



Representing America's Natural Gas Utilities

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UTILITY LOW INCOME CUSTOMER ASSISTANCE IN FY 2014

Findings

Energy utilities provided more assistance to help low income customers pay their energy bills than did Federal programs in FY 2014.

- *Customer Assistance Programs:* Natural gas and electric utility ratepayers provided more than \$4 billion in rate assistance to low income customers in FY 2014. Assistance came in the form of hardship funds, discounted rates, and arrearage forgiveness.
- *Weatherization and Efficiency Assistance Programs:* Natural gas and electric utilities also spent almost \$920 million on home weatherization, conservation, and efficiency assistance to low income customers in FY 2014. Through work with non-profits, community action, and government agencies, these conservation programs deliver weatherization and equipment repair or replacement services—often at little or no cost—to households in need.
- Comparatively for weatherization and efficiency programs, energy utility funding exceeded Federal dollars by \$823 million in 2014.

LOW INCOME HOUSEHOLD ENERGY ASSISTANCE PROGRAMS FY 2014 (MILLION \$)

ENERGY UTILITY PROGRAMS			FEDERAL ASSISTANCE PROGRAMS		
UTILITY RATE DISCOUNTS	UTILITY ENERGY CONSERVATION PROGRAMS	TOTAL UTILITY LOW INCOME ASSISTANCE	FEDERAL LOW INCOME HOUSEHOLD ENERGY ASSISTANCE PROGRAM (LIHEAP)	WEATHERIZATION ASSISTANCE PROGRAM ALLOCATIONS	TOTAL FEDERAL LOW INCOME ENERGY ASSISTANCE
\$3,472	\$920	\$4,392	\$3,390	\$179	\$3,569

Sources:

U.S. Department of Energy, Weatherization Program Notice 13-2, June 21, 2013

<http://www.nascsp.org/>

U.S. Department of Health and Human Services, LIHEAP Clearinghouse

<http://www.liheapch.acf.hhs.gov/Funding/lhhist.htm>

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