assistance?

* Limit repeat participation;
* Ensure customers receiving bill assistance are in line for low-income conservation;
* Establish a waiting list from the next year;
* Multi-year certification;
* Priority for certain customers (fixed income, disabilities, customers with children, etc.).

1. **Connection with low-income weatherization programs**

What steps can or should be taken to increase proportion of low-income assistance recipients receiving weatherization services?