

Attention Board Members:

The **Programmatic Strategies** section of this template has been automatically filled out with the Programmatic Strategies approved by the Board at its December Board Meeting. **This section is complete and requires no action from communities.**

The **Outreach Strategies and Elective Strategies** sections both **need action from communities:**

- **Outreach Strategies Section:** This section has been pre-loaded with lists of organizations that each community may want to conduct their outreach with, as well as the governmental building(s) that the community may be posting an informational poster in (to be provided by the Low-Income Plan Committee). **We ask that each community verify these lists, and add/subtract organizations and buildings from it as necessary.**
- **Elective Strategies:** The Elective Strategies section has been **left blank by default**, as it is simply a place for communities to add any elective strategies that they might be conducting on their own. **We ask that each community decide if they plan to include any “additional” strategies in this spot, or keep it blank.** If you will be listing Elective Strategies, you can type those in the Elective Strategies section. If you will not be listing Elective Strategies, you can simply leave the section blank, and the Low-Income Plan Committee will delete it from your plan.

Once you have finished these tasks for the Outreach Strategies and Elective Strategies sections, please type your name and the date of completion below. This will indicate that your plan is finished. These sections must be completed by the end of January. Please contact the Low-Income Plan Committee with any questions. Thanks!

Your Name:

Date of Completion:

Plan for Low-Income Assistance for Millcreek

The following Plan for Low-Income Assistance was developed in response to requirements for the Program Application as described in Utah law [54-17-904\(2\)\(f\)](#) and Public Service Commission administrative rules [R746-314-401\(3\)\(j\)](#). The overarching goal for this Plan is to facilitate equitable participation in the Community Renewable Energy Program by all income levels, without undue financial burden.

Strategies in this plan were identified by members of the Community Renewable Energy Agency Low-Income Plan Committee, and reviewed by PacifiCorp, the Office of Consumer Services, and the Division of Public Utilities. Additional stakeholders were engaged in the formation of the strategies listed in this plan, including currently utility assistance program implementers.

Programmatic Strategies

The following strategies will apply to all eligible customers participating in the Community Renewable Energy Program, without variation between participating communities. They were adopted by the Community Renewable Energy Agency Board at its December 5, 2022 meeting.

1. *Enhanced Monthly Bill Credit*

For participating customers who are enrolled in Schedule 3 (“Low Income Lifeline Program – Residential Service”) an additional monthly bill credit will be applied in an amount equal to the estimated average residential customer rate impact, not to exceed \$7.00. This monthly bill credit will be funded through a monthly surcharge paid by participating customers who are not enrolled in Schedule 3, in an amount not to exceed \$0.70.

2. *Termination Fee Waiver*

For participating customers who are enrolled in Schedule 3 (“Low Income Lifeline Program – Residential Service”) the termination fee for exiting the community renewable energy program, if any, will be waived.

To further support participating low-income customers, the Community Renewable Energy Agency Board adopted a resolution at its December 5, 2022 meeting to request that as Rocky Mountain Power continues to develop its online billing platform, an elective donation program be facilitated by which participating customers could make donations to aid low-income customers participating in the Community Renewable Energy Program. The Board recognizes that Rocky Mountain Power cannot currently support such a request, but may do so at a future time.

Outreach Strategies

The following strategies are focused on providing enhanced communication, beyond that detailed in the standard noticing requirements of Utah law 54-17-905(1)(a), to households who may be disproportionately affected by changes to utility bills, including:

- Households receiving housing assistance (e.g., government subsidized housing, income-restricted units, Section 8/Housing Choice vouchers, HOME or HOPWA Tenant-Based Rental Assistance)
- Households receiving a fixed income (e.g., Social Security, Supplemental Security Income, Social Security Disability Insurance, Veterans Affairs, Office of Recovery Services)
- Lower-income households who are not direct customers of Rocky Mountain Power and for whom a landlord or management company would receive opt-out noticing and make the decision whether to participate in the Program or not
- Lower-income households who rent or own a single detached home and therefore experience higher average heating and cooling costs
- Households who are recently resettled refugees

To reach these categories of households, Millcreek proposes to coordinate with the following organizations:

- Holladay Lions Recreation Center
- Millcreek Recreation Center
- Millcreek Senior Center
- Asian Association of Utah

- AARP – Utah State Office
- Assist Utah
- Comunidades Unidas
- Department of Workforce Services – Refugee Services
- Division of Services for People with Disabilities
- English Skills Learning Center
- Foundations for Independence-Cerebral Palsy of Utah
- Futures through Training
- Housing Authority of Salt Lake City
- Medicaid
- National Resource Directory
- NeighborWorks Salt Lake
- Refugee and Immigrant Center – Asian Association of Utah
- Salt Lake Valley Habitat for Humanity
- The Salvation Army – Salt Lake
- Work Activity Center – Midvale
- Utah Community Action

Outreach strategies will entail:

- Meeting with the organizations identified above during calendar year 2023
- Inviting the organizations identified above to a quarterly meeting hosted by the Community Renewable Energy Agency Low Income Plan Committee

- Adding a contact email address to the Agency's list-serv from each organization identified above
- Providing printed posters in English and Spanish to the organizations identified above to display in high-visibility, public-facing portions of their offices
- Providing template informational emails to the organizations identified above for easy transmittal of Program information to clients that they serve

In addition, Millcreek will hang posters displaying links and contact information for local energy assistance organizations in high-visibility, public-facing portions of the following government buildings:

- Millcreek City Hall

Elective Strategies

This section contains any additional strategies which a community elects to deploy in addition to those required by the Programmatic Strategies and Outreach Strategies sections. **Elective Strategies are not required.**

If a community wishes to add Elective Strategies, they should list them in this section. If this section is left blank by a community, it will simply be removed entirely from the community's plan prior to Program Application submission.

List the Elective Strategies that your community plans to deploy, if any, below: