Community Member 1: Elderly Couple

You are a 70-year old married couple and you live on combined fixed social security income of $1,050 a month. You own a 1800 sq. ft, 3 bedroom 2.5 bath single family bungalow house built in 1950 that you have lived in for over 40 years. Your house is all electric, including your water heater.

You live in Atlanta, rapidly gentrifying neighborhood so your property taxes increase exponentially each year. Due to your eyesight, you take public transportation or ride-share to get around. You have Medicare/Medicaid insurance health benefits.

Applicant does not have internet access at home, however you have cellphones that can help you make/receive calls. GA Power is your service provider. You have 6 hours of time and 2 months to reduce your energy burden by 10%.

1. Which interventions would you choose given these limits?

2. Which interventions would you choose if there were no time or transportation limits?

3. Do you have suggestions for policy or programmatic changes that would improve this process?

4. Are there any funds from the Infrastructure Investment and Jobs Act or the Inflation Reduction Act that might help?

5. Other comments and suggestions.

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| Budget | |
| Monthly Income (after tax) | $1,050 |
| Mortgage or Rent | $0.00 |
| Utilities | $315 |
| Food | $200 |
| Medical | $85 |
| Transportation (Gas, Parking, etc) | $165 |
| Phone | $60 |
| Childcare | $0 |
| Taxes | $250 |
| Other |  |
| **Net Monthly Income after Expense** | **-$25** |

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|  | **Intervention** | **Description** | **Cost to Applicant** | **% Saved** | **$ Reduction** |
| 1 | **LIHEAP** | The Georgia Low Income Home Energy Assistance Program  (LIHEAP), is a Federally-funded program that helps low-income households with their home energy bills. Income limits based on  household size  Household Size\* Maximum Income Level (Per Year)  1 $25,026 2 $32,726 3 $40,426 4 $48,126 5 $55,826 | Applicants with internet will spend 2-3 hours calling a list of places that offer LIHEAP to see if they have funds available and 4 hours waiting on-site to complete an application plus transportation costs. Applicants without internet will need to spend a full weekday traveling to different places to inquire about available funds and an additional hour to complete the application. The service provider takes another 48-72 hours to approve and provide funds. Applicants are eligible to receive funds once every 12 months. |  | $29 |
| 2 | **Project SHARE** | Project SHARE is operated by Salvation Army. Project SHARE provides emergency bill-payment assistance to individuals and families facing a temporary crisis that  threatens their home. SHARE  attempts to target the most urgent need, whether it is a utility bill, a part of a rent payment or an emergency prescription. Georgia Power allows its customers to make donations to Project SHARE via their utility bill payment and Georgia Power matches those contributions. In 2019, Georgia Power and its customers donated $1.8 million to Project SHARE. (GPC, 2018, Project SHARE; Salvation Army, undated) Income limits  regardless of family size is  $25,000/year. | Applicants will need to call Salvation Army hotline and sit on hold for 1 hour to get an in person appointment for 30 days in the future. The in person appointment will take 2-3 hours including wait plus transportation costs. The service provider takes another 7 days to approve and provide funds. Applicants are eligible to receive funds once every 12 months. |  | $42 |

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| 3 | **Georgia Power Senior Discount Program** | Georgia Power customers 65 years of age or older with a combined  household income of 200% of the Federal Poverty Guidelines ($24,980 to $25,520) or less, may qualify for an Income-Qualified Senior Citizen Discount. The discount is up to a $24 each metered month. | Applicants with internet can complete an application online in about 30 minutes. applicants without internet access will have to call GA DHS or come into the office to complete the application. This will take 1-2 hours. Applicants must reapply every 12 months. |  | $24 |
| 4 | **HopeWorks** | HopeWorks provides weatherization services, for qualifying low-income seniors, through its partnership with Georgia Power. Home weatherization helps to make their home more energy efficient and comfortable, while lowering participants’ utility bills and saving them money. (low-income seniors only). Available for GA power customers ONLY. | Applicants must complete an application online. Takes about 1 hour. There is an in-person home inspection once application is pre-approved. This will be up to 90 days after submission. The home inspection will take 2 hours. Final decision will take up to another 60 days and the work will be completed within 6 months. If denied, applicants can reapply every 6 months. Only available to homeowners not renters | 3% |  |
| 5 | **Georgia Power**  **Residential Investment to Save Energy (RISE) Pilot** | The new RISE Pilot is a form of what is typically known as an “on-bill financing” program. Such programs allow customers to finance energy efficiency upgrades to their homes and pay off the loan through monthly payments on their electricity bill. In the case of a “tariff based” program, the financing cost to the customer is included in the energy rate assigned to that property and is linked to the meter / property (not the customer). This approach provides assurance to the utility that the sale of the property to a new owner does not undermine the repayment process. The RISE Pilot promotes energy efficiency improvements in existing, income qualified single-family homes and multifamily properties. The Pilot is intended to reach five hundred (500) low-income residential customers (residents with a combined household income of 200% of the Federal Poverty Guidelines ($24,980 to $25,520) or less) **in select zip codes in Atlanta and Athens**. (Atlanta and Athens only). The success rate with qualifying for this program is less than 1% | Applicants must complete an application online. Takes about 1.5 hour. There is an in-person home inspection once application is pre-approved. This will be up to 30 days after submission. The home inspection will take 1 hour. Final decision will take up to another 14 days and the work will be  completed within 90 days. If denied, applicants can reapply at any time and provide new data. Only available to homeowners not renters | 2% |  |

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| 6 | **Federal Weatherization Assistance Program (WAP)** | The WAP reduces energy costs for heating and cooling for low-income households (residents with a  combined household income of 200% of the Federal Poverty Guidelines ($24,980 to $25,520) or less) by increasing the energy efficiency of their homes, while ensuring their health and safety. In particular, the program focuses on low-income persons who are particularly  vulnerable, such as the elderly, the disabled, and children.” In Georgia, the Weatherization Assistance Program is administered by the Division of Energy Resources at the Georgia Environmental Finance Authority (GEFA), which in turn provides grants to 14 local agencies to provide weatherization services. Georgia’s WAP is currently funded with federal WAP funding from the U.S. Department of Energy and federal LIHEAP funding from Georgia Department of Human Services. RISE, WAP and HEEAP are mutually exclusive and cannot be used at the same time for designated customer. | Applicants can complete an application online, via phone, or in person. Takes about 1 hour. There is an in-person home inspection once application is pre-approved. This will be  up to 6 months after submission. The home inspection will take 2 hours. Final decision will take up to another 60 days and the work will be completed within 90 days. If denied, applicants cannot reapply. Renters are eligible with the consent of the landlord. | 10% |  |

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| 7 | **Georgia Power Home Energy Efficiency**  **Assistance (HEEAP)** | The HEEAP program promotes energy efficiency improvements in existing income-qualified single-family homes, as well as multifamily  properties. It is what is often called a "direct install" program where energy efficiency measures are installed by the program administrator free of cost to the program participant. (GPC service territory only) Applicants with a combined household income of 200% of the Federal Poverty  Guidelines ($24,980 to $25,520) or less, may qualify for program. For muli-families, must be subsidized housing. RISE, WAP and HEEAP are mutually exclusive and cannot be used at the same time for designated customer. | Applicants can complete an application online, via phone, or in person. Takes about 1 hour. There is an in-person home inspection once application is pre-approved. This will be  up to 14 days after submission. The home inspection will take 2 hours. Final decision will take up to another 14 days and the work will be completed within 90 days. If denied, applicants cannot reapply. Renters are eligible with the consent of the landlord. | 6% |  |
| 8 | **Thermostat Changes** | Set thermostat at 66 in the winter and 80 in the summer. | Colder/Warmer house in winter and summer. | 0.50% |  |
| 9 | **Shorter Showers** | Keep showers to 5-10 minutes. | Less time in the shower. | 1% |  |

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| 10 | **Energy Efficient Kit** | This Energy Saving Kit makes it easy to begin upgrading your home to be more energy efficient. Begin by switching four of your most frequently used light bulbs to LEDs and  connecting your home entertainment system to the advanced power strip. Then, decrease your water use by upgrading your bathroom faucet and showerhead. With the Energy Saving Kit, it is quick and easy to start saving energy. In the box, 4 - 9W A19 LED light bulbs, 1 - Niagara Bubble Faucet Spray Aerator, 1 - Chrome Niagara Earth Showerhead,1 - TrickleStar 7- Outlet Advanced Power Strip | Local food bank hands out kits once a month to any resident regardless of income while supplies last. Waiting in line takes about an hr but they are only open on Tuesdays from 9a 12p. | 1% |  |