

Low Income Regional Workgroup

June 25, 2025



Today's Agenda

Welcome & Introductions	1:00 – 1:10pm PST
Opening Remarks: Jamae Hilliard Creecy, BPA, Vice President of Energy Efficiency	1:10 – 1:15pm PST
BPA Updates	1:15 – 1:35pm PST
State Updates: Program Status and Success Stories <ul style="list-style-type: none">• Washington: Lauren Savage Wittig• Oregon: Danielle Safford• Idaho: Lisa Johnson	1:35pm – 2:05pm PST
Impacts to Programs: <ul style="list-style-type: none">• Utilities• CAPs• Others Open Discussion (<i>As Time Allows</i>)	2:05 – 2:45pm PST
Closing	2:45 – 2:55pm PST
Adjourn	3:00pm PST



Welcome

*Please type in the chat your name,
organization and position.*



*And if you want, what's your favorite
seasonal fruit or veggie?*



Opening Remarks

*Jamae Hilliard Creecy, BPA
Vice President of Energy Efficiency*



BPA Updates

*Amy Burke, BPA
Low Income Lead*

Workgroup Information

Listed on the [BPA Low-Income Webpage](#):

- ✓ *Workgroup Charter with Steering Committee Members*
- ✓ *Current & Past Meeting Materials*
- ✓ *Workgroup Discussion Topic Reference List*
- ✓ *Have updated some language on our website*

BPA Low Income Energy Efficiency (LIEE) Workgroup

For utilities, states, federally-recognized tribes, and Community Action Agencies (CAA or CAP), BPA coordinates a regional Low-Income Energy Efficiency Workgroup.

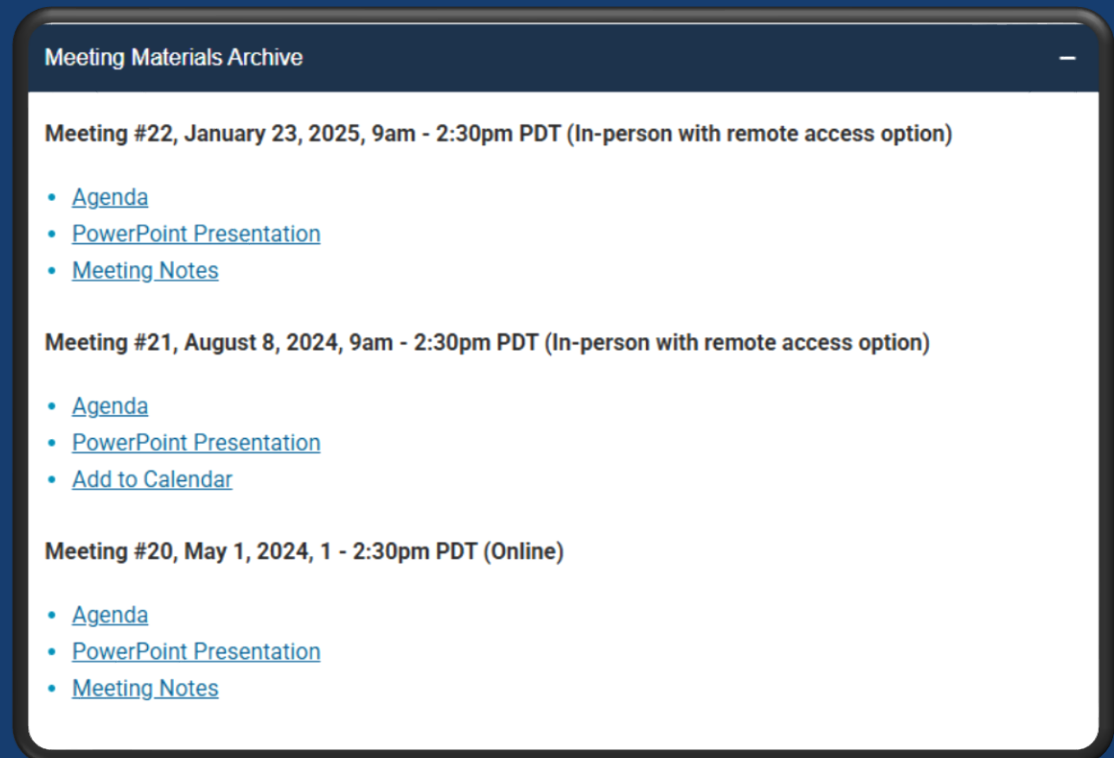
The mission of this group is to share information and develop best practices to improve access to energy efficiency projects for qualifying residents across the Pacific Northwest. All meetings are public and BPA welcomes anyone interested in supporting the workgroup, including but not limited to all BPA-served public utilities, low-income advocacy groups, community action partnerships (CAPs), tribal governments and staff, state energy offices, and other interested parties.

LIEE Workgroup Resources

Workgroup Charter	+
Discussion Topic Reference List	+
Presentation and Webinars Events Page	+
Meeting Materials Archive	+
Past Presentations	+

Workgroup Information

The “Meeting Materials Archive” is where you can find information, notes, and presentations from past Workgroup Meetings.



Workgroup Reference List

[Click here for the Reference List!](#)

- ✓ Not ordered by priority
- ✓ No guarantee of immediate discussion
- ✓ Central spot for workgroup members, steering committee, BPA staff, and others to reference when guiding future discussions
- ✓ Updated as needed (*last updated February 2025*)

Workforce

- Workforce
- Workforce

Administrative

- Data Collection
- Bill Assistance
- Income Verification
- Contract Management
- Audit History
- Funding Management
- CAP Administration
- Integration
- Utility Relations

Funding

- Braiding
- Addition
- Incentive
- CAP Fund

Measure Oppor

- Multifamily
- Direct Installation
- Fuel Switching
- Technical Assistance
- Weatherization
- Repair Cost
- New Technology
- Ductless
- Understanding
- DOE SIR
- BPA Direct

Programs

- Improving
- Updating
- BPA Payment
- Bundling

Discussion Topic Reference List:

BPA Northwest Low-Income Energy Efficiency Workgroup

(Amended February 2025)

Background

This reference document is a list of topics that participants have expressed interest in discussing in the Low-Income Workgroup at some point. This list is not organized in any particular order. In the interest of transparency, the BPA Low-Income team felt it was necessary to have a repository of topics that are critical to people and organizations implementing Low-Income programming around the region.

The selected Low-Income Workgroup Steering Committee is tasked with helping to prioritize this long list of discussions topics along with feedback from the wider Workgroup. This list will be added to periodically as well as used as a reference when considering future discussions.

For reference, this Workgroup's mission, background, objectives, and implementation structure are all included in the this group's "[Structure and Organizing Principles](#)".

Discussion Topic Reference List

General

- Energy Burden
- Outreach Strategies
- Health & Safety
- Client Education
- DOE WAP Updates
- HUD Code Updates
- Income Levels
- Manufacturer and Labor Liability Challenges
- Membership Challenges
- Point of Purchase Incentive Options
- Improved Implementation for Property Owners and Tenants
- How to Navigate Rising costs
- Agreeing Upon Criteria for Income Qualification (e.g. SMI, AMI, and Other Guidelines)
- Power Plan Updates
- Residential Building Stock Assessment (RBSA) Overview
- BPA Evaluation and Research Updates
- BPA 101: The Life of a BPA Energy Efficiency Measure
- Implications of Potential Added Electric Load and Costs when Fuel Switching

Collaboration & Partnerships

- Utility and CAP Partnership Development
- Contractor and CAP Partnership Development
- Collaboration of Program Sharing
- Contractor Dispute Resolution
- Integrating EE programs with Other Assistance Programs

General Updates

Strategic Priorities



- Supporting measures that reduce residential heating and cooling loads and high-efficiency water heating measures.
- Developing new energy efficiency opportunities.
- Assessing potential for incentive increases for low income deemed measures.
- Addressing contractor hesitancies to HPWH installations.
- Increasing coordination with regional partners on HVAC.
- Engaging smaller customers on program opportunities.



Key Updates for 2026 – 2028 Rate Period

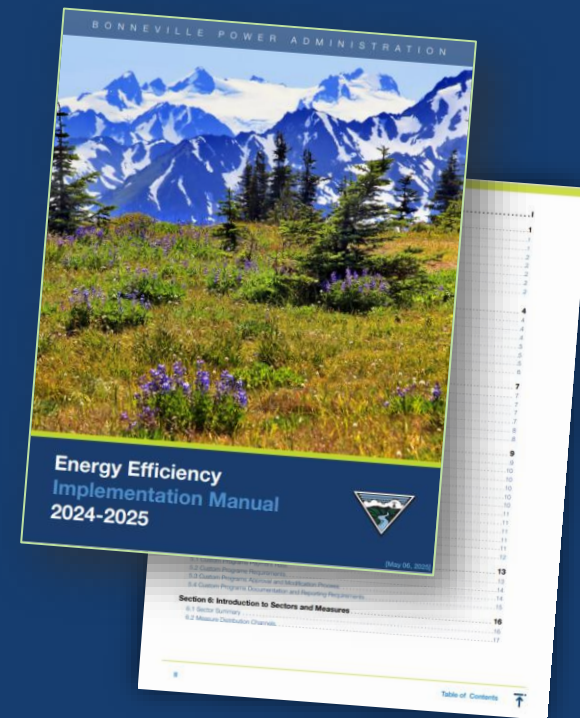
Effective October 1, 2025:

- Program name changing from “Low Income Energy Efficiency” to “**Energy Efficiency Income Qualified**”.
- Remove “metal frame only” precondition from double-pane Prime Window and Patio Door Replacement.
- Disallowing cost coverage of full roof tear offs and replacements and extended warranties.
- Currently working with state grant managers on an update for their grant language for the new rate period.



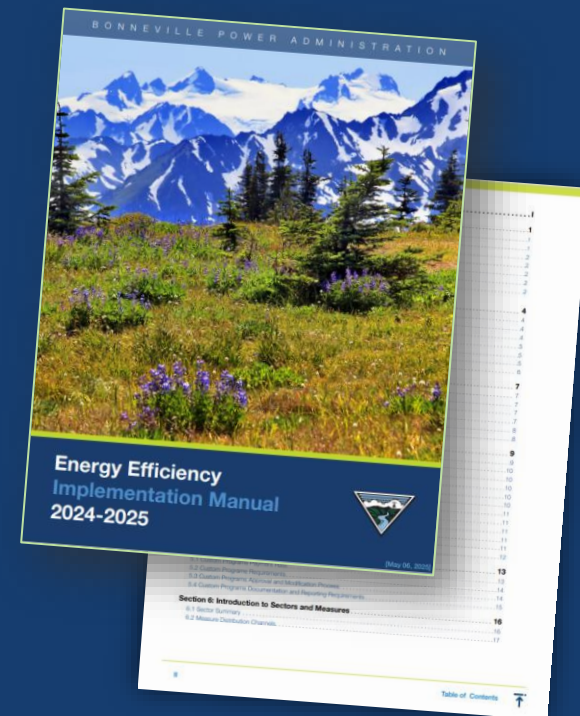
Highlighted Changes Effective October 1: Utility Implementation Manual

- Requiring two cost fields when entering projects in BEETS.
- Disallowing cost coverage of full roof tear offs and replacements and extended warranties.
- Removing the “By Request” measures distribution channel in the Implementation Manual.



Highlighted Changes Effective October 1: Utility Implementation Manual

- Providing more clarity about qualifying repair costs.
- Implementing new policy for repair cost coverage.
 - For an income qualified project with a measure cost of \$1,000 or higher, related repair costs will be capped at 300% of the reported income qualified measure cost.
- For non-low income deemed measures, Heat Pump Water Heaters incentive payments will double and payment increases for other similar residential measures.



Low Income Qualification Clarification

*“Low income household eligibility is based on gross income and is defined in the Federal Weatherization Assistance Program (WAP) as 200 percent of the poverty income levels. **Alternatively, approved statewide or tribal eligibility definitions may substitute for federally established qualifying low income levels, if provided.**”*



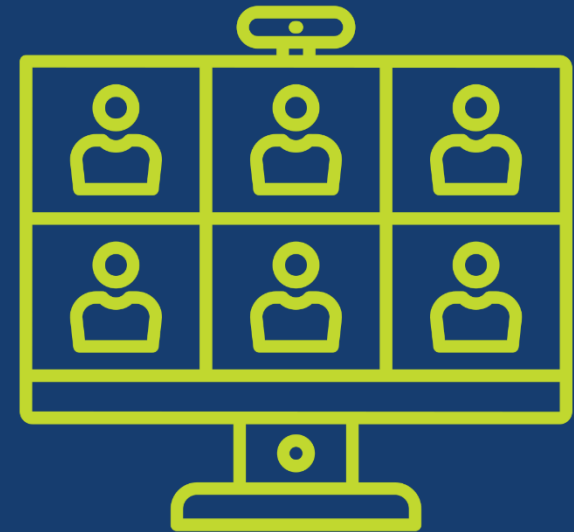
Ongoing Efforts & Discussions

- How to improve support of workforce development.
- Streamline EEl coverage of CAP admin costs.
- Collaborating more with Habitat for Humanity.
- Supporting work in low-income multifamily housing.
- Opportunities for additional measure development.



Utility Low Income 101 Webinar: July 17th

- Basics of starting a Low-Income Program
- Available measures & documentation
- Claiming additional repair costs
- Outreach recommendations
- Coordination with CAP agencies
- Income qualification



Remaining Grant Budget Available

For the rest this fiscal year ending on September 30, we have some unallocated grant budget available for energy efficiency work and we would love to get it into the community. Reach out to us if you have a project in the works you'd like to talk about!



Questions?

The background of the slide features a scenic landscape with a calm lake reflecting the surrounding mountains and trees. The scene is captured in a soft, slightly blurred style, with warm lighting suggesting a sunset or sunrise. A white rectangular box is centered on the right side of the image, containing the title and speaker information. The right half of the slide is a solid dark blue color.

State Updates

Lauren Savage Wittig, WA Dept of Commerce

Danielle Safford, Oregon Housing & Community Services

Lisa Johnson, Idaho Department of Health & Welfare



*Lauren Savage Wittig, Program Manager
Energy & Weatherization*

A 74-year-old disabled client that was using space heaters and a wood burning fireplace for heat is able to live both comfortably and safely, year-round, in her home because of the Weatherization program's investment in her 1976 single family home which included Weatherization and efficient (DHP) heating. Client experience:

"I am supremely grateful for this program. Everyone involved was exceptional and provided stellar service. I can now heat my home at the touch of a button. I have not had that for over 30 years. It's FAB being able to have instant heat."

“On behalf of my family, I would like to thank your weatherization program staff and contractors for the work that was done to my home, I enjoyed how warm my home felt this winter, and I know that the cooling system which was installed will work great this summer! I have already seen savings on my energy bill after the weatherization work was completed. Also, the air purifier that was provided to my grandson works great and we notice how the air in our home has improved since we have had it running. Keep up the good work.”

The client did not think she would last another winter in her unheated home, caring for her terminally ill husband. She had shared the home with her husband for 40 years, but the furnace no longer worked, and the space heater barely took the edge off the cold. They essentially had to live under a blanket in the smallest room in the house.

During her appointment, intake staff quickly saw the need for home weatherization. During the project, the agency was able to install a central ductless heat pump, correct wiring issues, and install insulation in the floors, walls, and ceiling. During work, we also discovered open air leaks to the attic and crawlspace, holes which were not only letting heat out, but were also allowing contaminated air and rodents into the home.

This situation had been exacerbating both her and her husband's respiratory conditions for many years. As the project progressed, the anxiety about the approaching winter disappeared. The home that had provided so many memories for her family started to feel secure and comfortable again.

[REDACTED]
Well I have to say Today was
the best birthday I've had. Thanks to
you and all that help take place, I
now have nice clear tight fitting new
windows, doors, and all my 24 years of
cold winters coming to an end. No
more seeing my porch light skimming threw
my doors at night. No more curtains blow-
ing if the wind blows. The fans in the
bathrooms work so good I can get out
of Bath and see in my mirror without
whipping the steam off first.

I can't thank you enough and the
workers you sent out gave every moment of
their time to make sure everything was
perfect for me. [REDACTED] has a great crew
and [REDACTED] made sure they had
every little detail done perfect. It seemed
nice to have so many men around
my home and I didn't have to lift a
finger to do anything.

At 81 years old today I thank all of
you for such a gift. From the bottom
of my heart to the goodness from all of you.

P.S. I plan on.

being here another
twenty years so maybe
a touch up at ~~that~~ would it
be needed you all done great



*Danielle Safford,
Weatherization Program Coordinator*

OREGON HOUSING AND COMMUNITY SERVICES

Weatherization Assistance Program Success Story



Wednesday, June 25, 2025

Danielle Safford, Weatherization Program Coordinator

Community Services Consortium located in Albany, OR serving Linn, Benton, and Lincoln counties

Project Information-

Job #15096

Waldport, OR

1974 Mobile Home

1 person Household with a 71 y/o client

Fixed monthly income (Social Security)

147% Federal Poverty Level



Some before photos:



The Audit:

During the audit Community Services Consortium's auditor discovered the existing TPO roof seams were separating and water was leaking into the roof cavity. This weatherization project repaired the issue with the roof including new ceiling insulation, new floor insulation, sealed ductwork, and new ventilation. The damaged areas on the ceiling of the interior of the home were also repaired.

Some after photos:



Client Feedback

Hello Joe,

I wanted to express my thanks & gratitude to the great group of people from CSC. Danielle Stafford is a hands on climb on the roof, go under the house hardworking lady. She explained tests she was doing for radon, lead in paint etc. She was a pleasure to work with. Jay Maxon and the crew of roofers Tom, Aaron & Dave did a great job putting on a new roof. They were kind & patient in answering my many questions about roof leaks etc. Eve Camacho and his crew are another bunch of hard working guys. Going under houses is not a job I'd ever want to do. Thank you to Dennis Finney who initially contacted me when I had to keep going out of town/state to bury my lifelong friend, brother, sister in law, & longtime friends daughter & granddaughter who died in the Paradise Ca fire.

Waldport is a beautiful place. Finding someone to do any time of repairs or work is bad. The contractors that are good are booked weeks & months in advance. Every person I hired did such a bad job the work will have to be redone. Not only am I grateful to having work done by CSC, seeing people do a good job at the work they do has been a major uplift to my soul. Thank you thank you! Doris Ward Waldport

Funding Summary

	BPA	LIHEAP	OTHER FUN	TOTAL
CEILING INSULATION	\$0.00	\$0.00	\$2,163.08	\$2,163.08
DUCT SEALING	\$124.91	\$0.00	\$0.00	\$124.91
FLOOR INSULATION	\$1,948.00	\$0.00	\$0.00	\$1,948.00
H&S - ASHRAE	\$0.00	\$1,471.91	\$0.00	\$1,471.91
Total	\$2,072.91	\$1,471.91	\$2,163.08	\$5,707.90



IDAHO DEPARTMENT OF
HEALTH & WELFARE

Lisa Johnson,
Program Manager Division of Self-Reliance

Questions?



Open Discussion

Open Discussion: Status Updates

Please introduce your name and organization and let us know what recent impacts you have experienced, good or bad.

- Utilities
- CAPs
- Others

1. What projects or efforts are you planning for the next fiscal year?
2. What positive feedback have you heard from the people you serve?
3. If you're experiencing limited resources, what alternatives are you seeking to fill those gaps?
4. What tactics are you taking on to address programmatic needs?
5. Are there any emerging programs, technologies or organizations that you feel would benefit other groups as well?

6. Are there places that you find BPA's program offerings and resources have been helpful that could be extended to other projects?
7. Are there places where you feel BPA's programs have slowed you down that might be able to be optimized or made more efficient?
8. How do you capture important historical organization information in a way that provides the solvency of the future of your program?
9. What do you see as the biggest barrier currently to your working relationships with partnership organizations?



Next Steps & Closing

Presenter Opportunity

Looking for two utilities to share how they started a successful income qualified program!

When? 10:00 – 11:00 am (PST) on
Thursday, July 17

Interested? Email rapowers@bpa.gov

Meeting Recap

- ✓ Take away tasks to be addressed in future meetings
- ✓ Priority and time sensitive topics for our next meeting

Next Income Qualified Workgroup

Intended for October 2025 (Date TBD)

Suggested Topics:

- How BPA builds and manages EE measures
- Loan programs
- Associated repair costs
- Follow-up on Implementation Manual publication

Low Income Energy Efficiency Regional Workgroup

Open Invitation!

Email aaburke@bpa.gov to get on our mailing list.





**Thank
you for
joining
us today!**

Want to chat more? Reach out to Amy Burke (aaburke@bpa.gov; 503-230-4364)