

Low-Income Workgroup

Survey Results

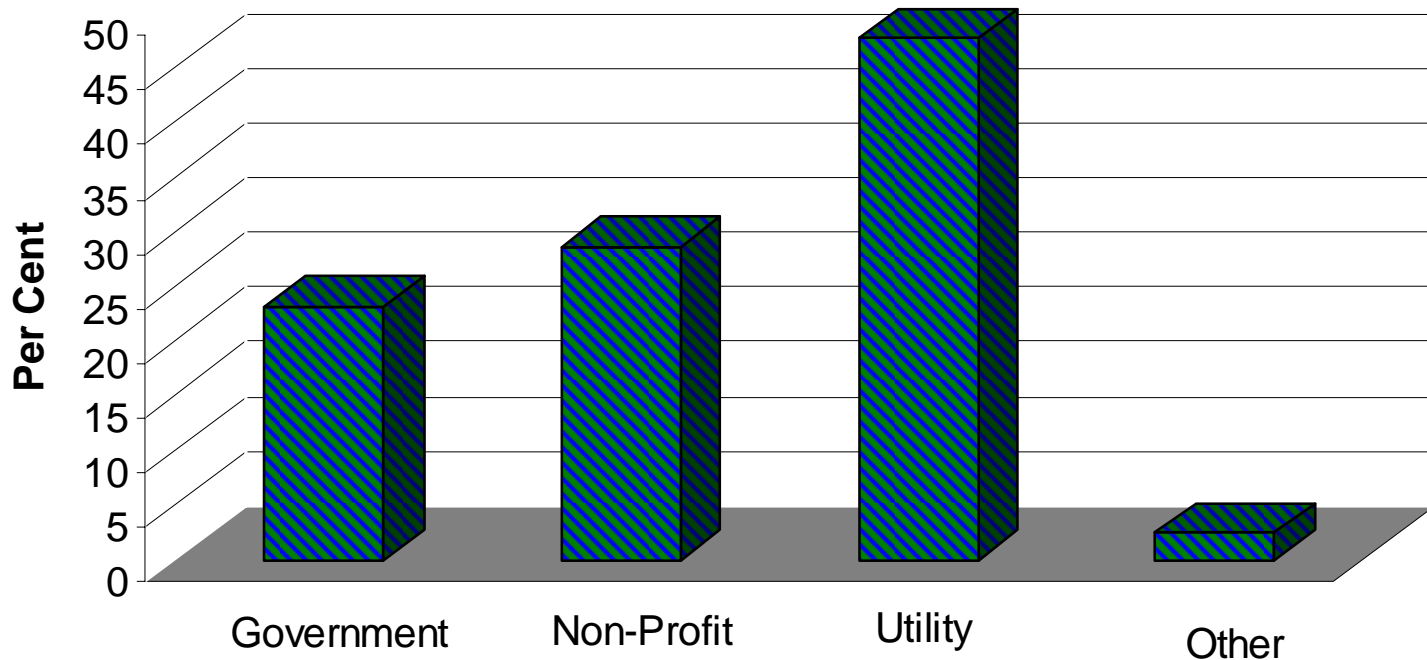
11/6/09



Survey Results

Low-Income Workgroup Survey

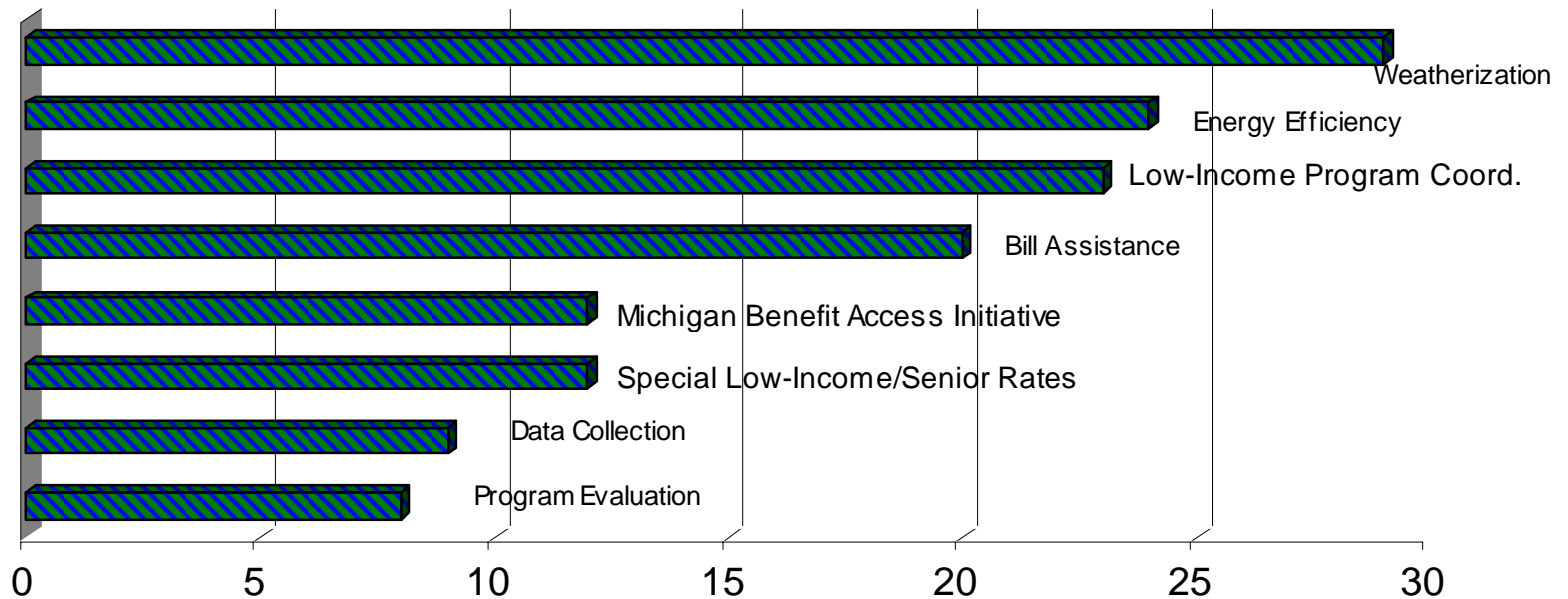
Q1: What Sector Do You Represent?



Survey Results

Low-Income Workgroup Survey

Q2: Prioritize issues to be addressed by Workgroup



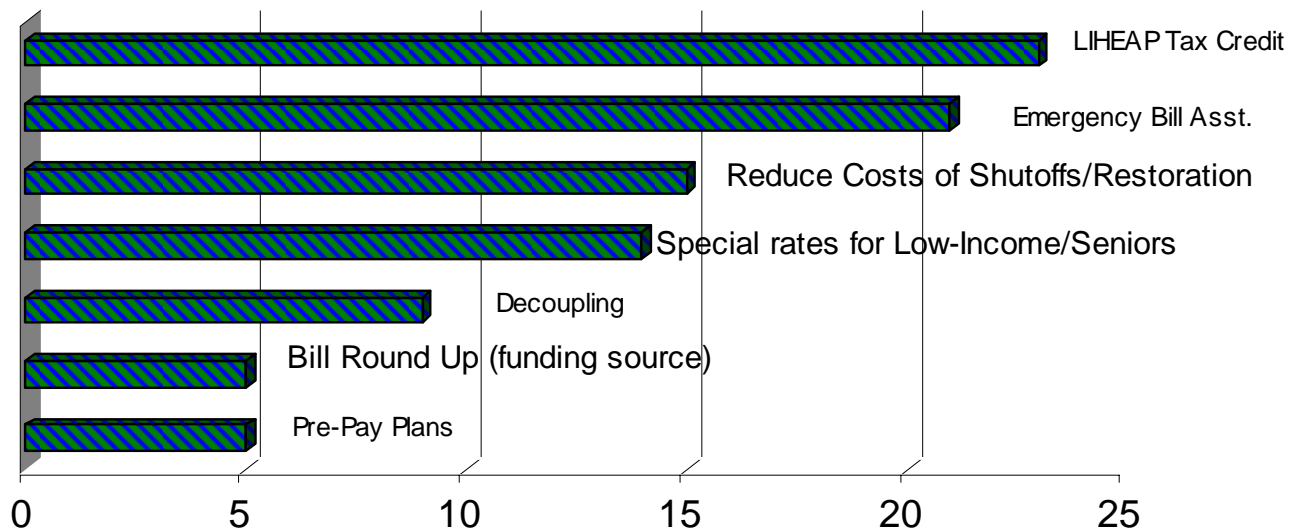
Possible Responses: 42

11/6/09

Survey Results

Low-Income Workgroup Survey

Q3: Prioritize utility-related issues to be addressed by Workgroup



Possible Responses: 42

11/6/09

Survey Results: Written Comments

- Coordinate ideas & information
 - Take advantage of grant opportunities i.e., Retrofit Ramp-Up, ARRA, EECEBG monies
- Pilot Programs
 - Develop and evaluate against predetermined success outcomes
- Group energy purchase for DHS clients
- Pre-pay plans

Survey Results: Written Comments

- Bill assistance education
 - Increase participation, ensuring Federal funds are used and reducing uncollectibles
- Percentage of Income Payment Programs (PIPP) *from Low-Income Task Force Report, p. 44*
<http://efile.mpsc.state.mi.us/efile/docs/15918/0007.pdf>
- Customer responsibilities
 - Merits of customers leveraging payment assistance, weatherization and EE measures if subsidies are utilized.

Survey Results: Written Comments

- *Senior/Low-Income Rates*
 - *Special rates already in place, focus on behavior changes to reduce consumption*
- *Decoupling*
 - *Very important to remove utility disincentives*
 - *Already in process, so of limited importance*

Survey Results

- Next Steps and Directions

