

*The Nevada Fund for
Energy Assistance and Conservation:
Evaluation Report
FY 2002 – 2003 7/1/01 – 12/31/02*

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Executive Summary

This is the evaluation pursuant to NRS 702.280(2) for the *Nevada Department of Human Resources, Welfare Division* that administers the State Universal Energy Charge (UEC) Fund for low-income energy assistance, and the *Nevada Department of Business & Industry, Housing Division* that administers the State Universal Energy Charge (UEC) Fund for low-income conservation.

This evaluation looks at the first eighteen months of UEC Fund program operation: FY02 (7/1/01 – 6/30/02), and the first half of FY03 (7-1-02 to 12/31/02). The UEC energy assistance and conservation programs are assessed by program design, implementation, and operation.

The UEC Fund has made it possible for many more low-income Nevada households to receive much needed assistance in paying utility bills. Also, the UEC Fund has made significant gains in improving the efficient use of electricity and natural gas for essential space cooling, heating, water heating, refrigeration, and lighting, through the low-income housing weatherization and conservation program.

This evaluation is a living document as new program development and implementation is ongoing. The Divisions of Welfare and Housing have demonstrated a very high level of commitment, and put forth a tremendous level of effort, in getting the UEC energy assistance and energy efficiency programs off and running.

In FY02, 15,665 low-income households received energy assistance up from 9,025 in FY01, for an increase of 74%. The number of low-income homes weatherized almost doubled, from 191 dwelling units in FY01, to 379.

In FY03, the Housing Division expects to provide high-quality weatherization and efficiency services to about 1400 low-income dwellings virtually statewide. The Welfare Division projects at full program build-out in either late FY03 or early FY04, to be able to provide energy assistance annually to about 30,000 low-income households.

In 2002, Sierra Pacific and Nevada Power pledged \$1.3 mm dollars to the Housing Division for additional 2003 low-income weatherization and efficiency services. These funds are supplementing training of weatherization crews and filling gaps in needy low-income households served. This is particularly heartening: weatherization and conservation result in sustainable energy use and utility bill savings.

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Easing the energy burden of low-income Nevadans.*

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Section 1

Introduction and Overview

Energy prices in Nevada have risen significantly over the last several years. Those most vulnerable to the increased costs are seniors, disabled persons, and families with young children on low- and fixed- incomes.

The 2001 Nevada Legislature created a special revenue fund – *The Nevada Fund for Energy Assistance and Conservation*, to assist eligible Nevadans in maintaining essential heating and cooling in their homes.

The fund augments the existing federal Low-Income Home Energy Assistance (LIHEA), and Weatherization Assistance (WAP) Programs with money received through the new state Universal Energy Charge (UEC) to provide energy assistance and energy efficiency services to those who need help.

Inadequate cooling and heating, electric disconnections, and unaffordable energy costs can seriously disrupt a household's ability to maintain self-sufficiency and contribute to the community.

The 2001 Nevada Legislature recognized that *The Nevada Fund for Energy Assistance and Conservation* could, in conjunction with existing federal and other private and public source dollars, more reasonably help needy Nevadans with unaffordable energy costs.

The UEC is to help needy Nevadans with unaffordable energy costs by:

- *Assisting more households with their energy costs.*
- *Increasing the level of energy assistance on a per household basis.*
- *Equalizing utility bill payments over time.¹*
- *Accelerating efficiency improvements in energy-wasting homes, equipment and appliances.*

FY02 UEC Program Highlights

UEC, in concert with LIHEA and WAP, increased services considerably in FY02.

- *15,665 low-income households received energy assistance in FY02, up from 9,025 in FY01, for an increase of 74%.²*
- *The number of low-income homes weatherized almost doubled, from 191 dwelling units in FY01, to 379 in FY02.*

¹ Not an explicit requirement of Chapter 702, but a stated goal of the Welfare Division per *Nevada Fund for Energy Assistance and Conservation State Plan 2003*, Section 8, Program Objective 6.

² 9,858 (63%) of the households were in the South, with 5,807 (37%) in the North.

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Critical energy assistance and weatherization program elements have been significantly augmented, thanks to the UEC.

- *Access to energy assistance improved as more intake sites were opened throughout urban and rural Nevada.*
- *Weatherization and efficiency services are available virtually statewide as more weatherization crews have been hired and trained.*
- *Households receiving energy assistance, and living in energy wasting homes, are being systematically weatherized.*

UEC Evaluation

This is the first evaluation report for the *Department of Human Resources, Welfare Division* that administers the federal LIHEA Program and the new UEC Fund for energy assistance, and the *Department of Business & Industry, Housing Division* that administers the federal Weatherization Assistance Program (WAP) in concert with additional efficiency resources from the UEC.

When drafting the law, legislators included a very important requirement: accountability from the agencies in charge of the low-income energy assistance and weatherization and energy efficiency programs.

Welfare and Housing are required to conduct on a joint basis an annual evaluation of the UEC programs. A report on the evaluation is to be submitted to the governor, the legislative commission and the interim finance committee.

This report provides:³

- *A description of the objectives of each program.*
- *Analysis of the effectiveness and efficiency of each program in meeting the objectives of the program.*
- *The amount of money distributed from the fund for each program and a detailed description of the use of that money for each program.*
- *Analysis of the coordination between Welfare and Housing concerning each program.*
- *Any changes planned for each program.*

This assessment of Welfare and Housing UEC program design, implementation, and operation, is organized into ten *Program Objectives* that reflect the requirements of NRS 702.⁴

³ Statutory requirement NRS 702.280(3)

⁴ Program Design Objectives 5 and 9 are not requirements of NRS 702.

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This UEC evaluation report covers the first eighteen months of program operation: FY02 (7/1/01 – 6/30/02), and the 1st half of FY03 (7-1-02 to 12/31/02).

Evaluation Program Objectives

1. Administer and coordinate the UEC Fund with other energy assistance and energy efficiency monies.
2. Increase participation in the energy assistance program.
3. Streamline processing for energy assistance.
4. Compensate low-income households for their "energy burden" relative to the statewide average.
5. Equalize utility bill payments over time.
6. Develop an emergency energy assistance program.
7. Expand and advance weatherization and energy efficiency services.
8. Coordinate welfare, housing, and utilities, energy assistance and weatherization programs.
9. Leverage energy assistance and weatherization resources.
10. Develop a process for making changes to the programs.

Evaluation Summary

The Divisions of Welfare and Housing have demonstrated a very high level of commitment, and put forth a tremendous level of effort, in getting the UEC energy assistance and energy efficiency programs off and running.

This has been no easy task. Welfare and Housing have been engaged in an extensive process of implementing comprehensive and sophisticated program delivery infrastructures, while simultaneously providing energy assistance and efficiency services to a record number of needy households.

The Welfare Division initiated a formal planning process in Fall 2001 by forming a UEC Committee of the Whole and five subcommittees with representatives and participation from Welfare and Housing, utilities, Public Utility Commission, Bureau of Consumer Protection, Nevada State Energy Office, and various other governmental and community-based organizations. The committee came together for the common goal of developing the UEC State Plan.

Meetings and public hearings were publicly noticed and video-conferenced in Las Vegas and Reno. In adopting the *Nevada Fund for Energy Assistance and Conservation State Plan*, it was agreed the Plan would be reviewed in six months to determine whether changes were needed. The six-month review was held on January 29, 2003.

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Attachment 1 provides a listing of the meetings, public hearings, entities represented, and committee members.

Welfare Division FY02: 7/1/01 – 6/30/02

In the first year of the UEC, the Welfare Division assisted significantly greater numbers of needy households with their energy costs.

The eligibility and benefits criteria for the new state UEC energy assistance program mirrored the existing federal LIHEA program requirements:

- Low-income households at or below 150% of the federal poverty level, received LIHEA or UEC benefits based on a matrix of points valued at \$30 each.
- Points were awarded based on the household's income, size, and fuel type. Households who met specific vulnerability factors could receive additional points.

15,665 low-income households received energy assistance in FY02, up from 9,025 in FY01, for an increase of 74%.

The average payment in FY02 was \$293, compared to the average payment in FY01 of \$309.

Attachment 2 reports federal LIHEA and state UEC Receipts and Obligations for FY02 and FY03 (1st half actual, 2nd half projected.)

FY 02 federal LIHEA and state UEC receipts were \$3.5 mm and \$6.8 mm, respectively, for a total of \$10.5 mm.⁵

Fund obligations totaled \$5.4 mm.

Welfare Division FY03: 7/1/02 – 12/30/02

UEC Benefit Criteria

Chapter 702.260(6) requires that in FY03 Welfare, to compensate low-income households for their "energy burden"⁶ relative to the statewide median.

Low-income households are to receive a "fixed annual credit" or "FAC" in the amount of money sufficient to reduce the percentage of the applying household's income spent on natural gas and electricity to the median percentage of the household income spent on natural gas and electricity statewide.⁷

⁵ Rounding. Includes about \$133,000 AB 209 and \$25,000 in interest earned on the UEC Fund account.

⁶ "Energy burden" is the percentage of a household's income spent on electric and natural gas utility service.

⁷ A low-income household's energy burden must be greater than the statewide average of 4.27%, to receive a FAC.

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Application Processing Backlog

In the first half of FY03, Welfare encountered implementation difficulties with the FAC benefit method.

Insufficient administrative program dollars⁸ limited Welfare's ability to allocate more resources. Manpower shortages and high employee turnover plagued the application processing centers. These factors, coupled with multiple in-house and utility-interface computer problems, resulted in a backlog of 6,200 unprocessed applications by the end of the 1st half of FY03.

The calculation of a FAC manually is much more labor-intensive which is why the utility interface is so critical. The backlog is believed to have contributed to by the lack of this interface.

FY03: 7/1/02 – 12/31/02

		<i>% total</i>
<i>Applications Received</i>	12,065	
<i>Applications Approved</i>	4,721	39%
<i>Applications Denied</i>	1,143	20%
<i>Applications Pending</i>	6,201	51%

Attachment 3 provides a comparison of energy assistance program activity on a monthly basis for the 1st half of FY03,

⁸ NRS 702.260 (1) caps the amount of money Welfare may use for administrative expenses from the UEC Fund at 3%.

relative to monthly data for the 1st half of FY 02.

Based on FY03 LIHEA and UEC funds and estimated average energy assistance payments, Welfare could potentially provide energy assistance to about 30,000 needy households.

In December 2002, Welfare Division developed a number of corrective actions to alleviate the backlog, including: temporary reassignment of existing Welfare caseworkers and clerical workers, hiring and training of new staff, devotion of more internal resources to outstanding Welfare computer issues.

The program hired and trained two new contract clerical staff and three contract caseworkers. Two Welfare state employees, already trained, were loaned to process cases. Additional energy assistance computer programming staff was assigned to resolve computer system issues and are working overtime.

Outstanding computer interface issues with Sierra Pacific and Nevada Power are ongoing. Beginning October 18, 2002 the SPP/NPC interface ceased operating due to problems with the utilities' software.

At the January 29, 2003 meeting of the UEC Committee of the Whole, Sierra Pacific and Nevada Power reported that resolution of the computer interface problem was imminent. At such time, the

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Welfare Division should be able to process the backlog in applications in a relatively short order.

Until then, the program must manually solicit usage for 100% of the SPP/NPC clients. SPP has devoted additional staff to extract usage from their computer system manually and send to the program 24-hour turnaround. NPC has had only one person assigned to perform this task for a 3 to 5 day turnaround. With 66% of program applicants in Las Vegas, NPC delays are affecting the ability to process Las Vegas backlogged cases. As of January 10, 2003, NPC had assigned additional staff to extract usage and provide this data for the program.

As a more workable long term solution, the Legislature may wish to consider an adjustment to the amount of UEC funds that can be devoted to administrative expenses in an amount sufficient to cover reasonable costs as represented by the Welfare Division in Attachment 4.

LIHEA Benefit Criteria

In March 2002, the Welfare Division made an administrative decision that it would pursue changing the LIHEA eligibility criteria and benefits to mirror the UEC eligibility criteria and benefits. The decision was presented to the UEC Committee of the Whole at its April 2002 meeting. The change to the LIHEA State Plan was presented at a public hearing July 2, 2002.

In FY03, all federal LIHEA and state UEC income eligible households received benefits based solely on whether their calculated "energy burden" exceeds that of the average energy burden statewide. Income eligible households with energy burdens less than 4.27% of annual income have not received energy assistance pursuant to either the UEC or LIHEA.

LIHEA caps its benefits based upon income as reflected in *Attachment 5*.

If the household has an energy burden greater than the LIHEA benefit and is eligible for benefits through the UEC, the difference can be made up with UEC funds.

Low Income, Low Energy Use, Households Denied Assistance

In the first half of FY03, 648 households at or below 150% of poverty were denied energy assistance because their energy burdens were less than the statewide average energy burden of 4.27%.

As reported on *Attachment 3*, the 648 households denied represents 11% of the 5864 applications processed in the first six months of FY03.

These income eligible households are largely seniors and the disabled, often times living in subsidized housing.

At the January 29, 2003 meeting of the Welfare Division Committee of the Whole; Welfare, Housing, the utilities, various

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agencies and community-based organizations, and interested persons, determined that it would be prudent to pursue a modification in the 2003 LIHEA State Plan to allow energy assistance payments in the amount of \$120 to income-eligible households with energy burdens less than the statewide average of 4.27%.

The Welfare Division will prepare the appropriate 30-day notice of public hearing. If adopted, the Welfare Division will incur additional administrative expenses to incorporate this amendment to the 2003 LIHEA State Plan into its computer system. Also, additional costs will be borne to notify the approximate 650 low-income households to date that have been denied assistance under the energy burden criteria.

Legislative Intent of the FY03 UEC Energy Burden Criteria

The Welfare Division believes that the UEC energy burden criteria as set forth in NRS 702.206(6) restricts the payment of energy assistance to only those households with energy burdens greater than the 4.27% statewide average for FY03. Welfare received a legal opinion from its Deputy Attorney General to this effect dated January 24, 2003.

Welfare could provide assistance through the UEC to income eligible households with energy burdens below the statewide average if the legislature were to clarify the statutory intent of NRS 702.206(6).

Flexibility in applying the energy burden criteria would improve overall program operations, in consideration of the fact that LIHEA dollars are limited relative to the UEC.

Provision of energy burden criteria flexibility may have been helpful in alleviating the application backlog in the first half of FY03.

Fixed Annual Credit (FAC) Payments in FY03

Attachment 6 provides the range in FAC payments for 7/1/02 to 1/7/03. Total payments to 5,279 needy households are reported by time of payment, and dollar range of payment, beginning at "payments under \$120" to "payments between \$2500 - \$3500". About 70%, or 4479, of all payments were under \$600, which is the amount the FY02 LIHEA-UEC program capped benefits. About 26% or 1358 of the payments were in the range of \$600-\$1500 per household. The 4% balance of 211 payments were in the range of \$1501-\$3500.

At the January 29, 2003 meeting of the Welfare Division Committee of the Whole; Welfare expressed the desire to devote additional case management dollars to ensure that low-income households with high energy assistance payments are not only evaluated immediately by Housing for weatherization and efficiency services, but also where appropriate, counseled and educated on energy conservation through the community-based organizations.

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The UEC Committee of the Whole agreed that energy conservation curriculum and education was a critical component of achieving sustainable energy savings for low-income households, and encouraged the Welfare Division to pursue various options to expand or reallocate limited UEC administrative dollars.

As reported on Attachment 2:

Federal LIHEA, state UEC, and Housing Bond⁹ receipts for the 1st half of FY03 were \$1.3 mm, \$2.4 mm, and \$2.75 mm respectively, for a total of \$6.5 mm.

FY 03 12/31/02 energy assistance obligations total \$2.7 mm.

2nd half FY03 LIHEA and UEC receipts are projected at \$2.1 mm and \$4.6 mm, respectively, for a total of \$6.7 mm.

Obligations for the 6,200 pending applications received in the 1st half of FY 03 are \$2.5 mm, taking into consideration the average denial rate of 19.5% and the programs projected average payment of \$500.

Housing Division

The Housing Division has made important gains over the last eighteen months with several aspects of basic program logistics.

⁹ The Housing Division provided Welfare with Housing Bond money as a one-time award effective June 20, 2002. The funds are only available for use through June 30, 2003.

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Increasing production from not quite 200, to almost 1400 dwelling units annually in three years time (FY01 through FY03), is a significant goal for Housing.

Growing annual production to *higher levels of service* in the coming years requires the Housing Division to pursue sophisticated program administration and vigorous capability building with sub-grantees.

Higher levels of service =

Increasing the total number of dwelling units served +

Increasing the level of efficiency gains and energy savings per unit.

Program Administration

The transition to a \$3+ million program and the goal of reducing energy consumption requires the development of new business processes, policies and guidance, and a wide array of management systems, tools, and reports to track performance and ensure accountability.

Part of an effective administrative business plan for Housing low-income weatherization is the development of standards, policies, and procedures are a predicate for getting a rate of return worth the effort. Standards allow for the setting and evaluation of performance goals for efficiency savings and cost effectiveness.

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In FY02, the Housing Division began design work on the following standards:

- Update and revise installation standards (completed March 2002); and installation policies and procedures (completed August 2002).
- Prioritize weatherization and efficiency measures (finalized January 2003).
- Develop a method to assess cost effectiveness (to be completed February 2003).
- Establish policy standards for ensuring the installations of efficiency measures with the greatest energy saving benefit (completed January 2003).
- Obtain data from Welfare on high-energy users (in progress).

Subgrantee Capacity Building

In the second quarter of FY03, Housing began to assess the service capacity of its subgrantees to determine ways to improve the level and quality of services provided.

The delivery of the program depends on having a skilled, experienced and motivated labor force. Ongoing training is needed to develop competencies of workers.

A number of basic administrative refinements have already occurred, or are in progress. Weatherization management staff have launched numerous meetings, workshops, on-site visits, and is in the process of detailed field assessments with the Housing Division's four subgrantees that provide the weatherization and efficiency services on virtually a statewide basis.

The initial capacity assessment will facilitate future program administrative actions designed to strengthen subgrantees' skills and leverage resources.

Attachment 7 reports federal WAP and state UEC Awards and Expenditures for FY02, and FY03 projected.

Federal WAP and state UEC, awards for FY02 were \$617,000, \$700,000 respectively, for a total of \$1.3 mm.

FY 02 expenditures totaled \$1.0 mm.

There was a \$284,000 carryover of FY02 WAP and UEC Funds to FY03.

Federal WAP and state UEC awards for FY03 are projected at \$815,000 and \$3.5 mm, respectively, for a total of \$4.3 mm.¹⁰

¹⁰ Projections as of 12/31/02. Additional FY03 UEC Funds are anticipated but amount unknown at this time.

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The Housing Division projects FY03 expenditures to match FY03 awards.

The Housing Division has established very ambitious weatherization production goals for FY03: nearly 1400 dwelling units weatherized by the end of the fiscal year, with approximately 560 units served in the 1st half of FY03.¹¹

To achieve this higher level of service, it is absolutely essential that the Housing Division stays on course and follow through with this newly initiated program developmental work.

Low-Income Weatherization and Efficiency Utilities' Collaborative

The Housing Division, Sierra Pacific, Nevada Power, through a Nevada Public Utility Commission (PUC) initiated-process, reached an agreement in late summer 2002 to devote \$1.3 million utility funds in 2003 to a low-income program of energy efficiency applications and services for single family, multifamily and new construction housing.

This expenditure is being coordinated with the Housing Division's

weatherization and energy efficiency program, and delivered primarily through Housing's four subgrantees. An additional \$2 million in utility energy efficiency program funds dedicated to the general residential class may also be coordinated with the Housing Division and its subgrantees.

The low-income program has been developed based on the Housing Division's stated needs.

The \$1.3 million in energy efficiency dollars is only a one-year allocation. If the implementation of new energy efficiency partnership is successful, hopefully this collaboration will continue.

Though not a component of the UEC Fund or part of this evaluation, limited discussion is included in this report. The collaborative reflects a positive effort on the part of the utilities to help the Housing Division reach higher levels of low-income weatherization and efficiency services.

¹¹ Weatherization received additional UEC dollars in 12/02, and subsequently adjusted upward subgrantee grants and weatherization goals by about 100 additional units per subgrantee. The subgrantees are in the process of adjusting work plans to accommodate additional units.

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the winter heating months in the north,
and during the summer cooling months in

Section 2 Understanding the Need

Low-Income Nevadans' Energy Burden

2001 Nevada Legislative hearings on the Universal Energy Charge presented policymakers with a keen understanding of how utility increases have exposed Southern and Northern Nevada households to the threat of unaffordable energy bills at an unprecedented degree.

Nevada's low-income households often spend a considerable portion of their limited incomes on natural gas and electricity for basic space and water heating, cooling, refrigeration, and lighting.¹² Frequently, other essential needs such as food and health care are sacrificed. Housing conditions are often substandard, in part due to energy-wasting homes, equipment and appliances.

Loss of utility service can result in extreme risks to health and safety. Households are most vulnerable during

the south. Heat-related illnesses including death particularly affect the elderly.

Federal LIHEA criteria for determining states' share of energy assistance and weatherization monies is based on unaffordable home heating costs that does not consider necessary and often unaffordable home cooling costs. Nevada's allocation of federal LIHEA dollars is nearly the lowest in the country.

UEC: Making a Critical Difference Energy Assistance

During FY02, the Welfare Division received over 20,000 applications for energy assistance, up from about 11,000 applications received during FY01, for an 80% increase.

¹² "Low-Income households typically spend 14 percent of their total annual income on energy, compared with 3.5 percent for other households." "Governor Guinn Proclaims Weatherization Day", Press release Gov. Guinn's office, 10/29/02.

Of the 20,076 households that applied for energy assistance in FY02, 12,601 or 63%, were new applicants.

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Without the UEC Fund, LIHEA federal funds for energy assistance would have been depleted by January 2002.

UEC: Sustained Relief through Weatherization

The demand for low-income weatherization and efficiency improvements is tremendous. As of 12/31/02, Community Services Agency (CSA) for Northern Nevada had over 150, and HELP of Southern Nevada over 240, applications on file

Residential energy efficiency improvements, commonly referred to as weatherization and/or conservation, are investments in reducing future energy needs.

Energy-wise homes, equipment and appliances are an important part of viable solutions to poverty. National data reported by the U.S. DOE suggests 25% average reduction in energy usage per household after weatherization.

Energy Efficiency = Sustained Savings

Energy Assistance Success Stories

Dena

Dena is a young single parent of two daughters, ages 12 and 11. Dena found

herself unemployed and struggling to pay bills. She rents an old mobile home that, until recently, didn't have a refrigerator or a stove. Feeding her children was a real challenge. Even without appliances her electricity and gas bills were very high. "This mobile (home) is all I can afford right now and the wind just blows through it". "We were about to get our electricity and gas shut off when I heard about your program". Dena says the \$272 benefit she received this year has kept her service on. Dena was just referred to the Weatherization Assistance Program to help her make her home more energy efficient.

Rosemary

Rosemary and her husband reside in an older mobile home in a mobile home park. They live on a fixed income of \$1257 a month. Rent in their mobile home park is \$390 a month. Rosemary requires oxygen 24 hours a day and her husband has encountered some medical problems as well. Medical expenses have soared. They spend approximately \$1445 annually on electricity and natural gas. This is the second year Rosemary and her husband applied for and received benefits from the Low Income Home Energy Assistance program. Rosemary said the \$800 they received this year "allowed us to get caught up on things". "This money has provided us with a great deal of relief". Rosemary says without energy assistance they would be unable to pay all their energy bills and be faced with having their electricity or natural gas

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shut-off. "You can't blame the companies", she says. "They have a business to run. We're just so grateful for your program".

George and Crystal Hayman

George Hayman, his wife and five children, ages 6 to 12, have gone without heat during the winter months in northern Nevada. Crystal Hayman says they used to live primarily in the living room in their rented home, using stove burners to take the chill off. The family pays about \$1854 annually for electricity and heating fuel. George works but it's been difficult in the past to buy fuel oil to heat his home and pay for electricity. Crystal heard about the Low Income Home Energy Assistance program and first applied for assistance last year. Crystal said the \$729 they received in December 2002 ensured her family would have both heat and electricity this winter. "You can't imagine how this has helped us. We're a much happier and healthier family".

Bill Barbour

77 year-old Bill Barbour has been faced with many medical challenges in recent years including angioplasties and cardiac by-pass surgeries. He takes four to five different prescriptions monthly. Bill says it is sometimes difficult to make ends meet on his Social Security of \$1,034 a month. He lives in a small mobile home in southern Nevada and pays about \$920 yearly for electricity and natural gas. Bill says he cuts corners wherever possible,

avoids using his car and rides a bicycle to the store and to doctor appointments. "It's good for my heart to ride my bike, anyway". Bill says he really appreciates the \$390 he received this year from the Low Income Home Energy Assistance program and hates to think about what would happen without it. "If it wasn't for my energy assistance I don't know what I'd do. It would really put a strain on me. I just wouldn't be able to pay for my prescriptions or any of my medical bills. Medicare doesn't pay much these days".

Weatherization Success Stories¹³

Ruben and Magdalen-Relis

Ruben and Magdalen-Relis found themselves reaching out for energy efficiency help. Both had become disabled. They had exhausted their savings, had no income and were faced with electric bills averaging \$400 a month. They were in fear of losing their home as they could not continue to pay the high electric bills and all other expenses that go with increased medical needs (Ruben is a diabetic) and home maintenance.

"Our home would reach 100 degrees inside on some days," said Magdalen. "We knew something was wrong." They heard about the Weatherization Program from a friend. Magdalen called HELP

¹³ From the September 2002 issue of the *NHD Reporter*. To view pictures that accompany the text, please go to www.nvhousing.state.nv.us.

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of Southern Nevada. After an audit, it was recommended that attic and duct insulation be completed, the air conditioner unit be replaced, and solar screens be installed. The Relis' family now has a cool home and is significant savings in electric natural gas bills.

Marie Baffico

Marie Baffico's range was not working properly in her mobile home. Marie, who is on oxygen, was beginning to have more headaches. She heard about the weatherization program from a neighbor and called the Community Services Agency of Washoe County to ask if she could have her home inspected. Once an audit was completed, the crew recommended a new range as the carbon monoxide level was high. The crew conducted an air infiltration test and wrapped the hot water heater.

Cora Bishop

The Clark County Housing Authority circulated an announcement to its residents about the services of the Weatherization Program. Cora Bishop filled out an application immediately. She said, "My refrigerator went out, and I did not have money to replace it." HELP of Southern Nevada completed an audit of her home where they not only replaced her refrigerator, but also wrapped her hot water heater and added solar screens to her unit to conserve energy.

Karen Ford-Young

Karen Ford-Young has lived in her house for three years. She said, "I love my home and did not want to move." She and her daughter were getting severe headaches while at home. They did not know what was wrong and decided they might have to move to another house. Karen heard about the weatherization program from an announcement made at her church. "That announcement," she said, "probably saved my life." A weatherization crew found an extremely dangerous carbon monoxide level in her home from a cracked heat exchange. The crew proceeded to check air infiltration. They replaced her furnace and loose fitting doors, and insulated the hot water heater. A single parent with one daughter, Karen works 10- hour days to help make ends meet. She said, "I never could pay all my gas/electric bills. I was always paying towards them. Now I can pay all my monthly utility bills."

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Section 3

Sources of Funding

UEC

The Nevada Public Utility Commission (PUCN), which collects the UEC revenues from the applicable utilities, transfers the monies to the State Energy Assistance and Conservation Fund after deduction of up to 3% for administration. The Welfare Division receives 75% of the transferred UEC money, with 3% of the money for administrative expenses. The Housing Division receives 25% of the transferred UEC money, with 6% of the money for administrative expenses. NRS 702 provides that costs associated with consumer outreach, program design, and annual evaluations, are not restricted to the administrative expense category.

AB 209 Bridge Monies

The 2001 Nevada Legislature appropriated from the general fund a one-time allocation of \$4 million to the Welfare Division for low-income energy assistance during the biennium. Due to the budgetary crisis, all but less than \$133,000 reverted back to the State general fund.

The Housing Division subsequently provided \$2.75 mm from the Housing Trust Fund to the Welfare Division for low-income energy assistance.

LIHEA

LIHEA assists eligible Nevadans in maintaining essential heating and cooling in their homes during the winter and summer seasons. The Welfare Division administers the program. Funding is received from the U.S. Department of Health and Human Services (DHHS).

Reference *Attachment 2*, Energy Assistance federal LIHEA and state UEC Receipts and Obligations FY02 and FY03, (1st half actual, 2nd half projected.)

WAP

The Weatherization Assistance Program (WAP) assists low-income households in reducing utility costs through weatherization. The Housing Division administers WAP. Funding is received from the U.S. Department of Energy (DOE). Program funds are awarded to sub-grantees that are responsible for providing weatherization and efficiency services.

Reference *Attachment 7*, Weatherization federal WAP and state UEC Awards and Expenditures FY02 Actual and FY03 Projected. *Attachment 7* does not include the \$1.3 mm from Sierra Pacific and Nevada Power in 2003 to assist the Housing Division with its

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weatherization efforts. See Section 10 for discussion of this collaborative effort.

Sierra Pacific Resources 2001-2003 Low Income Energy Assistance and Weatherization

During the 2001 Legislature Sierra Pacific Resources (SPR) committed \$5 million in energy assistance and weatherization for a two-year period, 8/1/01 – 7/30/03.

In 2002, SPR extended the program for an additional six months, through 12/31/03. The funds are distributed through Sierra Pacific's Special Assistance Fund for Energy (SAFE), and Nevada Power's LIFT, programs.

Nevada Power's allocation was depleted in Summer 2002. It is not known the extent to which there will be additional utility funds in the future.

This does not include the \$1.3 mm from Sierra Pacific and Nevada Power in 2003 to assist the Housing Division with its weatherization efforts.

Southwest Gas

Southwest Gas Energy Share is supported by donations from customers and employees of the utility. The Salvation Army in Las Vegas and Reno administer the program.

Sierra Pacific Resources Energy Assistance and Weatherization (8/1/01 – 12/31/03: 30 months)

Nevada Power: Energy Assistance	
Summer 2001	\$1.1 mm
Summer 2002	\$1.1 mm
Summer 2003	<u>funds depleted</u>
Total	\$2.2 mm

Sierra Pacific: Energy Assistance	
7/1/01 – 8/31/02	\$718,540
9/1/02 - 12/31/03	<u>\$768,750</u>
Total	\$1,488,683

Nevada Power: Weatherization	
Summer 2001	\$283,500
Summer 2002	\$186,500
Summer 2003	<u>funds depleted</u>
Total	\$470,000

Sierra Pacific: Weatherization	
7/1/01 – 8/31/02	\$171,000
9/1/02 - 12/31/03	<u>\$ 84,000</u>
Total	\$255,000

Admin. Costs: Nevada Power	
Sum 01 Salvation Army	\$46,875
Sum 02 HELP	\$62,500

Admin. Costs: Sierra Pacific	
7/1/01 – 8/31/02	\$125,000
9/1/02 - 12/31/03	\$125,000
Total NPC/SPC Admin.	\$359,375

Consumer Education 2.5 yr \$150,000

TOTAL over 30 months: \$4,934,375

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Section 4

Program Objective 1: Administer and Coordinate UEC with Other Energy Assistance Monies.

NRS 702.250 (1) requires Welfare to administer the UEC.

NRS 702.250 (3) requires Welfare to the extent practicable, coordinate UEC Fund administration with all other sources of money that are available, including private, federal, or other agencies.

NRS 702.260 (1) and (2) grants 75% of the UEC to Welfare, with no more than 3% for administrative expenses; with the balance of UEC funds for energy assistance payments, consumer outreach, program design, and annual evaluations.

NRS 702.270 (1) and (2) grants 25% of the UEC to Housing, with no more than 6% for administrative expenses; with the balance of UEC funds for weatherization, consumer outreach, program design, and annual evaluations.

The UEC surcharge collection and distribution process began on 7/1/01. The first round of UEC monies from the PUCN were provided to Welfare 11/1/01.

Coordination of UEC Funds

Welfare Division

In FY02, Welfare coordinated its portion of the UEC in the following manner with LIHEA funds used first, Housing Bond money second, and UEC funds third. This decision was made for the following reasons:

LIHEA Allotment Grant funds are awarded annually to each applying state. The state must submit its LIHEA State Plan no later than September 30th, with regular Allotment grants usually awarded in mid to late October. Allotment Grants require that 90% of the funds be obligated within the period from October 1st of the awarding year to September 30th of the next year. These federal funds were decided to be obligated first so no federal dollars would be reverted.

The Housing Bond money is a one-time award from the Housing Division, effective June 20, 2002. The funds are only available for use through June 30, 2003. The allocation was approved via the Governor's office to help offset the loss of AB 209 funds. These funds were obligated next so they would not revert to

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the Housing Division at the end of the fiscal year.

UEC funds are utilized last as they can be carried forward from year to year. UEC funds are only available to those eligible households that pay a UEC charge on their utility bill(s).

The sophistication of the new energy assistance computer program recognizes households who receive energy assistance from any of the seven regulated utilities required to collect the UEC. This distinction allows only those eligible households served by UEC utilities to be paid with UEC funds.

Housing Division

The Housing Division allocates its federal WAP and state UEC on an annual basis to its subgrantees based on the geographic distribution of population in the state. Subgrantees are responsible for ensuring that UEC monies are not spent in non-UEC energy service territories.

Housing is also coordinating with its existing WAP and UEC funds, the \$1.3 mm from Sierra Pacific and Nevada Power in 2003 to assist the Housing Division with its weatherization efforts.

LIHEA and UEC FY02 and FY03 Receipts and Obligations

Attachment 2 reports federal LIHEA and state UEC Receipts and Obligations for FY02 and FY03 (1st half actual, 2nd half projected.) Reported figures in text below reflect rounding. For actual amounts refer to *Attachment 2*.

FY02: 7/1/01 – 6/30/02

FY 02 federal LIHEA and state UEC receipts were \$3.5 mm and \$6.8 mm, respectively, for a total of \$10.3 mm. There was an additional \$133,000 from AB 209, and \$25,000 in UEC Fund earned interest, bringing the total to almost \$10.5 mm.

Fund obligations totaled \$5.4 mm.

There was a \$5.1 mm carryover of FY02 LIHEA and UEC Funds to FY03.

FY03: 7/1/02 – 6/30/03

Federal LIHEA, state UEC, and Housing Bond¹⁴ receipts for the 1st half of FY03 were \$1.3 mm, \$2.4 mm, and \$2.75 mm respectively, for a total of \$6.5 mm.

Coupled with the \$5.1 mm FY02 carryover brings 12/31/02 available funds to \$11.6 mm.

¹⁴ The Housing Division provided Welfare with Housing Bond money as a one-time award effective June 20, 2002.

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FY 03 energy assistance obligations total \$2.6 mm as of 12/31/02.

There was a positive net balance of \$9 mm of LIHEA and UEC Funds at the end of the first half of FY02.

2nd half FY03 LIHEA and UEC receipts are projected at \$2.1 mm and \$4.6 mm, respectively, for a total of \$6.7 mm.

Obligations for the 6,200 pending applications received in the 1st half of FY 03 are \$2.5 mm, taking into consideration the average denial rate of 19.5% and the programs projected average payment of \$500. Once the backlog in applications identified at Section 6 this report is resolved, the Welfare Division will conduct additional outreach to increase participation in the 2nd half of FY03.

Total uncommitted funds available for energy assistance in the 2nd half of FY03 are approximately \$ 13.1 mm.

The bottom table on *Attachment 2* reports the Welfare Division's expenditures in the 1st half of FY03 for administration, outreach, program design, and client payments.

Housing WAP and UEC FY02 and FY03 Receipts and Obligations

Attachment 7 reports federal WAP and state UEC Awards and Expenditures for FY02, and FY03 projected.

FY02: 7/1/01 – 6/30/02

Federal WAP and state UEC, awards for FY02 were \$617,000, \$700,000 respectively, for a total of \$1.3 mm.

FY 02 expenditures totaled \$1.0 mm.

There was a \$284,000 carryover of FY02 WAP and UEC Funds to FY03.

FY03: 7/1/02 – 6/30/03

Federal WAP and state UEC awards for FY03 are projected at \$815,000 and \$3.5 mm, respectively, for a total of \$4.3 mm.

The Housing Division projects FY03 expenditures to match FY03 awards.

In addition, the Housing Division is also receiving in 2003 \$1.3 mm from Sierra Pacific and Nevada Power to further its low-income housing weatherization and efficiency efforts.

Evaluation

Administration and coordination program objectives have been met. Welfare and Housing do not administer utility private source energy efficiency and weatherization funds.

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Section 5

Program Objective 2: Increase Energy Assistance Program Participation

The UEC is to help needy Nevadans with unaffordable energy costs by serving more households.

Program design to increase participation includes improved access to services, and additional outreach activities.

NRS 702.260(8)(b) requires Welfare to identify and implement appropriate delivery systems to distribute money from the UEC.

In FY02, energy assistance was provided to 15,665 households, up from 9,025 in FY01, for a 74% increase. Reference Attachment 7.

During the 1st half of FY03, 12,065 applications were received, 5,864 were processed, with 4,721 approved and 1,143 denied. Reference Attachment 3.

Changing Demographics

Though the elderly and disabled households continued in FY02 to dominate the energy assistance program,¹⁵ Attachment 8:

Energy Assistance Program Activity: FY01 to FY02, demonstrates that a tremendous increase in participation occurred in government-supported and working-poor families --- most often with young children.

- New household participants drew heavily from TANF recipients¹⁶, increasing at 216%; with a 84% increase in households with earned income 125 – 150% of the poverty level.
- Increased participation is reflected in part in households with earned incomes below 75% of the poverty level ; up 165%.
- Households with very young children (under age 3), to young children,

¹⁵ About 80% of participating households were elderly and/or disabled, up 17% and 33%, respectively, from FY01.

¹⁶ TANF Temporary Assistance for Needy Families, cash participation limited to 5 year maximum .

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(ages 3 - 6) also increased significantly in FY02, for an increase of 186% and 167%, respectively.

- The majority of households were renters, at 79% (was 75% FY01), with 38% in subsidized housing.

Program Access

Due to a lack of resources prior to the UEC, Nevada's LIHEA intake sites were very limited. In FY02 Welfare solicited numerous additional intake sites throughout urban and rural Nevada.¹⁷ Intake sites provide assistance to households in completing applications, which may include help in obtaining required documentation.

Southern Nevada Office

The Welfare Division opened an additional office to process energy assistance applications in southern Nevada. The need for a Southern Nevada office for application distribution and processing is reflected in part with 63% of all FY02 assistance benefits provided to Southern Nevadans. This office also serves as an intake site.

¹⁷ Attachment 9 lists the names, addresses, and contact persons for 22 intake sites as of 11/1/02. This information is also posted on the state's LIHEA web site. Intake Site #12, Las Vegas Housing Authority, serves as the hub for several additional energy assistance intake sites dispersed throughout the metropolitan area.

Outreach

The Welfare Division has distributed energy assistance posters, flyers and application packets to all of Welfare's 88 contracted home heating and cooling energy vendors¹⁸; Welfare Division field offices for TANF, Food Stamps, and Medicaid, etc.; state Aging Services offices); and the utilities and other local organizations that administer the utility assistance programs.

Vulnerable Households

Many needy households are vulnerable or "hard-to-reach" for a variety of reasons, including but not limited to: inability to travel, language barriers, lack of program knowledge, and rapidly changing living circumstances.

Most of Welfare's intake sites have the capability to make home visits to provide application assistance. Also, anyone may request an application be mailed directly to their home by calling or emailing the Energy Assistance Program or one of the Intake Sites. An application is also available on the Welfare Division's website. Applicants may call and ask for assistance in completing their application.

¹⁸ 88 total; 7 private utilities and numerous propane, oil, and cooperatives.

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Evaluation

With FY03 average energy assistance payments at \$444,¹⁹ and total FY03 federal LIHEA and state UEC fund receipts projected at over \$13 mm,²⁰ the Welfare Division has sufficient funds to potentially provide energy assistance to about 30,000 needy households.

NRS 702.260(2) provides Welfare with the flexibility to use UEC Funds in excess of the 3% allowed for administrative expenses to in part, carry out activities related to consumer outreach.

The Welfare Division's Public Relations and Communications subcommittee²¹ determined in December 2002 that it was reasonable and appropriate to allocate \$90,000 from the UEC Fund to perform energy assistance outreach.

Welfare wishes to pursue additional outreach efforts in cooperation with the utilities and the community-based organizations to increase low-income household participation in the second half of FY03.

Welfare believes such actions will be possible given the anticipated near-term resolution of the current backlog in applications discussed in Section 6. The level of outreach will be driven in part by Welfare's assessment of its application processing capability once computer

interface problems and applications backlog is resolved.

Welfare's efforts to reach potential full program build-out of possibly 30,000 program participants annually will be tempered in part by the extent to which allowable administrative costs are sufficient to cover necessary application casework and processing expenses.

¹⁹ Reference Attachment 3.

²⁰ Reference Attachment 2.

²¹ Reference Attachment 1.

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**Section 6
Program Objective 3:
Streamline Energy
Assistance Application
Processing**

The UEC is to help needy Nevadans with unaffordable energy costs by serving more households.

Program design to increase participation includes streamlining application processing.

NRS 702.260 (8)(b) requires Welfare to identify and implement appropriate delivery systems to distribute money from the UEC.

In FY02, Welfare received 20,076 applications. This was an 80% increase over FY01. Of the 20,076 who applied, 12,601, or 63%, had never applied before.

In FY02, Welfare approved 15,665 applications, up from 9,025 in FY01, for an increase of 74%. Reference Attachment 7.

In the 1st half of FY03, Welfare received 12,065 applications, with 5864 applications processed, 4,721 approved, and 1,143 denied. Reference Attachment 3.

Southern Nevada Office

October 15, 2001 Welfare opened a much-needed Southern Nevada application distribution and processing center in Las Vegas. The addition of the Las Vegas office enhanced program outreach and streamlined application processing tremendously for the remainder of FY02.

Data Collection and Reporting

In the fall of FY02 with UEC program design funds, Welfare in consultation with the Housing Division began work on a new computer system to revolutionize application processing.

The old LEGACY computer system that supported LIHEA was a very tedious, time-consuming, manual process. The big difference between the old and new systems is the retention of historical data, the complete automation of income calculations, on-line forms library, the ability to customize system reports for various users, and the interface with the three largest utilities for energy usage.

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In FY02, Welfare, Housing, and the utilities, also began work towards electronic integration through a new computer software system that allows a sharing of utility bill and energy usage data.

Access to 12-month historic utility bill data allows Welfare to compensate income eligible households for their energy burden relative to the energy burden of median households statewide.

Households identified with energy assistance benefits at or above \$600 will be transferred to the Housing Division for prioritization of weatherization and energy efficiency improvements.

If able to be implemented, the electronic transfer from Welfare will save Housing time and resources in otherwise duplicative data entry and application processing.

Computer Problems

There have been a number of complications in achieving full operations of the new computer system in the first half of FY03. As a result, much of the application processing is being conducted manually, with limited staff resources plagued by high turnover.

As with any major new computer system, Welfare's "Integration Technology" team has had any number of problems in achieving full and accurate automation of the various forms, and full and accurate

generation of the various reports, necessary to complete and process a household's energy assistance application. However, the team has fully automated the benefit payment system with the Controller's office, implemented the complex income averaging component, and is able to determine benefits once interface issues are resolved.

Sierra Pacific Power Company and Nevada Power Company have also experienced some difficulty in extracting 12-months of customer account billing data necessary for the calculation of a household's energy burden. In an effort to expedite the provision of usage data, the Energy Assistance Program agreed to compute the dollar value of annual usage for SPPC/NPC applicant households. The program is provided the current rates and then multiplies the rate by units of energy consumed (kwh & therms). The Energy Assistance Program developed an automated document that calculates the dollar value of the usage until such time as the interface issues are resolved.

Manpower Shortages

The majority of Welfare staffs in the Las Vegas and Carson City energy assistance distribution and processing centers are contract workers versus state employees with higher pay and benefits.

An analysis of the average length of stay of Las Vegas contract workers is 3.5 months. New program rules make

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training more complex. It takes an average of 6 weeks for a contract case worker in Las Vegas to be released completely from training. During the 6 weeks of on-the job training, either the supervisor or another caseworker must review all cases of the trainee, before they are entered into the system. This necessarily delays the ability to timely process applications.

Utility Service for Backlogged Applications

The Energy Assistance Program and the utilities communicate daily regarding the application status of customers with delinquent accounts. The manual usage data exchange mechanism is a means by which the utilities have knowledge of a customer with a pending application. Customers who have not yet applied for energy assistance are provided an application at the utility and may often have the completed application faxed at the utility.

As an interim procedure due to the backlog of applications, the Energy Assistance Program will expedite a pending application for those households who are due for shut-off. Once the interface issue is resolved and case processing is current, this procedure will no longer be necessary.

Evaluation

The Welfare Division believes that the UEC energy burden criteria as set forth in NRS 702.206(6) restricts the payment of energy assistance based solely on energy burden criteria. Welfare received a legal opinion from its Deputy Attorney General to this effect dated January 24, 2003.

Flexibility in applying the energy burden criteria may have been helpful in alleviating the application backlog in the first half of FY03.

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Section 7

Program Objective 4: Compensate Low-Income Households for their “Energy Burden” Relative to the Statewide Median

The UEC is to help needy Nevadans with unaffordable energy costs by increasing the level of energy assistance on a per household basis.

NRS 702.260.(6)(a) requires in FY03, Welfare to the extent practicable, implement a benefit methodology for determining assistance that compensates low-income households for their “energy burden”²² relative to the statewide median.

Subsection 6(b) provides that Welfare may adjust the amount of assistance that the household will receive based upon such factors as:

- (1) The income of the household;*
- (2) The size of the household;*
- (3) The type of energy that households use; and*
- (4) Any other factors which, in the determination of the welfare division, may make the household particularly vulnerable to increases in the cost of natural gas or electricity.*

²² “Energy burden” is the percentage of a household’s income spent on electric and natural gas utility service.

In the 1st half of FY03, 648 households at or below 150% of poverty were denied energy assistance because their energy burdens were less than the statewide average of 4.27%.

These income eligible households are largely seniors and the disabled, often times living in subsidized housing.

Changing the LIHEA Benefit Criteria to Mirror the UEC

In March 2002, the Welfare Division made an administrative decision that it would pursue changing the LIHEA eligibility criteria and benefits to mirror the UEC eligibility criteria and benefits. The decision was presented to the committee that was assisting the Welfare Division in developing and adopting the Nevada Fund for Energy Assistance and Conservation State Plan. The change to the LIHEA State Plan was presented at a public hearing with notice and opportunity to provide input pursuant to NRS 422.244 on July 2, 2002.

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For FY03, all federal LIHEA and state UEC income eligible households would receive benefits based solely on whether their calculated “energy burden” exceeds that of the average energy burden statewide.

Income eligible households with energy burdens less than 4.27% of annual income, do not receive energy assistance pursuant to either the UEC or LIHEA. LIHEA caps its benefits based upon income as shown on *Attachment 5*. If the household has an energy burden greater than the LIHEA benefit and is eligible for benefits through the UEC, the difference can be made up with UEC funds. The FY02 LIHEA benefits criteria of income, household size, fuel type, and other risk factors, would no longer apply.²³

Welfare represents that for purposes of curtailing administrative simplicity it was necessary to have the LIHEA criteria mirror the UEC. There is often a distinction in administrative complexity in designing and implementing a new program, versus modifications to an existing program.

Evaluation

At the January 29, 2003 meeting of the Welfare Division Committee of the Whole; Welfare, Housing, the utilities, and the persons representing various state and local agencies and community-based

organizations, determined that it would be prudent to pursue a modification in the 2003 LIHEA State Plan to allow energy assistance payments in the amount of \$120 to income-eligible households with energy burdens less than the statewide average of 4.27%.

The Welfare Division will prepare the appropriate 30-day notice of public hearing. If adopted, the Welfare Division will incur additional administrative expenses to incorporate this amendment to the 2003 LIHEA State Plan into its computer system. Also, additional costs will be borne to notify the approximate 650 low-income households to date that have been denied assistance under the energy burden criteria.

²³Reference Attachment 10: LIHEA Benefits Matrix.

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Section 8

**Program Objective 5:
Stabilize Utility Bills by
Equalizing Energy Costs and
Assistance Benefits Over
Time**

The UEC is to help needy Nevadans with unaffordable energy costs by stabilizing energy costs over time.

NRS 702.260.6(a) requires in FY03, Welfare to the extent practicable, implement a benefit methodology for determining assistance that compensates low-income households for their "energy burden" relative to the statewide median.²⁴

Part and parcel with the energy burden discussion in Section 7, is how the Fixed Annual Credit, or FAC,²⁵ is a tool help stabilize utility bills over time.

As the name implies, the FAC is the amount of money necessary to on an

²⁴Not an explicit requirement of Chapter 702, but a stated goal of the Welfare Division per *Nevada Fund for Energy Assistance and Conservation State Plan 2003*, Section 8, Program Objective 6.

²⁵ A FAC is an amount of money sufficient to reduce the percentage of the applying household's income spent on natural gas and electricity to the median percentage of the household income spent on natural gas and electricity statewide.

annual basis bring a low-income household energy burden to parity with the median energy burden statewide.

Because the FAC is derived based on annual energy usage and energy costs, FAC payments can be large, exceeding one or several months of a low-income household's unaffordable energy costs.

In such instances of a large FAC, crediting the FAC payment to a household's utility account in one lump sum payment, while possibly alleviating the immediate or near-term crisis, is not an optimal way to help stabilize the household's unaffordable utility bills over time.

For instance, a hypothetical Ms. Jones would pay \$80 per month each month towards her \$960 annual electric bill, which may exceed \$125 per month in the summer and be much less in the winter. energy assistance would then be applied to Ms. Jones electric account in the form of a credit, or monthly reduction to her bill. If under the applicable benefits criteria it was determined that Ms. Jones was eligible for annual energy assistance in the amount of \$480, her monthly bill

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would be credited by \$40, reducing Ms. Jones's responsibility to \$40 per month.

Ms. Jones could budget the \$40 each month from her fixed income Social Security check. This would greatly reduce the odds that she would face a utility shut-off or be forced to turn off her air conditioner on a 100 degree summer day.

Evaluation

The utilities already promote an "equal payment plan" program, levelizing monthly utility bills on an annual basis.²⁶

Welfare has discussed this matter with the three large utilities. The utilities have represented to Welfare that they do not have the ability to spread payment over 12 months.

At the January 29, 2003 meeting of Welfare's Committee of the Whole, the parties agreed that ongoing efforts would be pursued to try and reach a workable outcome on this matter.

²⁶ The small regulated utilities such as City of Boulder, City of Caliente, City of Fallon, and City of Pioche have no mechanism to spread payments over 12 months.

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Section 9

Program Objective 6: Develop an Emergency Energy Assistance Program²⁷

NRS 702.260(4) authorizes Welfare to render emergency assistance to a household if an emergency related to the cost or availability of natural gas or electricity threatens the health or safety of one or more of the members of the household.

Such emergency assistance may be rendered upon the good faith belief that the household is otherwise eligible to receive assistance pursuant to this section.

Emergency Assistance Provided in FY02 and FY03

Attachment 11 reports LIHEA-UEC Fund Emergency Assistance FY02 and the 1st half of FY03.

In FY02, 4,783 applications for emergency assistance were received, (2,853 So. NV and 1,948 No. NV). 3,196 applications were approved, with 1,633 denied. Benefits paid totaled \$1.061 mm, for an average payment of \$332.

²⁷ Reference statutory requirement NRS 702.260.4 and 702.270.4.

In the 1st half of FY03, 38 applications for emergency assistance were received, (5 So. NV and 33 No. NV). 24 applications were approved, with 14 denied. Benefits paid totaled \$26,692, for an average payment of \$1,112.

Welfare Emergency Assistance Requirements

Nevada Fund for Energy Assistance and Conservation State Plan 2003, Section 11. Provision of Emergency Assistance, 11.1 Welfare Division, 11.1.1 Welfare Division.

The emergency assistance "Fast Track" program is the current energy assistance benefit program on an expedited basis. The emergency benefit is the Fixed Annual Credit (FAC) the household is eligible to receive.

Eligibility requirements include:

That the household demonstrates that it has experienced an unexpected loss or reduction of income of at least 15%.

That the household demonstrates that it has experienced recent unexpected emergency expenses of at least 15% of the household's total gross income which

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caused the inability to pay heating/cooling costs. Emergency expenses can include car repair bills only if transportation is needed for employment or medical care and the repairs are critical to the operation of the vehicle.

Routine, recurring bills, i.e., medical, do not qualify as unexpected unless the applicant documents a member of the household has a terminal illness.

Increases in utility costs due either to harsh weather or utility fee increases levied on all residents do not qualify as unexpected since they are not individualized to any particular household.

Additionally, the household must be in 1) danger of having heating or electric service disconnected within 48 hours, or 2) need of heating fuel, or 3) need of a deposit with a UEC participating gas/electric utility; and, the household must have tried to alleviate their own energy-related crisis, including personally contacting (via phone or face-to-face) the utility vendor to request a payment plan and been denied.

Fast-Track Program emergency assistance cannot be approved unless the benefit or a combination of the benefit and a payment made by the household are sufficient to alleviate the crisis (maintain or restore service).

Each household can only receive Fast-Track Program assistance every other year, unless there are extenuating

circumstances, i.e., terminal illness, car accident, etc.

The Fast-Track benefit is the Fixed Annual Credit (FAC) the household is entitled to.

If a household is ineligible for Fast-Track case processing, but is eligible to receive a FAC benefit, their case is placed in date order received and processed with the regular applications.

Evaluation

Loss of utility service can result in extreme risks to health and safety. Households are most vulnerable during the winter heating months in the north, and during the summer cooling months in the south. Heat-related illnesses including death particularly affect the elderly.

There are differing opinions between Welfare and some of the community based organizations (CBOs) concerning:

- The emergency assistance program being included with regular energy assistance program.
- The level and detail of eligibility requirements may be too restrictive and onerous.
- The annual exclusivity provision: A household can only receive emergency assistance or regular energy benefit in one year. Welfare's emergency assistance and the regular

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benefit are the same FAC benefit amount.

- The provision that households can only receive emergency assistance every other year.
- The provision that increases in utility costs are not a justification for emergency assistance because the costs are not unexpected may not be appropriate.
- The requirement that the level of emergency assistance to be sufficient to alleviate the crisis (maintain or restore service) may create a "double jeopardy" for some needy Nevadans given the fact that the amount of emergency assistance is based on the FAC-energy burden calculation.
- The requirement of a 48-hour termination notice, or actual disconnect.
- Households in legitimate emergency crisis, can under the current method of screening for eligibility, be deemed ineligible for assistance for having a FAC-energy burden less than the statewide average.

Evaluation

At the January 29, 2003 meeting of Welfare's Committee of the Whole, the Welfare Division agreed that the Committee should in the near future explore various ways to address the need for a more flexible and responsive emergency assistance component to the overall energy assistance program.

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Section 10

Program Objective 7: Expand and Advance the Weatherization and Energy Efficiency Services

The UEC is to help needy Nevadans with unaffordable energy costs by accelerating efficiency improvements in energy-wasting homes, equipment and appliances.

Program objectives include: expand weatherization and efficiency services to the balance of the state, and increase the level, consistency, and quality of the services provided by the number of units weatherized, and efficiency measures installed per dwelling.

The components of program design include the design and implementation of an administrative business plan for program operations, and periodic assessments of subgrantees' capacities to strengthen skills and leverage resources.

In FY02, 379 low-income dwellings were weatherized, versus 191 in FY01.

The Housing Division has weatherized about 560 dwelling units in the 1st half of FY03, and projects to reach full program build-out during the 4th quarter of FY03: 1392 low-income units weatherized.

The Department of Energy's federally funded Weatherization Assistance Program (WAP) began as an emergency response to the 1970s oil crisis. In its early phase, volunteers installed temporary efficiency measures. Since that time, weatherization has evolved into a sophisticated program employing advanced technologies for achieving greater energy savings.

Throughout the Nevada Housing Division's designated service areas, weatherization crews use advanced diagnostic tools, like the blower door, to determine the most cost-effective measures for each home inspected. Typical measures include ceiling, floor and duct insulation, insulation of hot water heaters, repair or replacement of heating and cooling systems, and the reduction of heat loss through doors, windows, and other points of infiltration.

Expand Weatherization and Efficiency Improvements to Balance of State

Prior to UEC, low-income weatherization and efficiency services were limited to

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Clark and Washoe counties with an additional rural county served each year. The rural county chosen was on a rotating basis through the two Housing subgrantees, *HELP* of Southern Nevada, and the *Community Services Agency* (CSA) in Northern Nevada.

In FY02, the Housing Division added two new subgrantees: *Rural Nevada Development Corporation (RNDC)* and *Neighborhood Services of the City of Henderson*. Low-income weatherization and efficiency services now cover Clark, Washoe, Storey, Douglas, Lyon, Churchill, Carson City, Humbolt, White Pine, Lincoln, Eureka and Nye counties.

Both *RNDC* and *Neighborhood Services* have administered housing rehabilitation programs during the last ten years and provide an opportunity to incorporate housing rehabilitation into the weatherization program.

The Housing Division anticipates expanding services to Lander, Mineral, Eureka and Esmeralda counties during FY04.

Increase the Level and Quality of Services Provided FY02 and FY03

With the addition of the UEC in FY02, the Housing Division nearly doubled the number of low-income dwelling units weatherized. The Housing Division projects to weatherize approximately

1392 units through the 4th quarter of FY03. About 560 units were weatherized in the 1st half of FY03.²⁸

As of 12/31/02, CSA in No. NV had over 150 qualified applications on file and has hired an additional outreach worker.

CSA is working with the owners of multi-family complexes and the Reno Housing Authority to identify additional eligible low-income households. CSA's subcontractor has more than doubled the size of its installation crews from 2 to 6 and is in the process of hiring an additional installation crew.

HELP of So. NV. had over 240 applications on file as of 12/31/02. *HELP* of So. NV. is scheduling work through the Clark County Las Vegas and North Las Vegas Housing Authorities. *HELP* of So. NV. has doubled the size of its current weatherization warehouse and office space and has purchased additional work trucks and equipment. *HELP* of So. NV. has a staff of 12 installation technicians, hired a weatherization program administrator and an additional outreach worker, and intends to hire four additional installation technicians.

RNDC utilizes two subcontractors and their crews. As of 12/31/02 RNDC had

²⁸ Weatherization received additional UEC dollars in 12/02, and subsequently adjusted upward subgrantee grants and weatherization goals by about 100 additional units per subgrantee. The subgrantees are in the process of adjusting work plans to accommodate additional units.

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over 40 approved applications for weatherization services.

The average expenditure per dwelling unit has increased as additional measures are being installed, such as energy efficient lighting, refrigerators. The efficiency levels of heating and cooling systems are also be conducted.²⁹

Increasing the amount spent per household should lead to greater energy savings. *Attachment 7* reports subgrantee receipts, obligations, and production for FY02 and FY03 (recorded first half; projected second half.) The average on-site investment per household is reflected.

Growing to Higher Levels of Service in the Coming Years

Increasing production from under 200, to almost 1400 dwelling units annually in three years time is a significant accomplishment for the Housing Division.

Growing annual production to *higher levels of service* in the coming years through a *consistent* and *quality* approach, requires the Housing Division to pursue sophisticated program administration and capability building with subgrantees.

²⁹ As discussed in Section 11 Leveraging, in FY02 Housing Trust Funds were used to replace furnaces or air conditioning units in 50 housing projects.

To do this, the Housing Division should:

- Design and implement a sophisticated business plan for administering all aspects program operations.
- Conduct periodic assessments of, and provide the necessary enhancements to, subgrantees' capacities so that skills can be strengthening and resources leveraged.

Higher levels of service =

Increasing the total number of dwelling units served +

Increasing the level of efficiency gains and energy savings per unit.

A consistent and quality approach requires the designation of mandatory weatherization efficiency improvements implemented across the board by the subgrantees and their installation crews³⁰; and the implementation of performance standards regarding quality of work and timeliness of program delivery.

Administrative Business Plan for Improved Program Operations

The transition to a \$3+ million program with the goal of reducing energy consumption in low-income housing

³⁰ Where applicable in dwelling unit.

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requires the development of new business processes, policies and guidance, along with a wide array of management systems, tools, and reports to track performance and ensure accountability.

The scope of the projects requires a business plan that clearly states performance goals and objectives and delineates specific the task and timelines for completing work necessary for efficient and effective operations.

Part of an effective administrative business plan for Housing low-income weatherization is the development of standards, policies, and procedures that are a predicate for getting a rate of return worth the effort. Standards allow for the setting and evaluation of performance goals for efficiency savings and cost effectiveness.

In FY02, the Housing Division began design work on the following standards:

- Update and revise installation standards (completed March 2002); and installation policies and procedures (completed August 2002).
- Prioritize weatherization and efficiency measures (finalized January 2003).
- Develop a method to assess cost effectiveness (to be completed February 2003).
- Establish policy standards for ensuring the installations of efficiency

measures with the greatest energy saving benefit (completed January 2003).

- Obtain data from Welfare on high-energy users (in progress).

Installation Standards, Policies and Procedures

Richard Heath and Associates (RHA), of Chico, CA. was retained by Housing in FY02 to develop a much-needed *Weatherization Installation Standard Manuals* for conventional and mobile homes, and a corresponding *Policy and Procedure Manuals* for site built and mobile home applications.

The standards provide a set of written guidelines for the installation and post-inspection of weatherization measures installed including:

- Combustion appliance safety inspection.
- Blower door and duct tester operation.
- Shell sealing, caulking, and weatherstripping.
- Duct system analysis, repair and insulation.
- Ceiling, wall, and floor insulation.
- Attic ventilation.
- Water heater and pipe insulation.

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- Energy-saver showerhead and faucet aerators.
- Repair and replacement of central HVAC, room AC, central forced air heating systems, evaporative coolers, and electric and gas water heaters.
- Programmable thermostats.
- Window and glass replacement.
- Storm window and doors installation.
- Shade screens.
- Compact fluorescent lamps.
- Replacement of refrigerators.

The standards serve as a benchmark for defining quality workmanship and a tool for measuring quality performance. The standards are a valuable resource for defining performance elements, training workers, and inspecting completed dwellings.

In preparation of the guide, numerous regulations, codes, standards, training manuals, and manufacturers' specifications were reviewed. The standards are intended to meet or exceed existing codes and regulations.

Prioritization of Weatherization and Efficiency Improvements

To achieve higher level of services Housing must provide its subgrantees with a method to evaluate weatherization and efficiency measures, and prioritize improvements by cost-effectiveness (energy savings greater than cost).

Consistent and quality work across subcontractors requires that certain weatherization and efficiency improvements be designated as mandatory, or required where applicable.

Architectural Energy Corporation (AEC) of Denver, Colorado was retained to develop a computerized energy audit software program to prioritize a variety of energy efficiency measures. The program develops a list of cost effective measures based on the climatic region, housing type (single family, mobile home or multi-family), type of fuel (natural gas, propane, electricity) and the installed cost of the measure.

See multi-page *Attachment 12, MANDATORY and RECOMMENDED Field Measures* selected on the basis of health, safety, and cost effectiveness. The measures are ranked and are to be completed in descending order according to their cost effectiveness as established by the statewide energy audit performed by AEC. This ensures that the efficiency measures that generate the greatest energy savings to investment are completed first.

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In FY02 Richard Heath and Associates also worked with Housing to develop guidelines for weatherizing rental units. The objective is to ensure that tenants are the primary beneficiaries, with the level of assistance prioritized by high energy bills. This approach is similar to methods used by other states.

The completed prioritization provided in *Attachment 12* is being disseminated to the subgrantees by the end of January 2003, with implementation to follow as soon as practicable in the second half of FY03.

As part of the ongoing capacity assessments of subgrantees, the Housing Division will monitor on a periodic basis the subgrantees' compliance with prioritizing measures, and provide any needed assistance or modifications to this program component. This will be done through the monthly Building Weatherization Reports (BWR's) which record on-site measures installed per housing unit.

The direct project costs (materials and labor) were just over \$1500 in FY02. The \$1500 does not include overhead, vehicle and equipment costs, and program management. The Housing Division is currently assessing whether administrative costs are within program parameters.

Based on the evaluation, the Housing Division will develop specific steps or safeguards to control overhead beginning

with review of subgrantees monthly expenditure reports.

Energy Savings and Cost Effectiveness Assessment

Cost effectiveness assessments in order to optimize energy savings is critical. Housing elected to use the engineering method to assess energy savings and cost-effectiveness. Engineering analysis works with energy savings estimates for each energy efficiency measure.

AEC is currently developing an analytical tool using Housing's database, designed to measure the energy savings for each home receiving weatherization and efficiency improvements. The database is anticipated to be completed early in 2003.

The Housing Division expects to run the 1st tests of the cost-effectiveness database in mid-February on its 2002 data on energy savings per dwelling unit. This will provide Housing with valuable information on educated estimates of program cost effectiveness that will be part of a more concrete assessment in the 2nd half of FY03.

Electronic Record Keeping

The Housing Division has been updating and revising its "Building Weatherization Reports" (BWR) automated data

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processing system through ACCESS³¹ that allows critically needed record keeping and tracking of the subgrantees' weatherization projects. The BWR has been expanded to include electronic fields for most installed measures such as refrigerators, doors, and windows; prioritization of client assistance; an calculation of energy savings for each dwelling unit.

The BWR provides a real time interface between program administration and weatherization crews to assess program performance by measures installed and cost effectiveness.

The tool track the measures installed at each household and permit management to monitor the performance of each subgrantee. The tool is effective in identifying costly and ineffective weatherization practices and will be used to estimate energy savings resulting from program investments.

Weatherization data is entered on-site by work crews into an electronic BWR Report using a PC tablet. Data is then transmitted from the field to project weatherization managers and subsequently to the Housing Division. Management tracks the measures installed at each household in terms of the weatherization measures identified at the time of the Project Assessment.

³¹ ACCESS is a Microsoft product and is a part of the MS Office suite. It is a common data management software tool.

With each weatherization crew tracking projects through an on-site lap-top, Housing's data processing system will generate Building Weatherization Reports (BWRs) by the weatherization projects completed with the following data fields:

- subgrantee,
- county,
- funding source,
- direct weatherization costs,
- housing type (SF, MF, MH),
- primary fuel source,
- household characteristics, and
- weatherization measures installed by the category types of
 - air sealing,
 - general heat waste, conservation,
 - health and safety,
 - and minor home repairs.

Attachment 13 provides the Building Weatherization Report (BWR) for FY02 created in the 2nd quarter of FY03 by going back through manual records.³²

Assessing the Capacities of the Subgrantees

Part of Housing's contracting process with subgrantees includes establishing the total number of dwelling units that must be completed per fiscal year.

³² As discussed under a heading that follows in this section on emergency weatherization, the BWRs will also allow Housing to systematically provide efficiency improvements to all low-income households receiving energy assistance.

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Subgrantees are required to provide monthly production reports and financial status reports which allow management to monitor number of units completed and cost per unit.

In the second quarter of FY03, Housing began to assess the service capacity of its subgrantees to determine ways to improve the level and quality of services provided.

A capacity assessment is a structured, analytical process in which various dimensions of capacity are assessed in terms of expectations, program goals, public benefits and the quality of service to the end-user.

The Housing Division's capacity assessment will evaluate the effectiveness and efficiency of each subgrantee's weatherization program in terms of :

- The ability to achieve production goals.
- The effectiveness of the program design and standards in delivering measures for achieving energy savings.
- The administrative efficiency of program operations.
- The timeliness of program delivery.
- The quality of the work performed.

The assessment will identify areas needing improvement. The assessment work has already contributed to identifying the need for greater policy guidance. The assessment may identify areas for improving contracting, program outreach, project quality assurance inspections.

Ongoing Subgrantee Training

The delivery of the program depends on having a skilled, experienced and motivated labor force. Ongoing training is needed to develop competencies of workers.

Housing has contracted with RHA to provide classroom and field training on Combustion Appliance Safety and Duct Leakage Testing for all subgrantees, their staffs and contractors. This is to ensure consistency between all installation and inspection crews.

The one-week course is scheduled for March 2003 and will substitute for one week of the otherwise two-week weatherization course crews generally attend in Stockton, CA at Pacific Gas & Electric's Weatherization Training Center. The Nevada training will save travel time and expenses, and provide training tailored to Nevada's climate, particularly Southern Nevada's extreme cooling requirements.

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Hiring Additional Subgrantees

The Housing Division will be issuing an RFP for new and/or additional subgrantees for FY04 that will be results-based oriented, requiring respondents to demonstrate how they manage or could manage multiple goals such as leveraging resources and human capital, and increasing the efficiency per unit while increasing the number of units.

This is consistent with legislative direction to weigh the results of subgrantees in awarding funds. The RFP process will set specific performance targets and require subgrantees to present strategies for achieving them.

Targeting Efficiency Improvements to Low-Income Households Receiving Energy Assistance and Living in Energy-Wasting Dwellings.

Households with high energy consumption (high utility bills) provide the greatest potential for energy savings.

As noted in Section 6 Welfare, Housing, and the utilities are working towards electronic integration through a new computer software system that will allow a sharing of utility bill and energy usage data.

Households identified with energy assistance benefits at or above \$600 will

be transferred to the Housing Division for prioritization of weatherization and energy efficiency improvements.

When operable hopefully in early 2003, the electronic data transfer from Welfare will save Housing time and resources in otherwise duplicative data entry and application processing.³³

When the electronic data transfer between Welfare and Housing is functional, Housing will be able to key on a households' energy usage data to generate a prioritized service list by subgrantee service territories.

The subgrantees then will notify all households through postcards of the availability of weatherization services. Subgrantees will then be able to download, print, and provide to interested households, completed weatherization applications for their review, verification of information, and signature.

Emergency Assistance: Identify and Treat Hazardous Living Conditions

In FY02 weatherization technicians responded with emergency assistance for heating and cooling system repairs or

³³ A copy of the weatherization application is not on the Housing Division's Web Site with instructions on completing and applying for weatherization assistance.
www.nvhousing.state.nv.us/

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replacement to approximately 50 households. For every dwelling unit weatherized with gas appliances, a combustion appliance safety inspection is performed to check the levels of carbon monoxide emitted. The weatherization program provides a carbon monoxide detector in all households which have gas appliances.

During the second half of FY03, the Housing Division will be using the ACCESS-generated Building Weatherization Reports (BWRs) to track emergency weatherization and efficiency improvements. This is illustrated in *Attachment 13*, the BWRs for FY02 created in the 2nd quarter of FY03 by going back through the manual records.

Evaluation

The Housing Division has established very ambitious weatherization production goals for FY03: nearly 1400 dwelling units weatherized by the end of the fiscal year, with 560 units served in the 1st half of FY03.

To achieve this higher level of service, it is absolutely essential that the Housing Division stay on course and follow through with this newly initiated program developmental work.

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Section 11

Program Objective 8: Coordinate Welfare and Housing Division, and Utilities, Energy Assistance and Efficiency Programs

NRS 702.260(8)(c) and .270(6)(c) require the Welfare Division and the Housing Division to coordinate with other federal, state and local agencies that provide energy assistance and energy efficiency services to low-income persons, and to the extent allowed by federal law and to the extent practicable, use the same simplified application forms as those other agencies.

use of case management dollars to ensure that low-income households with high energy assistance payments are not only evaluated immediately by Housing for weatherization and efficiency services, but also where appropriate, counseled and educated on energy conservation through the community-based organizations.

Welfare and Housing

Welfare and Housing are working together to expand program outreach through tools such as developing a common application form and informational flyer as well as joint program evaluation criteria.

95% of data fields required by Welfare and Housing are identical. There are only a couple of questions that are different/specific to Housing.

Welfare is also interested in exploring the

Housing and Utilities

In late summer 2001, the PUCN authorized a collaborative with SPP and NPC to develop low-income and other residential DSM programs. An agreement was reached in late summer 2002 that SPP and NPC devote \$1.3 million in 2003 to a low-income "core program" of DSM applications and services for single family, multifamily and new construction housing.

This expenditure is being coordinated with the Housing Division's weatherization and energy efficiency program, and delivered primarily through Housing's four sub-grantees. An additional \$2 million in utility DSM

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program funds dedicated to the general residential class may also be coordinated with the Housing Division and its sub-grantees.

The low-income program was developed based on the Housing Division's stated needs. The core program consists of:

Funds for labor, materials, and management assistance, to enhance and strengthen the expansion of sub-grantees and production levels, the UEC requires for low-income weatherization and energy efficiency services.

Funds and training for integrating energy efficiency education into the delivery of weatherization services by sub-grantees.

Education and inspection services for ductwork, including:

- Proper installation and repair of inefficient ductwork for Housing Division sub-grantees.
- Proper ductwork installation for new or renovated multifamily affordable housing for contractors.

Weatherization labor and materials for households in low-income multifamily dwelling exceeding the federal poverty guideline of 150%, up to 60% of median income. For some multifamily projects, all dwelling units will be addressed. Engineering assistance and funding will also be provided for multifamily common area efficiency improvements.

The \$1.3 million in DSM dollars is only a one-year allocation. If the implementation of new DSM partnership is successful, hopefully this collaboration will continue.

Evaluation

Promoting energy efficiency is in the public interest. Even though energy efficiency makes economic sense, there are significant market barriers that prevent cost-effective efficiency investments. Most often, households lack the necessary ready cash to spend on energy efficiency.

Other limitations include:

- *Split incentives* (where one party pays for the investment and the other pays the utility bill), such as between landlords and tenants and similarly between new home builders and the first owners;
- *Tenure versus appliance life* a customer may not believe that he can gain adequate benefits from an investment if the length of residency is short or uncertain, even though future customers who occupy the premises would receive benefits over the life of the investment;
- *Lack of information* by customers on their investment choices with different energy use, effectiveness, and impact on energy costs;

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- *Lost opportunities* are efficiency investments that must be made at a particular time, when a building is built or an appliance is replaced.

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Section 12

Program Objective 9: Leverage Resources

Leveraging is not a UEC statutory requirement, but the FY 03 UEC State Plan, Section 13 addresses the leveraging goals. This is an opportunity for the Energy Assistance Program to receive additional federal funds.

Leveraging Energy Assistance Funds with other Sources

The Department of Health and Human Services (via federal LIHEA) grants states leveraging awards annually based on the amount of non-federal monies reported as being spent for low-income energy assistance within the state. The Welfare Division is reporting all state UEC funds to the U.S. Department of Health and Human Services for a possible leveraging award.

Attachment 13 *Welfare Leveraging Worksheets* report leveraged resources of \$1.85 mm and \$2.87 mm for the respective periods of 10/01/00 – 9/30/01 and 10/01/01 – 9/30/02.

Leveraging Weatherization Funds with other Sources

The Nevada Housing Division is researching U.S. Department of Energy

(DOE) regulations for possible leveraging of UEC funds received by the Housing Division. State Housing hired a consultant to identify potential sources of additional program funds that could be used for leveraging, i.e. housing rehabilitation funds, Community Development Block Grants, HUD funds, Housing Preservation Grants, landlord contributions, counties wanting to contribute funds for leveraging etc.

The only funds currently leveraged in the WAP program for FY 2002 are \$142,000 from the Housing Trust Fund.

HELP of So. NV has worked with Christmas in April, received water heaters energy brochures from Southwest Gas and Nevada Power, in addition to contributions from the Clark County Housing Authority for weatherization of rental units.

In addition to leveraging potential funding sources, the Housing Division is researching the possibility of leveraging human capital such as union work crews or persons learning how to weatherize homes or providing energy conservation services via any other public or private program. The Housing Division will encourage other persons to provide resources and services, including, to the

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extent practicable, schools, employment and/or union programs that provide training in the building trades and apprenticeship programs. The Housing Division will, in preparing the FY03 state plan, ascertain how other states accomplish this and seek guidance from knowledgeable persons within the state.

The Housing Division's consultant detailed the various sources of funds used to provide energy assistance, weatherization assistance housing rehabilitation funded with state, federal and utility funds.

For example, DOE WAP funds can be used to provide basic weatherization measures, health & safety items, and basic minor home repair. UEC monies are being used to supplement the existing DOE funds on the same unit by installing electric base load reduction measures, installing higher efficiency windows, and/or high-efficiency heating or air conditioning systems.

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Section 13

**Program Criteria 10:
Develop a Process for
Making Changes to
Programs**

NRS 702.260.8(e) and .270.6(e) requires Welfare and Housing to develop a process for making changes to its energy assistance and weatherization and energy efficiency programs.

The Welfare and Housing Divisions have statutory processes in NRS 422.224 for making changes to state plans. The statute specifies at least 30 days advance notice is required and also specifies that requirements that must be met by the notice.

Also, the Welfare Division initiated a formal planning process in Fall 2001 by forming a UEC Committee of the Whole and five subcommittees with representatives and participation from Welfare and Housing, utilities, Public Utility Commission, Bureau of Consumer Protection, Nevada State Energy Office, and various other governmental and community-based organizations. The committee came together for the common goal of developing the UEC State Plan.

Welfare convened a meeting of the UEC Committee of the Whole on January 29, 2003 to review the first six months of FY03 energy assistance and

weatherization program operation, and consider any modifications or changes.

These meeting should continue in the future, with program status reports provided by Welfare and Housing on quarterly basis.

*Welfare, Housing, and utilities working together on a common goal:
Easing the energy burden of low-income Nevadans.*

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Easing the energy burden of low-income Nevadans.*

Attachments

<i>Attachment 1</i>	Welfare Division Formal Planning Process: Committees, Meetings, and Public Hearings
<i>Attachment 2</i>	Energy Assistance: Federal LIHEA and State UEC Receipts and Obligations: FY02 and FY03 (1 st half recorded, 2 nd half projected.)
<i>Attachment 3</i>	Energy Assistance Program Activity and Household Demographics: Monthly and Cumulative Reports 1 st half of FY03 Relative to 1 st half of FY02
<i>Attachment 4</i>	Energy Assistance Administrative Cost Projections
<i>Attachment 5</i>	LIHEA FY03 Energy Assistance Maximum Benefits Criteria
<i>Attachment 6</i>	Fixed Annual Credit (FAC) Energy Assistance Payment Ranges 7/1/02 through 1/7/03
<i>Attachment 7</i>	Weatherization Program federal WAP and state UEC Awards and Expenditures: FY02 Actual, FY03 Projected.
<i>Attachment 8</i>	Energy Assistance Program Activity: FY02 Relative to FY01
<i>Attachment 9</i>	Energy Assistance Intake Sites
<i>Attachment 10</i>	LIHEA FY02 Energy Assistance Benefits Matrix
<i>Attachment 11</i>	LIHEA-UEC Fund Emergency Assistance FY02 and the 1 st half of FY03
<i>Attachment 12</i>	Weatherization Field Measure Priority List
<i>Attachment 13</i>	Building Weatherization Report (BWR) for FY02
<i>Attachment 14</i>	Welfare Leveraging Worksheets

Welfare Division Formal Planning Process: Committees, Meetings, and Public Hearings

Committees

Committee of the Whole

- *Fixed Annual Credit Subcommittee*: Linda Mercer Chair; Larry Spitler, Minutes; Members: Nancy Kenison, Jon Sasser, Cloyd Phillips, Belia Davis, (Clark County representative TBA), Ernie Nielsen
- *Coordination of the LIHEA Program, the Weatherization Assistance Program and the Public Utility Program Subcommittee*: Cloyd Phillips Chair; Lynn Houghton Minutes; Members: Deni Conrad, Linda Mercer, Craig Davis/Chris Munro, Kate Hubbard, Donna Brown, Richard Sevigny, Joe Johnson, Ernie Nielsen
- *Leveraging Opportunities Subcommittee*: Craig Davis/Chris Munro, Chair; Bob Cooper, Minutes; Members: Linda Mercer, Ernie Adler, Robin Clayton (SWGAs), Donna Brown, Doretha Graham-Easler, (Clark County representative TBA), Joe Johnson, Ernie Nielsen
- *Benefit Issues Subcommittee*: Lynn Houghton, Chair; Shawna Parker, Minutes; Members: Donna Brown, Linda Mercer, Nancy Kenison, Bob Cooper, Deni Conrad, Craig Davis/Chris Munro, Cindy Wesson, Ernie Nielsen
- *Reporting and Public Relations Subcommittee*: Rota Rosaschi, Chair; Cynthia Mitchell, Minutes; Members: Craig Davis/Chris Munro, Linda Mercer, Karen Foster, Bob Cooper, Harry Butz, Washoe County Public Relations Person TBA, Keith Lane, Ernie Nielsen

Meetings and Public Hearings

- | | |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8/31/01 | Meeting Carson City "UEC State Plan Advocacy Group" <ul style="list-style-type: none">• Receive/review draft state plan and AB 661 |
| 9/7/01 | Meeting Carson City "UEC State Plan Advocacy Group" <ul style="list-style-type: none">• Receive re-draft state plan
(meetings/hearings now videoconference – Las Vegas and Reno) |

- 9/14/01 "Nevada Fund for Energy Assistance and Conservation" State Plan Advocacy Group
- Review of Plans
- 11/1/01 Public Hearing to Adopt the Nevada Fund for Energy Assistance and Conservation State Plan FY02
- 2/13/02 Fiscal Year 2003 State Plan Planning and Implementation Initial Meeting
- Subcommittees established
- 3/14/02 Benefits Subcommittee
- Subcommittee of subcommittee working on defining "emergency"; To be handed out to Committee of Whole 4/3/02
- 3/14/02 FAC Subcommittee
- 3/19/02 Coordination Subcommittee
- 3/20/02 Leveraging Subcommittee
- 3/27/02 Reporting and Public Relations Subcommittee
- 4/3/02 Fiscal Year 2003 State Plan Planning and Implementation Initial Meeting
- Subcommittee reports
- 4/16/02 Fiscal Year 2003 State Plan Planning and Implementation Initial Meeting
- Review draft FY03 State Plan
- 6/12/02 Public Hearing to Adopt the Nevada Fund for Energy Assistance and Conservation State Plan FY03
- 7/2/02 Public Hearing Amend LIHEAP State Plan
- Replace prior method of household income and usage with FAC
- 9/27/02 Public Relations and Outreach Advisory Committee

ENERGY ASSISTANCE PROGRAM - RECEIPTS & OBLIGATIONS FY 02 AND FY 03							ESTIMATED
	7/1/01 - 12/31/2001	1/1/02 - 6/30/2002	Total FY 02	7/1/02 - 12/31/2002	1/1/03 - 06/30/03 (estimated)	Total FY 03 (estimated)	TOTAL AVAILABLE FY 02 + FY 03
RECEIPTS							
Federal LIHEA	1,135,361	2,359,565	3,494,926	1,312,645	2,141,559	3,454,204	6,949,130
State UEC Monies from NV PUC (net Transfer)	3,088,070	3,736,422	6,824,492	2,426,690	4,561,512	6,988,202	13,812,694
AB 209	11,620	121,160	132,780	0	0	0	132,780
Housing Bond	0	0	0	2,750,000	0	2,750,000	2,750,000
Other Sources (Interest accrued from UEC 6031 Acct)		25,126	25,126	25,270	50,540	75,809	100,935
Total Fund Receipts	4,235,051	6,242,273	10,477,324	6,514,605	6,753,611	13,268,215	23,745,539
							ESTIMATED TOTAL** OBLIGATIONS FY 02 + FY 03
OBLIGATIONS							
Federal LIHEA	2,376,886	819,344	3,196,230	1,443,045	2,824,881	4,267,926	7,464,156
State UEC Fund		2,051,303	2,051,303	185,908	10,640,000	10,825,908	12,877,211
AB 209	11,620	121,160	132,780	0	0	0	132,780
Housing Bond	0	0	0	997,996	1,985,153	2,983,149	2,983,149
Total Fund Obligations	2,388,506	2,991,807	5,380,313	2,626,949	15,450,034	18,076,983	23,457,296
NET BALANCE*	1,846,545	3,250,466	5,097,011	3,887,656	-8,696,424	-4,808,768	288,243

*The net balance of \$1,846,545 (AB 209) reverted back to General Fund.

**Total projected obligations is based on assumption the Program can process 700 cases a week for 48 weeks; which accounts for vacation and sick leave absences.

1st Half FY03 Administration, Outreach, Program Design, Assistance Payments					
	Admin Costs	Outreach/ Counseling	Program Design	Client Payments	Number Served
Federal LIHEA	180,018	96,932		1,166,095	2,628
State UEC Fund	79,891	10,737	57,827	48,190	110
AB 209					
Housing Bond	117,439			880,557	1,983
Total Fund	377,348	107,669	57,827	2,094,842	4,721

FY 2003 ENERGY ASSISTANCE PROGRAM STATISTICS (7/1/02-12/31/02)						
CATEGORIES	STATEWIDE		By Region			
	TOTAL	%	South	%	North	%
# HOUSEHOLDS SERVED	4,721		2,329	49.3%	2,392	50.7%
				**		**
*Households with ELDERLY	2,432	51.5%	1,190	51.1%	1,242	51.9%
*Households with DISABLED	2,605	55.2%	1,226	52.6%	1,379	57.7%
*Households with CHILDREN UNDER 2	239	5.1%	128	5.5%	111	4.6%
SUBSIDIZED HOUSING	2,043	43.3%	892	38.3%	1,151	48.1%
TOTAL EXPENDITURES/OBLIGATIONS	\$ 2,094,842		\$ 949,549		\$ 1,145,293	
Average Payment	\$ 444		\$ 408		\$ 479	
# HOUSEHOLDS DENIED	1,143		557	48.7%	586	51.3%
*Households with ELDERLY	498	43.6%	246	44.2%	252	43.0%
*Households with DISABLED	376	32.9%	190	34.1%	186	31.7%
*Households with CHILDREN UNDER 2	41	3.6%	20	3.6%	21	3.6%
SUBSIDIZED	431	37.7%	185	33.2%	246	42.0%
DENIAL RATE		19.5%		19.3%		19.7%
<i>*Denial Reasons</i>						
Energy Burden	648	56.7%	330	59.2%	329	56.2%
Over Income	209	18.3%	112	20.1%	112	19.1%
Non Response to RFI	196	17.1%	87	15.6%	87	14.8%
Utilities Included in Rent	6	0.5%	6	1.1%	-	0.0%
Already Received Assistance	8	0.7%	4	0.7%	4	0.7%
Moved Prior to Certification	26	2.3%	18	3.2%	18	3.1%
Other	50	4.4%	29	5.2%	29	4.9%

* These characteristics may include duplicate counts when appropriate (i.e., if a household member is elderly and disabled they are counted in both categories).

**The following percentages were derived by dividing the regional number for each characteristics by the total households served in the region.

ENERGY ASSISTANCE PROGRAM ACTIVITY Comparison 1st 6 months FY03 to 1st 6 months FY03							
FY 2003	JUL	AUG	SEP	OCT	NOV	DEC	SUB-TOTAL
APPLICATIONS RECEIVED	4,246	3,277	1,440	1,928	415	759	12,065
APPLICATIONS APPROVED	105	598	666	1,058	838	1,456	4,721
APPLICATIONS DENIED	20	118	107	227	294	377	1,143
Cumulative Pending	4,121	6,682	7,349	7,992	7,275	6,201	
AVERAGE PAYMENT	\$408	\$408	\$394	\$393	\$402	\$444	

FY 2002	JUL	AUG	SEP	OCT	NOV	DEC	SUB-TOTAL
APPLICATIONS RECEIVED	5,176	1,813	1,361	2,019	1,542	1,519	13,430
APPLICATIONS APPROVED	1,127	2,001	1,033	1,462	1,506	1,395	8,524
APPLICATIONS DENIED	15	61	102	193	378	403	1,152
Cumulative Pending	4,034	3,785	4,011	4,375	4,033	3,754	
AVERAGE PAYMENT	\$252	\$263	\$267	\$273	\$275	\$280	

FY 02 total apps rec'd was 20,076. As of 12/31/01, 13,430 rec'd which represents: 67%
FY 01 total apps rec'd was 11,148. As of 12/31/00, 7,982 rec'd which represents: 72%
FY 00 total apps rec'd was 9,637. As of 12/31/99, 7,913 rec'd which represents: 82%
AVERAGE PERCENTAGE OF APPS RECEIVED THRU DECEMBER DURING 3 YEAR PERIOD: 72%

ENERGY ASSISTANCE PROGRAM CUMULATIVE DEMOGRAPHIC & STATISTICAL COMPARISON FY 03 TO FY 02				
CATEGORIES	STATEWIDE			
	FY 03	Dec-2002	FY 02	Dec-2001
Applications Received	12,065		13,430	
Applications Approved	4,721	39.1%	8,524	63.5%
Applications Denied	1,143	19.5%	1,152	11.9%
Applications Pending	6,201	51.4%	3,754	28.0%
*Households Approved with ELDERLY	2,432	51.5%	5,771	67.7%
*Households Approved with DISABLED	2,605	55.2%	6,032	70.8%
*Households Approved with CHILDREN UNDER 2	239	5.1%	1,038	12.2%
Households Approved in SUBSIDIZED HOUSING	2,043	43.3%	3,634	42.6%
TOTAL EXPENDITURES/OBLIGATIONS	\$ 2,094,842		\$ 2,388,065	
AVERAGE PAYMENT	\$ 444		\$ 280	

LIHEA PROGRAM STATISTICS - DENIAL REASONS

July 1, 2002 through December 31, 2002

(Cumulative Statistics Captured by Manual Count)

STATEWIDE	DENIAL CATEGORIES	*Elderly	*Disabled	Children *Under 2	SUBSIDIZED
Energy Burden	648	399	237	18	350
Over Income	209	53	67	11	21
Non Response to RFI	196	22	43	9	33
Sub; Utilities in Rent	6	5	1	0	5
Already Rec'd Assistance	8	1	0	0	3
Moved Prior to Certification	26	4	11	2	7
Other	50	14	17	1	12
TOTALS	1,143	498	376	41	431

SOUTH

<i>Energy Burden</i>	318	202	122	5	146
<i>Over Income</i>	97	27	33	7	9
<i>Non Response to RFI</i>	109	13	30	7	24
<i>Sub; Utilities in Rent</i>	0	0	0	0	0
<i>Already Rec'd Assistance</i>	4	1	0	0	3
<i>Moved Prior to Certification</i>	8	1	2	0	0
<i>Other</i>	21	2	3	1	3
<i>Totals</i>	557	246	190	20	185

NORTH

<i>Energy Burden</i>	330	197	115	13	204
<i>Over Income</i>	112	26	34	4	12
<i>Non Response to RFI</i>	87	9	13	2	9
<i>Sub; Utilities In Rent</i>	6	5	1	0	5
<i>Already Rec'd Assistance</i>	4	0	0	0	0
<i>Moved Prior to Certification</i>	18	3	9	2	7
<i>Other</i>	29	12	14	0	9
<i>Totals</i>	586	252	186	21	246

* These characteristics may include duplicate counts when appropriate (i.e., if a household member is elderly and disabled they are counted in both categories).

ENERGY ASSISTANCE PROGRAM ADMINISTRATIVE COST PROJECTIONS		
Category	Comment	Costs
Personnel	State personnel	283,714.00
OOS Travel		4,805.00
In-State Travel	Monitor & audit LV office	5,588.00
Supplies		9,034.00
Printing/Copying		3,670.00
Insurance		808.00
Contract Srvs-CC	Contract workers	72,831.00
Contract Srvs-LV	Contract workers	246,979.00
B & G - LV		3,250.00
Bldg Rent-CC		21,939.00
Bldg Rent-LV		22,442.00
Postage		29,220.00
Telephone		5,390.00
Dues/Registrations		2,000.00
Equipment Leases		5,832.00
Welfare Admin		61,804.00
Field Srvs Costs		20,384.00
I.S. Supplies/Internet		1,914.00
I.S. Prog. Maintenance		96,000.00
Utilities		7,298.00
Purchasing Assess.		243.00
Miscellaneous Costs		1,100.00
Subtotal Administrative Costs:		906,245.00
Adjustment; Outreach & Client Counseling*		162,000.00
TOTAL ANNUAL ADMINISTRATIVE COSTS		\$ 744,245.00

AVAILABLE ADMINISTRATIVE ALLOWANCE

LIHEA Annual Revenue:	3,359,600.00	\$ 335,960.00	10%
(Based on avg revenue over last 4 years)			
UEC Annual Revenue:	6,988,202.00	\$ 209,646.06	3%
TOTAL AVAILABLE ADMIN ALLOWANCE		\$ 545,606.06	

Projected Deficit \$ 198,638.94

*Outreach/Client Counseling includes cost allocation of personnel and contract staff, supplies, printing & copying, postage, telephone, and Field Services.

FY03 LIHEA Energy Assistance Maximum Benefits Matrix				
Household Size	MAXIMUM ANNUAL INCOME			
	MAX BENEFIT \$700 75%	MAX BENEFIT \$550 100%	MAX BENEFIT \$400 125%	MAX BENEFIT \$250 150%
1	\$6,645	\$8,860	\$11,075	\$13,290
2	\$8,955	11,940	\$14,925	\$17,910
3	\$11,265	15,020	\$18,775	\$22,530
4	\$13,575	18,100	\$22,625	\$27,150
5	\$15,885	21,180	\$26,475	\$31,770
6	\$18,195	24,260	\$30,325	\$36,390
7	\$20,505	27,340	\$34,175	\$41,010
8	\$22,815	30,420	\$38,025	\$45,630
Add:	\$2,310	3,080	\$3,850	\$4,620

Attachment 6

FAC PAYMENT RANGES - JULY 1, 2002 THROUGH JANUARY 7, 2003

	PAYMENTS MADE 01/07/03	PAYMENTS MADE 12/27/02	PAYMENTS MADE 12/07/02	PAYMENTS MADE 11/18/02	
<u>PAYMENT RANGE</u>	<u>NUMBER OF HOUSEHOLDS</u>	<u>NUMBER OF HOUSEHOLDS</u>	<u>NUMBER OF HOUSEHOLDS</u>	<u>NUMBER OF HOUSEHOLDS</u>	<u>TOTALS PER RANGE</u>
PAYMENTS UNDER \$120	34	92	55	312	493
PAYMENTS UP TO \$120	188	391	187	1,144	1,910
PAYMENTS \$121 - \$300	47	78	60	269	454
PAYMENTS \$301 - \$599	88	183	96	486	853
PAYMENTS \$600 - \$900	88	166	90	353	697
PAYMENTS \$901 - \$1200	66	125	50	184	425
PAYMENTS \$1201 - \$1500	43	71	31	91	236
PAYMENTS \$1501 - \$1800	21	32	16	32	101
PAYMENTS \$1801 - \$2100	14	18	7	15	54
PAYMENTS \$2101 - \$2500	9	12	4	18	43
PAYMENTS \$2500 - \$3500	5	2		6	13
PAYMENTS \$3501 +					
				Total Payments	5,279

**WEATHERIZATION PROGRAM FEDERAL WAP AND STATE UEC AWARDS AND EXPENDITURES
FY02 RECORDED, FY03 PROJECTED**

		FY01	FY02-DOE	FY02-UEC	FY02	FY03-DOE	FY03-UEC	FY03
		DOE-only			TOTAL			TOTAL
		4/1/00-3/31/01	4/1/01 - 6/30/02	7/1/01 - 6/30/02		7/1/02 - 6/30/02	7/1/02 - 6/30/03	
SUBGRANTEE						PROJECTED	PROJECTED	PROJECTED
HELP	AWARD	\$ 359,520	\$ 414,326	\$ 485,519	\$ 899,845	\$ 446,490	\$ 2,000,000	\$ 2,446,490
	EXPENDITURES	\$ 270,820	\$ 352,317	\$ 290,547	\$ 642,864			
	PRODUCTION	161	158	118	276	150	500	650
	COST PER UNIT	\$ 1,682	\$ 2,230	\$ 2,462	\$2,329	\$2,977	\$4,000	\$3,764
	SERVICE AREA	CLARK AND WASHOE COUNTIES						
CSA	AWARD	\$ 145,071	\$ 202,306	\$ 207,937	\$ 410,243	\$ 139,340	\$ 559,508	\$ 698,848
	EXPENDITURES	\$ 82,320	\$ 202,306	\$ 180,577	\$ 382,883			
	PRODUCTION	31	72	65	137	40	250	290
	COST PER UNIT	\$ 2,655	\$ 2,810	\$ 2,778	\$2,795	\$3,484	\$2,238	\$2,410
	SERVICE AREA	WASHOE & ELKO	WASHOE & LYON	CARSON CITY, STOREY, LYON, CHURCHILL, DOUGLAS, WASHOE				
NEIGHBORHOOD SERVICES	AWARD	0	0	0		0	\$ 256,000	\$ 256,000
	EXPENDITURES	0	0	0				
	PRODUCTION	0	0	0		0	80	80
	COST PER UNIT	0	0	0			\$3,200	\$3,200
	SERVICE AREA	CITY OF HENDERSON						
RNDC	AWARD	0	0	0		\$ 229,568	\$ 50,000	\$ 279,568
	EXPENDITURES	0	0	0				
	PRODUCTION	0	0	0		50	15	65
	COST PER UNIT	0	0	0		\$4,591	\$3,333	\$4,301
	SERVICE AREA	HUMBOLT, ELKO, WHITE PINE, LINCOLN, NYE						
		FY02 - DOE	FY02 - UEC	FY02 TOTAL	FY03 - DOE	FY03 - UEC	FY03 TOTAL	
STATEWIDE	AWARD	\$ 504,591	\$ 616,632	\$ 693,456	\$ 1,310,088	\$ 815,398	\$ 2,609,508	\$ 3,424,906
	EXPENDITURES	\$ 353,140	\$ 554,623	\$ 471,124	\$ 1,025,747			
	PRODUCTION	192	230	183	413	240	845	1392
	COST PER UNIT	\$1,839	\$2,411	\$2,574	\$2,484	\$3,397	\$3,088	\$2,460

LIHEA Program Activity: FY 02 to FY01

CATEGORIES	STATEWIDE		Percentage Increase
	This Year	Last Year	
*Households with ELDERLY	8,416	7,191	17%
*Households with DISABLED	9,497	7,127	33%
*Households with CHILDREN UNDER 3	2,603	911	186%
*Households with CHILDREN 3 - 6	2,811	1,054	167%
*SOCIAL SECURITY RECIPIENTS	7,670	5,899	30%
*SSI RECIPIENTS	3,733	2,725	37%
*TANF RECIPIENTS	1,486	470	216%
*FOOD STAMP RECIPIENTS	7,123	3,796	88%
*EARNED INCOME	3,634	1,455	150%
BELOW 75% POVERTY LEVEL	5,069	1,914	165%
BETWEEN 75-100% POVERTY	4,716	3,363	40%
BETWEEN 100-125% POVERTY	3,544	2,259	57%
BETWEEN 125-150% POVERTY	2,336	1,273	84%
TOTAL EXPENDITURES/OBLIGATIONS	\$4,584,484	\$2,791,749	64%
AVERAGE PAYMENT IN APRIL	\$293	\$309	-5%

* These characteristics may include duplicate counts when appropriate, (i.e., if a household member is elderly & disabled they are counted in both categories).

2003 LIHEA INTAKE SITES

1. CARLIN OPEN DOOR SENIOR CNTR
718 Cedar Street- P O Box 123
Carlin, NV. 89822
Phone: (775) 754-6465
Fax: (775) 754-6468
Contact: Yvonne Overholser
2. CHURCHILL COUNTY SOCIAL SERVICES
155 N. Taylor St. - Suite 157
Fallon, NV 89406
Phone: (775) 428-0211
Fax: (775) 423-0717
Contact: Joseph Coberry
3. CONSOLIDATED AGENCIES OF HUMAN SERVICES (CAHS)
701 E Street-P O Box 331
Hawthorne, NV 89415
Phone: (775) 945-2471
Fax: (775) 945-2499
Contact: Charles Horton
4. DAYTON SENIOR CENTER
P O Box 612
Dayton, NV 89403
Phone: (775) 246-6210
Fax: Same as Phone
Contact: Shannon Coday
5. DOUGLAS COUNTY SOCIAL SERVICES
1133 Spruce Street - P O Box 218
Minden, NV 89423
Phone: (775) 782-9825
Fax: (775) 782-9874
Contact: Karen Goode
6. ELKO SENIOR ACTIVIES PROGRAM
1795 Ruby View
Elko, NV 89801
Phone: (775) 738-3030
Fax: (775) 738-4308
Contact: Susan Flynn
7. EUREKA COUNTY SENIOR CENTER
20 West Gold Street-P O Box 278
Eureka, NV 89316
Phone: (775) 237-5597
Fax: (775) 237-6024
Contact: Millie Oram
8. FT. MC DERMITT SOCIAL SERVICES
House #23 North Reservation Rd
P O Box 68
McDermitt, NV 89421
Phone: (775) 532-8263 or 8521
Fax: (775) 532-8060
Contact: Velma Harjo
9. FERNLEY SENIOR CENTER
P O Box 408
Fernley, NV 89408
Phone: (775) 575-3370
Fax: (775) 575-3371
Contact: Nancy Cregan
10. HENDERSON ALLIED COMMUNITY ADV.
145 Panama Street
Henderson, NV 89015
Phone: (702) 486-6770 x 249
Fax: (702) 566-0494
Contact: Julia Romanov
11. LANDER COUNTY SENIOR PROGRAM
365 East 4th Street
Battle Mountain, NV 89820
Phone: (775) 635-5311
Fax: (775) 635-3116
Contact: Arleen Purdue
12. LAS VEGAS HOUSING AUTHORITY
340 N. 11th Street
Las Vegas, NV 89801
Phone: (702) 922-7009
Fax: (702) 922-7017
Contact: Laura McGee
13. LINCOLN COUNTY NUTRITION
Main & Atchison - P O Box 508
Panaca, NV 89042
Phone: (775) 728-4477
Fax: (775) 728-4297
Contact: Denice Brown
14. LYON COUNTY HUMAN SERVICES
1075 Pyрмаid Street-P O Box 1141
Silver Springs, NV 89429
Phone: (775) 577-5009
Fax: (775) 577-5093
Contact: Edrie LaVoie
15. NORTHEAST FAMILY RESOURCE CNTR
2750 Elementary Drive
Reno, NV 89512
Phone: (775) 353-5563
Fax: (775) 353-5725
Contact: Debbie Torvinen
16. SILVER SPRINGS SENIOR CENTER
P O Box 249
Silver Springs, NV 89429
Phone: (775) 577-5014
Fax: Same as Phone
Contact: Bobbie Hughes

2003 LIHEA INTAKE SITES

17. SALVATION ARMY - CARSON CITY
661 Colorado Street- P O Box 956
Carson City, NV 89701
Phone: (775) 887-9120
Fax: (775) 887-9173
Contact: Captain Steve & Amy Mitchell
18. SILVER SAGE SENIOR CENTER
213 First Street - P O Box 136
Wells, NV 89835
Phone: (775) 752-3280
Fax: (775) 752-3280
Contact: Janet Riddle
19. TAHOE DOUGLAS SENIOR CENTER
885 Hwy 50 - P O Box 1771
Zephyr Cove, NV 89448
Phone: (775) 588-5140
Fax: (775) 588-2985
Contact: Kay Fong
20. UNITED SENIORS INC
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LOW INCOME HOME ENERGY ASSISTANCE (LIHEA) PROGRAM
FY 2002
BENEFIT MATRIX

POINTS FOR INCOME

House- Hold Size	MAXIMUM ANNUAL INCOME			
	8 Pts. 75%	6 Pts. 100%	4 Pts. 125%	2 Pts. 150%
1	\$6,443	\$8,590	\$10,738	\$12,885
2	8,708	11,610	14,513	17,415
3	10,973	14,630	18,288	21,945
4	13,238	17,650	22,063	26,475
5	15,503	20,670	25,838	31,005
6	17,768	23,690	29,613	35,535
7	20,033	26,710	33,388	40,065
8	22,298	29,730	37,163	44,595
Add:	2,265	3,020	3,775	4,530

House- Hold Size	MAXIMUM MONTHLY INCOME
1	\$1,073.75
2	1,451.25
3	1,828.75
4	2,206.25
5	2,583.75
6	2,961.25
7	3,338.75
8	3,716.25
Add:	377.50

POINTS FOR FUEL

Propane	Electricity	Gas	Fuel Oil	Others
6	4	4	2	0

POINTS FOR ENERGY VULNERABILITY

Age 60 or Over / Age 12 Months or Younger / Disabled / TANF Recipients	2
Single Family Dwelling (all walls exposed to weather)	2
Fuel Vulnerability in Southern Region (Clark, Lincoln, and Nye Counties)	2

$$\text{PAYMENT} = \text{TOTAL POINTS} \times \$30$$

Total Points:	20	18	17	16	15	14	13	12	11	10	9	8	7	6	5	4
Benefits:	600	540	510	480	450	420	390	360	330	300	270	240	210	180	150	120

Eligible clients in subsidized housing with a Utility Fuel Allowance will receive minimum benefits of \$120

LOW INCOME EMERGENCY ENERGY ASSISTANCE PROGRAM
FY 2001-2002 FAST TRACK (Crisis Intervention) SUMMARY

	Jul-01	Aug-01	Sep-01	*Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Yrly Totals
APPLICATIONS RECEIVED	84	131	302	388	578	618	0	0	0	0	0	2,101
Southern Office				82	378	457	0	0	0	0	0	917
Northern Office	84	131	302	306	200	161	0	0	0	0	0	1,184
APPROVALS	51	95	175	219	272	497	0	0	0	0	0	1,309
Southern Office				36	192	394						622
Northern Office	51	95	175	183	80	103						687
DENIALS	33	36	127	169	306	121	0	0	0	0	0	792
Southern Office				46	186	63						295
Northern Office	33	36	127	123	120	58						497
DENIAL REASONS												
Fast Tracked Last Year	1	0	1	1	1	2	0	0	0	0	0	6
Southern Office				0	0	1						1
Northern Office	1	0	1	1	1	1						5
Made Pymt Arrangements	3	3	17	1	0	23	0	0	0	0	0	47
Southern Office				0	0	0						0
Northern Office	3	3	17	1	0	23						47
Amount Will Not Alleviate Crisis	2	3	9	20	22	10	0	0	0	0	0	66
Southern Office				2	5	2						9
Northern Office	2	3	9	18	17	8						57
Failed to Provide Documentation	17	15	52	24	89	23	0	0	0	0	0	220
Southern Office				0	5	0						5
Northern Office	17	15	52	24	84	23						215
Over Income	0	0	19	35	23	63	0	0	0	0	0	140
Southern Office				5	14	53						72
Northern Office	0	0	19	30	9	10						68
Shut-off Not w/in 48 Hours	0	0	25	86	169	17	0	0	0	0	0	297
Southern Office				39	162	7						208
Northern Office	0	0	25	47	7	10						89
Other	2	1	4	2	2	240	0	0	0	0	0	251
Southern Office				0		** 240						240
Northern Office	2	1	4	2	2	0						11
TOTAL BENEFITS PAID	\$15,030	\$36,090	\$57,480	\$77,880	\$78,100	\$170,789	\$0	\$0	\$0	\$0	\$0	\$435,369
Southern Office				\$14,700	\$52,660	\$137,909						\$205,269
Northern Office	\$15,030	\$36,090	\$57,480	\$63,180	\$25,440	\$32,880						\$230,100
AVERAGE BENEFIT AMOUNT	\$295	\$380	\$328	\$356	\$287	\$344						\$333
Southern Office				\$408	\$274	\$350						\$330
Northern Office	\$295	\$380	\$328	\$345	\$318	\$319						\$335

*The south (LV office) began Fast-Track on 10/22/01. Prior to that date all Fast-Track cases were processed in the north (CC office).

**No/Shows for scheduled appointment.

K: Lihea/02 Program/Caseload/Fast-Track Monthly Summary

LOW INCOME EMERGENCY ENERGY ASSISTANCE PROGRAM
FY 2003 FAST TRACK (Crisis Intervention) SUMMARY

	Jul-02	Aug-02	Sep-02	Oct-03	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Yrly Totals
APPLICATIONS RECEIVED	6	21	29	33	23	38	0	0	0	0	0		150
Southern Office	3	13	17	19	14	5							71
Northern Office	3	8	12	14	9	33							79
APPROVALS	6	17	19	29	18	24	0	0	0	0	0		113
Southern Office	3	11	10	16	9	2							51
Northern Office	3	6	9	13	9	22							62
DENIALS	0	4	10	4	5	14	0	0	0	0	0		37
Southern Office	0	2	7	3	5	3							20
Northern Office	0	2	3	1	0	11							17
TOTAL BENEFITS PAID	\$4,729	\$15,215	\$18,236	\$19,697	\$15,809	\$26,692							\$100,378
Southern Office	\$2,623	\$12,123	\$9,979	\$12,085	\$7,708	\$2,921							\$47,439
Northern Office	\$2,106	\$3,092	\$8,257	\$7,612	\$8,101	\$23,771							\$52,939
AVERAGE BENEFIT AMOUNT	\$788	\$895	\$960	\$679	\$878	\$1,112							\$888
Southern Office	\$874	\$1,102	\$998	\$755	\$856	\$1,461							\$930
Northern Office	\$702	\$515	\$917	\$586	\$900	\$1,081							\$854

WEATHERIZATION ASSISTANCE PROGRAM FIELD MEASURE PRIORITY LIST

This guidance sets forth MANDATORY and RECOMMENDED measures applicable to the Nevada Housing Division's Weatherization Assistance Programs.

MANDATORY measures must be completed for each household that receives weatherization assistance, unless implementation such measures are not feasible (Refer to Exception to Mandatory Measures).

MANDATORY measures must be performed in the sequence presented below.

All measures, MANDATORY and RECOMMENDED, must be completed in accordance with "*Nevada's Weatherization Installation Standards*" (Conventional and Mobile Home) and "*Field Policies and Procedures*."¹

MANDATORY MEASURES:

Conduct Combustion Appliance Safety test using the "*Combustion Appliance Safety Inspection Form*" for all units having gas appliances.

- Repair or replace water heater or primary heating or cooling system if inoperable or unsafe. No weatherization work may be done until a non-operational or unsafe primary heating or cooling system is repaired or replaced. Subgrantees should be aware of the amount of funds granted for Health and Safety activities is limited.
- Install heating or cooling system if primary heating or cooling system does not exist.
- Heating or cooling systems should not be replaced unless repair costs exceed 50% of replacement costs. Agencies are to use discretion when evaluating the cost of repairs versus the remaining useful life of the HVAC being repaired. For instance, it may be more cost effective to replace a 15 year old furnace than to invest \$1,000 in repair costs.
- Repair or replacement of unsafe (excessive carbon monoxide) cook tops or ovens using DOE funds is not allowable. However, Subgrantees may use Home, Housing Trust Funds or Housing Rehab funds. Repair or replacement of the gas dryer is the responsibility of the client/owner.
- Heating or cooling system replacements for rental units is the responsibility of the client, property manager or owner.

MANDATORY MEASURE

Install carbon monoxide detectors in all units containing gas appliances.

¹ The Field Measure Priority List is based on a statewide energy audit performed by Architectural Energy Corporation. This audit satisfies the requirement in the Nevada Housing Division's 2002 *Field Policies and Procedures* for a separate energy audit (e.g. REM Design) for specified measures.

MANDATORY MEASURE

Conduct blower door tests for all single family units (15% for multi-family units) to determine building shell and duct system leakage using the “Blower Door Weatherization Data Sheet”.

MANDATORY MEASURE

Perform duct leakage test and duct sealing addressing largest holes first using Economic Stop Policy (Attachment A).

MANDATORY MEASURE

Install General Conservation Measures:

- Install water heater blankets on water heaters located in an unconditioned space.
- Insulate first 5 feet of water heater pipes (hot & cold) located between water heater and adjacent wall.
- Insulate and weatherstrip attic access located in conditioned space.
- Replace incandescent light bulbs with compact florescent light bulbs which are used 3 or more hours per day and can be installed for \$15 or less per bulb.
- Install low-flow shower heads, faucet aerators and toilet dams.
- Programmable thermostats (includes client education and product instructions).
- Refrigerator replacement (**multi-family units only**. Refer to Refrigerator Replacement Policy – Attachment B).

MANDATORY MEASURE

Building Shell Sealing using Economic Stop Policy (see Attachment A).

- **Begin sealing largest holes first** (open wall cavities, plumbing/electrical penetrations)
- Examples of building shell sealing may include but are not limited to:
 - Replace broken glass
 - Install weatherstripping, door bottoms and thresholds on exterior doors
 - Weatherstrip appliance doors located in conditioned space
 - Caulking
 - Interior mounted AC/Evaporative cooler covers
 - Exhaust fans

EXCEPTIONS TO MANDATORY MEASURES:

Mandatory measures may not be feasible when one or more of the following circumstances exist:

- A blower door and/or combustion appliance safety test or the Installation Standards indicate the installation of a measure is not feasible.
- The measure is already in place.
- The measure cannot be properly installed.
- The maximum dollar limit for the unit has been reached.
- The client has refused the measure

Sub-grantees shall maintain notations of exceptions and their reasons shall be included in the client's file. Documentation of client refusal shall include the client's signature.

RECOMMENDED MEASURES:

All of the measures listed below meet the Department of Energy's measure requirement of achieving a Savings to Investment Ratio of 1 or greater and are allowable under the Nevada Housing Division's Weatherization Assistance Programs.

The **RECOMMENDED** measures are ranked in descending order according to their cost effectiveness.

The **RECOMMENDED** measures must be installed in the order prescribed. Sub-grantees must request written approval (waiver) from the Housing Division if the measures are not installed in descending order. Subgrantees shall maintain this waiver in the client's file.

The **RECOMMENDED** measures are not required for renter occupied multi-family units in cases where the landlord/owner does not make a contributions to the weatherization improvements to defray the costs. Sub-grantees are encouraged to request landlord contributions for multi-family weatherization improvements.

A. Clark County:

<u>Multi-family</u>	<u>Mobile Home</u>	<u>Single family- site built</u>
Duct insulation	Belly board insulation	Duct insulation
Ceiling insulation (1)	Roof insulation (4)	Ceiling insulation
Solar screens (2)	Solar screens	Solar screens
Interior storm windows (3)	Dual pane windows (5)	Interior storm windows
	Refrigerator replacement	Refrigerator replacement
	AC replacement	AC/heat pump replacement
		Gas pack replacement
		Evaporative cooler replacement

- (1) Install R-30 (cellulose) if existing insulation is R-19 or less.
- (2) Install on all sun struck windows.
- (3) Vinyl or metal frames, glass glazing and self-storing.
- (4) 2 inch polyurethane w/elastomeric roof coating.
- (5) Vinyl frame.

B. Balance of State:

<u>Multi-family</u>	<u>Mobile Home</u>	<u>Single family- site built</u>
Duct insulation	Belly board insulation	Duct insulation
Ceiling insulation (1)	Dual pane windows (4)	Ceiling insulation
Floor insulation (2)	Furnace clean & tune	Floor insulation
Interior storm windows (3)	Refrigerator replacement	Interior storm windows
	Furnace replacement	Furnace clean & tune
		Refrigerator replacement
		Furnace replacement

- (1) Install R-38 (cellulose) if existing insulation is R-19 or less.
- (2) Install R-19 fiberglass only if there is no existing floor or perimeter insulation (measure is to include wrapping the water pipes to prevent freezing).
- (3) Vinyl or metal frames, glass and self containing.
- (4) Vinyl frame

Attachment "A"
Economic Stop Policy

Agency	Fuel Type	System Type	Minimum CFM Reduction For Shell Sealing	Minimum CFM Reduction For Duct Sealing
			(Per Person Per Hour - Based on Step Method)	(Per Person Per Hour - Based on Step Method)
			(Values Rounded)	(Values Rounded)
Community Services Agcy	Natural Gas	Gas Heat Only	70	20
Community Services Agcy	Natural Gas	Gas Heat & Electric Cool	60	20
Community Services Agcy	Electric	Electric Heat Only	40	10
Community Services Agcy	Electric	Electric Cool Only	490	120
Community Services Agcy	Electric	Electric Heat & Cool	40	10
Community Services Agcy	Electric	Heat Pump Heat & Cool	90	20
Community Services Agcy	Propane	Propane Heat Only	40	10
Community Services Agcy	Propane	Propane Heat & Electric Cool	40	10
HELP of Southern Nevada	Natural Gas	Gas Heat Only	130	30
HELP of Southern Nevada	Natural Gas	Gas Heat & Electric Cool	20	10
HELP of Southern Nevada	Electric	Electric Heat Only	60	10
HELP of Southern Nevada	Electric	Electric Cool Only	40	10
HELP of Southern Nevada	Electric	Electric Heat & Cool	30	10
HELP of Southern Nevada	Electric	Heat Pump Heat & Cool	60	10
HELP of Southern Nevada	Propane	Propane Heat Only	30	10
HELP of Southern Nevada	Propane	Propane Heat & Electric Cool	20	5
Neighborhood Services	Natural Gas	Gas Heat Only	280	70
Neighborhood Services	Natural Gas	Gas Heat & Electric Cool	40	10
Neighborhood Services	Electric	Electric Heat Only	130	30
Neighborhood Services	Electric	Electric Cool Only	100	20
Neighborhood Services	Electric	Electric Heat & Cool	50	10
Neighborhood Services	Electric	Heat Pump Heat & Cool	120	30
Neighborhood Services	Propane	Propane Heat Only	70	20
Neighborhood Services	Propane	Propane Heat & Electric Cool	40	10
Rural NV Development Corp	Natural Gas	Gas Heat Only	60	20
Rural NV Development Corp	Natural Gas	Gas Heat & Electric Cool	60	10
Rural NV Development Corp	Electric	Electric Heat Only	40	10
Rural NV Development Corp	Electric	Electric Cool Only	1,340	340
Rural NV Development Corp	Electric	Electric Heat & Cool	40	10
Rural NV Development Corp	Electric	Heat Pump Heat & Cool	80	20
Rural NV Development Corp	Propane	Propane Heat Only	40	10
Rural NV Development Corp	Propane	Propane Heat & Electric Cool	30	10

Notes:

1) Economic Stop Point calculated using RHA Step Method.

2) Energy values used in calculation based on a energy rate survey conducted by NHD on January 8, 2003.

3) Default values for system efficiency, LBL. payback period based on Nevada Conventional Home WIS, Appendix A. Prepared by RHA Associates. March 2002.

Attachment "B" Refrigerator Replacement Policy

Subgrantees must follow the criteria and guidance presented below before replacing refrigerators, whether or not the measure is MANDATORY (as in the case of multi-family) or RECOMMENDED.

Refrigerator replacement is cost effective when the costs of replacing a refrigerator is less than or equal to the discounted savings over the life of the product. Costs include the product cost plus any installation and disposal fees. Savings are based on estimated kilowatt hour savings and energy costs.

Determinations on whether or not to replace a refrigerator are made on a case-by-case basis. To make this determination, the Housing Division will provide each Subgrantees with a Refrigerator Replacement Spreadsheet. The spreadsheet is in a MicroSoft Excel format. The spreadsheet contains an 8 Step process with instructions at each step. A sample copy of this worksheet follows this guidance.

Subgrantees are required to use the Refrigerator Replacement Spreadsheet to calculate the maximum allowable refrigerator cost permissible. A default table is built into the worksheet to simplify the calculation of kWh savings for refrigerators 10 years of age or older for which it may be difficult to ascertain kWh usage. Generally speaking, if the subgrantees costs are less than the maximum allowable cost calculated by the spreadsheet, and the replacement conforms to the criteria below, the subgrantee should replace the existing refrigerator.

Subgrantees must maintain a printout of the Refrigerator Replacement Spreadsheet in the client file for each client receiving a new refrigerator.

Criteria for Replacement:

A refrigerator may be replaced if it meets the following criteria:

1. The cost of the refrigerator does not exceed the maximum allowable cost as calculated in step 8 of the Refrigerator Replacement Spreadsheet.
2. The replacement model must be "Energy Star" rated or have an equivalent energy efficiency (kWh) rating.

A refrigerator may not be replaced if:

1. The replacement refrigerator exceeds the size of the existing refrigerator by more than 1 cubic foot unless prior approval is received from the Housing Division.
2. Replacement of refrigerator involves any structural, architectural, plumbing or electrical modifications to dwelling.
3. If the age of the refrigerator AND the kWh usage cannot be ascertained, OR if the refrigerator is known to be less than 10 year old AND the kWh cannot be ascertained.

Division of Housing
Building Weatherization Report (BWR) FY02

Total Weatherization Projects (FY 2002)	379		Projects Completed By County		
<i>Completed By HELP</i>		226			
<i>Completed BY CSA</i>		137	<i>Clark</i>		223
			<i>Nye</i>		3
Funding Source					
<i>DOE Funded Projects</i>		183	<i>Washoe</i>		101
<i>UEC Funded Projects</i>		195	<i>Lyon</i>		30
<i>Housing Division Trust Funds</i>		50	<i>Carson City</i>		4
[Note: Trust Funds are used in combination with DOE and UEC funds.]			<i>Churchill</i>		1
Direct Weatherization Costs					
<i>Average Person Hours Per Household Weatherized</i>	19.65				
<i>Average Direct Materials/Labor Costs Per Household Weatherized</i>	\$1,509.47				
<i>Single Family</i>			\$1,873.47		
<i>Mobile Home</i>			\$1,881.24		
<i>Duplex</i>			\$405.73		
<i>Multifamily</i>			\$263.37		
[Note: The average direct project costs reported on Building Weatherization Reports have been adjusted to include labor costs for HELP.]					
Household Characteristics					

<i>Average Household Income</i>		\$12,102.21				
<i>Average Sq. Ft. of Weatherized Households</i>		1,082.32				
<i>Owner Occupied Units Weatherized</i>		261				
<i>Rental Units Weatherized</i>		118				
<u>Housing Type:</u>						
<i>Single Family</i>		109				
<i>Mobile Home</i>		180				
<i>Duplex (2-5 units)</i>		39				
<i>Multifamily</i>		51				
Energy Characteristics						
<u>Primary Fuel Source:</u>						
<i>Natural Gas</i>		314				
<i>Electric</i>		40				
<i>Propane</i>		17				
<i>Oil</i>		7				

Weatherization Measures						
Air Sealing Measures						
<i>Residences w/ Duct Sealing Measures *</i>	115					
<i>Residences w/ Shell Sealing Measures *</i>	229					
<i>AC or EC Cooler Covers</i>	165					
<i>Weather Sealing Units</i>	302					
<i>Caulking Units</i>	152					
<i>Threshold Treatments</i>	97					
<i>Door Bottom Treatments</i>	222					
<i>Window Glass Repaired (sq ft)</i>	403					
General Heat Waste Measures						
<i>Residences w/ Water Blankets Installed</i>	162					
<i>Residences w/ Pipe Wraps Installed</i>	110					
<i>Residences w/ Low Flow Shower Heads Installed</i>	251					
<i>Number of Showerheads</i>		294				
<i>Residences w/ Faucet Aerators Installed</i>	65					
<i>Number of Faucet Aerators</i>		115				
<i>Residences w/ Programmable Thermostats Installed</i>	7					

Weatherization Measures Continued						
<u>Conservation Measures</u>						
<i>Residences w/ Dual Pane Windows Installed</i>		79				
[Note: Sq. footage of window replacement not available.]						
<i>Residences w/ Solar Screens Installed</i>		205				
<i>Solar Screens (Sq Ft)</i>			18,689			
<i>Residences w/ Attic Insulation Installed</i>		26				
<i>Number of Bags Installed *</i>			626			
[Note: Insulation added to achieve R-30 standard Amount of insulation used not reported in all cases.]						
<i>Residences w/ Consolidated Floresant Lamp Retrofits</i>		88				
<i>Number of Floresant Lamps Installed</i>			217			
<u>Health and Safety Measures</u>						
<i>Air Conditioner Replacement</i>		4				
<i>Evaporative Cooler Replacement</i>		7				
<i>Furnace Replacement</i>		16				
<i>Heat Pump Replacement</i>		6				
<i>Residences w/ CO Detectors Installed</i>		227				
<i>Residences w/ Gas Appliances Replaced</i>		14				

Weatherization Measures Continued							
Minor Home Repairs							
<i>Residences w/ Exterior Doors Replaced</i>		129					
<i>Number of Doors</i>			166				
<i>Air Conditioner Tune-Ups</i>		11					
<i>Evaporative Cooler Tune-Ups</i>		3					
<i>Furnace Tune-Ups</i>		8					
<i>Residences w/ Water Heater Replacement</i>		22					
<i>Residences w/ Attic Vent Installed *</i>		18					
<i>Number of Vents</i>			50				
<i>Residences w/ Window & Door Trim Repairs *</i>		10					
<i>Residences w/ Door Lockset or Hinges Replaced</i>		111					
<i>Number of Locksets or Hinges</i>		144					
<i>Residences w/ Roof Repairs *</i>		22					
* Data reporting for this weatherization measure may be incomplete due to reporting conventions used by sub-grantees.							

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM
LEVERAGING SUMMARY WORKSHEET

Grantee: NEVADA STATE WELFARE DIVISION

Base Period: 10/01/01 - 09/30/02

Page: 1 of 1

Resource Number	A. Resource/benefit name (Submit a Resource/Benefit Description form for each resource/benefit listed below.)	B. Gross value of countable benefits provided by this resource to low income households during this base period	C. Amount of grantees own funds used to leverage this resource (not including funds from grantee's Federal LIHEAP allotment)	D. Costs/charges to low income households to participate/receive these benefits	E. Net value of resource/benefits (To calculate item E for each resource benefit, subtract items C and D from item B for that resource/benefit.)
1	City of Boulder City	\$ 4,874.91	0	0	\$ 4,874.91
2	Lincoln County Power District	\$ 1,300.00	0	0	\$ 1,300.00
3	Nevada Power Company "LIFT" Program	\$ 47,852.22	0	0	\$ 47,852.22
4	Nevada Power Company Supervisors Fund	\$ 1,200.00	0	0	\$ 1,200.00
5	Nevada State Housing Division 15% Set Aside	\$ 192,972.76	0	0	\$ 192,972.76
6	Nevada's Universal Energy Charge Fund	\$ 1,565,658.00	0	0	\$ 1,565,658.00
7	Nevada's AB 209 Fund	\$ 121,160.00	0	0	\$ 121,160.00
8	Sierra Pacific Power "SAFE" Fund	\$ 641,614.52	0	0	\$ 641,614.52
9	Sierra Pacific Power Waivers	\$ 18,000.00	0	0	\$ 18,000.00
10	Sierra Pacific Power Weatherization Program	\$ 117,840.00	0	0	\$ 117,840.00
11	Southwest Gas Corp. Energy Share Program	\$ 87,928.55	0	0	\$ 87,928.55
12	Southwest Gas Corp. Weatherization Program	\$ 65,830.00	0	0	\$ 65,830.00
13	Valley Electric Customer Assistance Fund	\$ 4,099.30	0	0	\$ 4,099.30
TOTALS COLUMNS B THROUGH E		\$ 2,870,330.26	0	0	\$ 2,870,330.26