NEVADA FUND FOR ENERGY ASSISTANCE AND CONSERVATION STATE PLAN FY 2017

State of Nevada
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NEVADA FUND FOR ENERGY ASSISTANCE AND CONSERVATION STATE PLAN

The Nevada Fund for Energy Assistance and Conservation State Plan is for Fiscal Year 2017(FY17). "Energy Assistance" is synonymous with helping a household with their gas and electric bills, and "Conservation" is synonymous with weatherizing a dwelling to make it more energy efficient. This is a joint state plan for the Department of Health and Human Services, Division of Welfare and Supportive Services, which administers the Energy Assistance Program (EAP) and the Department of Business & Industry, Housing Division which administers the Weatherization Assistance Program (WAP)-Fund for Energy Assistance and Conservation Program. The plan's main purpose is to state how the Universal Energy Charge (UEC) funds will be spent. In addition, the state plan documents tangible outcomes and provides a blueprint to coordinate activities the state will undertake to build capacity in program delivery.

Each program's main objective is to expend UEC monies on as many Nevada households needing energy and weatherization assistance as possible within the amount of UEC funds collected, and administer those funds in an effective and efficient manner. The UEC funding provides for 1) energy assistance, and 2) weatherization assistance to low-income Nevadans. The UEC funds help to mitigate the energy burden for low-income persons and are not intended to meet 100% of the household's utility expenses.

GENERAL PROVISIONS

1. PROGRAM DEFINITIONS

1.1 ENERGY ASSISTANCE PROGRAM (EAP)

The EAP program assists eligible Nevadans in paying their utility costs on an annual basis, and provides emergency assistance for eligible households in crisis. EAP is administered by the Nevada Division of Welfare and Supportive Services of the Department of Health and Human Services. EAP has two funding sources: 1) the federal Low-Income Home Energy Assistance Program grant from the U.S. Department of Health and Human Services, and 2) the Nevada Fund for Energy Assistance and Conservation which is funded by a universal energy charge (UEC) assessed to almost every public utility retail customer in the state.

1.2 WEATHERIZATION ASSISTANCE PROGRAM (WAP)

The Weatherization Assistance Program assists low-income persons in reducing their utility costs by providing for various energy conservation, and health and safety measures. WAP is administered by the Housing Division of the Nevada Department of Business and Industry. WAP's funding sources are: 1) the Nevada Fund for Energy Assistance and Conservation which is funded by the universal energy charge (UEC), 2) the U.S. Department of Energy (DOE), 3) U.S.

Department of Health and Human Services (DHHS), LIHEAP, 4) The Low Income Housing Trust Fund, and 5) The Governor's Office of Energy (GOE).

1.3 SPECIAL ASSISTANCE FUND FOR ENERGY (SAFE)

NV Energy – Sierra Pacific Power Company's Special Assistance Fund for Energy (SAFE) provides utility bill payment assistance to the low-income, elderly and disabled, as well as families facing short-term financial crises. SAFE distributes financial assistance to customers, once annually, through social service agencies that voluntarily administer the program in communities served by NV Energy – Sierra Pacific Power in northern Nevada and northeastern California. NV Energy – Sierra Pacific Power supports all administrative costs for the program and provides a level of annual financial support authorized by its shareholders and supplemented by other SAFE resources.

1.4 EMERGENCY SOLUTIONS GRANT (ESG)

ESG funds are made available to prevent homelessness by financially assisting families who have received an eviction notice or a notice to terminate their utility services. The Emergency Solutions Grant, administered by the Housing Division, is funded by the U.S. Department of Housing and Urban Development (HUD) and distributed to designated state and local government agencies within Nevada. The criteria to receive ESG money are a sudden reduction in income causing an inability to pay bills, assistance is needed to prevent homelessness, there is a reasonable prospect the family will resume their payments in a reasonable amount of time, and the assistance does not supplant other homelessness funding.

1.5 EMERGENCY FOOD AND SHELTER PROGRAM (EFSP)

The EFSP Program supplements and expands the work of social service agencies, both nonprofit and governmental, in an effort to help people with economic (non-disaster-related) emergencies. EFSP funds must supplement food, shelter, rent/mortgage and utility assistance efforts only. EFSP funds are administered by United Way of Southern Nevada in the south and United Way of Northern Nevada and the Sierra in the north.

1.6 ENERGY SHARE

Energy Share is an emergency fund sponsored by Southwest Gas that provides direct assistance to qualified people with unexpected financial difficulties, such as the loss of a job or a medical emergency. Energy Share donations are completely managed and distributed by the Salvation Army in Las Vegas and Carson City. One hundred percent of all donations are used to help families and individuals in need.

1.7 SENIORS HELPING SENIORS WEATHERIZATION PROGRAM

Temporarily suspended.

1.8 REBUILDING TOGETHER WITH CHRISTMAS IN APRIL

Rebuilding Together with Christmas in April (RTCA) is one of southern Nevada's largest housing rehabilitation agencies. RTCA provides free housing repairs to low-income seniors and the disabled. RTCA sponsors an annual Event Day in which more than 3,000 corporate volunteers make substantial home improvements at no charge to qualifying residents.

The organization also administers an emergency program that provides rapid repairs for heating, cooling, plumbing, and electrical problems to qualifying homeowners. RTCA's mission is to allow homeowners to remain living independently in their homes in a safe, warm, dry environment.

1.9 LOW-INCOME HOUSING TRUST FUND WELFARE SET-ASIDE PROGRAM

The Housing Division allocates 15% of the funds received for the Account for Low-Income Housing (Trust Fund) to city/county social service agencies for families who are or in danger of becoming homeless and in need of assistance with utilities, security deposits, and rental or mortgage payment assistance. The money must be made available to individuals and families whose income is at or below 60% of area median income as designated by the Department of Housing and Urban Development (HUD).

1.10 DEMAND-SIDE MANAGEMENT (DSM) PROGRAMS

A Demand-Side Management Program is a plan for implementing an energy conservation program in collaboration with the private sector. Southern Nevada's collaboration includes Nevada Power Company doing business as NV Energy while northern Nevada program includes Sierra Pacific Power Company, a subsidiary of Nevada Energy, Inc., and Southwest Gas Company. DSM programs support the concept of cost-effective investment in energy efficiency measures and education activities to reduce the utility's energy load and as an offset to investment in power plant construction or long-term purchased power contracts. DSM programs provide substantial benefits to residential customers (increased control over energy usage and reduced monthly bills), commercial/industrial customers (improved energy efficiency, enhanced competitiveness, increased productivity, reduced waste), and low-income and disadvantaged customers (lower energy bills, available money for other basic needs, higher standard of living).

2. OTHER DEFINITIONS

2.1 "Applicant" means the person who signs the application on behalf of the household. The applicant does not have to be the head of the household.

2.2 "Arrearage Payment Component" means a once in a lifetime assistance payment sufficient to eliminate the arrearage debt with the heating and/or cooling vendor for the applicant household providing other eligibility criteria are met. This serves

as one of the emergency assistance components for the Energy Assistance Program. The Division of Welfare and Supportive Services Administrator has the authority to suspend and/or limit Arrearage Assistance when there is insufficient funding.

2.3 "Calendar quarter" means each period of three consecutive calendar months ending on March 31, June 30, September 30 and December 31 in each calendar year.

2.4 "Child" means a person less than 6 years of age.

2.5 "Crisis Intervention" means one of the three emergency assistance components offered by the Energy Assistance Program. Crisis intervention assists households whose gross annual income exceeds the income limit except for allowable qualifying expenses for a crisis, which reduces the annual income to the income limit or less.

2.6 "Commission" means the Public Utilities Commission of Nevada.

2.7 "Conservation" is synonymous with weatherizing a dwelling to make it more energy efficient.

2.8 "Disabled" means any individual who claims a physical or mental impairment severe enough to substantially limit gainful activity enjoyed by people of comparable age and opportunity, or that requires treatment or services which are lifelong or extended in duration and are individually planned. An individual does not have to be certified by or receiving compensation from a disability program to be considered disabled.

2.9 "Dwelling unit" means any of the following dwelling units, whether or not the dwelling unit is owned or rented: 1) a single-family dwelling unit, including, without limitation, a house or stationary mobile home; 2) a multi-family dwelling unit, including, without limitation, a townhouse or an apartment; 3) a single room or a group of rooms occupied as separate living quarters.

2.10 "Elderly" means a person age 60 or over.

2.11 "Eligible household" means a household charged a UEC on their natural gas and/or electricity for the residence at which they reside as evidenced by their utility bill or UEC-participating utility vendor, has annual income at or below the current income limits of the federal poverty level, and meets other income criteria for assistance from the Nevada Fund for Energy Assistance and Conservation Fund. Conversely, households not charged a UEC are ineligible for assistance from the fund. A household that receives benefits funded with LIHEAP grant monies may also be referred to as an eligible household in this plan. *Also, refer to "UEC Eligible."*

2.12 "Energy Assistance" is synonymous with helping a household with their gas and electric bills.

2.13 "Energy Assistance Program (EAP)" means energy assistance administered by the Division of Welfare and Supportive Services and funded by the Low-Income Home Energy Assistance (LIHEAP) grant through the U.S. Department of Health and Human Services and the Nevada Fund for Energy Assistance and Conservation (universal energy charge monies).

2.14 **"**Energy burden" means the home energy expenditures of the household divided by the income of the household.

2.15 "Energy emergency" for Division of Welfare and Supportive Services purposes has *three meanings.* The first means a household has had, or is in danger of having, their heating or electric service disconnected within 48 hours or is in need of heating fuel and has less than 10% in their tank, or is in need of a deposit or if having a loss of energy causes a life threatening situation, *and* must have requested a payment plan from the utility and been denied. The second means a household in crisis whose annual gross income exceeds the current income limit except that allowable qualifying expenses attributable to the crisis reduce the income to the current income limit or less. The third means a household that has an established arrearage on their account with their heating and/or cooling vendor and such arrearage may result in utility shut-off. "Energy emergency" for Housing Division purposes means the household's primary heating source is unsafe or inoperable during the winter months, or the household's primary cooling system is unsafe or inoperable during the summer months.

2.16 "Fast-Track" means the expedited processing of an energy assistance application to respond in emergent situations and serves as one of the emergency assistance components for the Energy Assistance Program.

2.17 "Federal poverty level" means the federally designated level signifying poverty that is determined in accordance with criteria established by the Director of the Office of Management and Budget (OMB) of the Executive Office of the President of the United States.

2.18 "Fiscal year" means the state government fiscal year which begins on July 1 of each calendar year and ends on June 30 of the following calendar year.

2.19 "Fixed annual credit (FAC)" means an annual amount of money sufficient to reduce the percentage of the applying household's income spent on natural gas/electricity to the median percentage of the household income spent on natural gas/electricity statewide annually.

2.20 "Fund" means the Fund for Energy Assistance and Conservation.

2.21 "Grant" means money awarded by the Housing Division to a Subgrantee to provide weatherization assistance to eligible households.

2.22 "Health and safety" means the health and safety of a household's occupants. Typical health and safety measures may include, but are not limited to, heating and cooling system repairs/replacement, and mechanical measures as approved by the Housing Division, testing for carbon monoxide, adherence to minimum ventilation requirements, and installation of carbon monoxide detectors.

2.23 "Household" means one or more persons, whether or not related, who reside in the same dwelling unit and who share a primary heating system or a primary cooling system. Relatives who reside in the same dwelling unit or share the same main heating/cooling source are not considered separate households.

2.24 "Housing Division" means the Housing Division of the Department of Business and Industry.

2.25 "Infant" means a person 12 months of age or younger.

2.26 "Intake site" means an entity/agency that contracts with the Division of Welfare and Supportive Services to: 1) provide energy assistance applications to the public, 2) accept energy assistance applications from the public, ensuring the appropriate documents are attached, and 3) forward the completed applications to one of the two Energy Assistance Program offices in the state.

2.27 "Leverage" for the purposes of this state plan means the use of any available credit to maximize resources for the provision of energy assistance and energy conservation services to low-income Nevadans. It may include, but is not limited to, non-federal funds, public and/or private funds, in-kind labor, landlord contributions, administrative and staff resources, other human capital (work crews), etc.

2.28 "Low Income Home Energy Assistance Program" means the LIHEAP block grant awarded to the Nevada Division of Welfare and Supportive Services on an annual basis through the U.S. Department of Health and Human Services to help fund the Energy Assistance Program.

2.29 "Multi-family dwelling unit" means a dwelling unit that has one or more walls attached to one or more other dwelling units for Energy Assistance Program purposes. For WAP purposes, "multi-family dwelling unit" means a building which contains five (5) or more units per building.

2.30 "Municipal utility" includes, without limitation (per NRS 702.060): 1) a utility established pursuant to chapter 709 or 710 of NRS, or 2) any utility that is owned, operated or controlled by a county, city or other local governmental entity.

2.31 "Public utility" has the meaning ascribed to it in NRS 704.020 and 704.021.

2.32 "Retail customer" means an end-use customer who purchases natural gas or electricity for consumption in this state.

2.33 "Single family dwelling unit" means a dwelling unit that is not attached at any point to another dwelling unit, and contains no more than one dwelling unit for Energy Assistance Program purposes. For WAP purposes, "single family dwelling unit" means a building which contains four (4) or less dwelling units.

2.34 "Subgrantee" means a local non-profit or local governmental agency that has been awarded a grant by the Housing Division to provide weatherization assistance to eligible households.

2.35 "Subsidized housing" means a housing unit for which at least a portion of the rent/mortgage payment is paid by a government entity based on the household's income, and all energy utilities are included in the rent.

2.36 "Universal energy charge (UEC)," defined in NRS 702.100, means the charge imposed on each retail customer who purchases an identified amount of electricity defined by kilowatt hours and natural gas defined in therms from a participating utility.

2.37 "UEC-eligible" means a household charged a UEC on their natural gas and/or electricity for the residence at which they reside as evidenced by their utility bill or UEC-participating utility vendor, and meets the other eligibility criteria for assistance from the Nevada Fund for Energy Assistance and Conservation. Conversely, households not charged a UEC are ineligible for assistance from the fund. *Also, refer to "Eligible household."*

2.38 "Usage" means the amount of home energy used.

2.39 "Weatherization Assistance Program (WAP)" means the weatherization assistance program administered by the Nevada Housing Division.

2.40 "Weatherization measures" means those measures installed by the WAP Subgrantees designed to conserve energy or ensure the client's health and safety. See Section 10.2.7 of this plan.

Note: Other terms used in carrying out this state plan shall be consistent with the United States Department of Energy (U.S. DOE) or the Department of Health and Human Services (DHHS) terms as defined in their respective regulations.

3. NEVADA REVISED STATUTE (NRS) REQUIREMENTS/MANDATES

3.1 REQUIRED JOINT ACTIVITIES OF THE DIVISION OF WELFARE AND SUPPORTIVE SERVICES AND THE HOUSING DIVISION

Per NRS 702.280, both state agencies shall jointly:

1. Establish an annual plan to coordinate their activities and programs. In preparing the annual plan, the Divisions shall solicit advice from knowledgeable persons. The annual plan must include, without limitation, a description of:

    a. The resources and services being used by each program and the efforts that will be undertaken to increase or improve same;

    b. The efforts that will be undertaken to improve administrative efficiency;

    c. The efforts that will be undertaken to coordinate with other federal, state and local agencies, nonprofit organizations and any private business or trade organizations that provide energy assistance or conservation services to low-income persons;

    d. The measures concerning program design that will be undertaken to improve program effectiveness; and,

    e. The efforts that will be undertaken to address issues identified during the most recently completed annual evaluation.

2. Conduct an annual evaluation of the programs that each carries out.

3. Solicit advice from the Public Utilities Commission of Nevada (PUCN) as part of the annual evaluation.

4. Prepare a report concerning the annual evaluation and submit the report to the Governor, the Legislative Commission and the Interim Finance Committee. The report must include:

    a. A description of the objectives of each program;

    b. An analysis of the effectiveness and efficiency of each program in meeting the objectives of the program;

    c. The amount of money distributed from the fund for each program and a detailed description of the use of that money for each program;

    d. An analysis of the coordination between the Divisions concerning each program; and,

    e. Any changes planned for each program.

3.2 MANDATES FOR BOTH AGENCIES IN DEVELOPING A PROGRAM

NRS 702.260 and 702.270 require both the Division of Welfare and Supportive Services and the Housing Division to do the following in developing their respective programs of energy assistance and conservation services:

1. Solicit advice from each other and from other knowledgeable persons/entities;

2. Identify and implement appropriate delivery systems to distribute money from the fund and to provide other assistance;

3. Coordinate with other federal, state and local agencies that provide energy assistance or conservation 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;

4. Establish a process for evaluating the program;

5. Develop a process for making changes to such programs; and,

6. Engage in annual planning and evaluation processes with each other.

In addition, the Division of Welfare and Supportive Services shall, to the extent practicable, ensure that the money in the fund is administered in a manner which is coordinated with all other sources of money available for energy assistance and conservation, including, without limitation, money contributed from private sources, money obtained from the federal government, and money obtained from the state or any political subdivision of the state.

To the extent possible, the Housing Division shall encourage other entities to provide resources and services, including schools and programs that provide training in the building trades and apprenticeship programs.

4. ADOPTION OF PROGRAM REGULATIONS

NRS 702.260 and 702.270 require both agencies to promulgate regulations for the

programs each administers; however, the regulations which each adopts will be accomplished as follows:

4.1 DIVISION OF WELFARE AND SUPPORTIVE SERVICES

The Division of Welfare and Supportive Services must adopt their regulations via the public hearing process outlined in NRS 422A-190 – Procedure for adopting, amending or repealing regulations. This state plan, when adopted, shall constitute the program regulations.

4.2 HOUSING DIVISION

The Housing Division must adopt amendments and changes to their regulations via the provisions of the Administrative Procedures Act outlined in NRS Chapter 233B. The Housing Division adopts their program regulations separately from this state plan.

The Housing Division has adopted their program regulations via the provisions of the Administrative Procedures Act and the regulations can be found in Nevada Administrative Code (NAC) 702. The general duties of the Housing Division can be found in NAC 702.820 through 702.870.

5. THE FUND

5.1 FUND CREATION

NRS 702.250 creates a special revenue fund in the state treasury entitled the Fund for Energy Assistance and Conservation. The fund contains universal energy charge (UEC) monies collected from retail customers of electricity and natural gas by the utility. It is then remitted to the PUCN. The PUCN estimates the UEC is projected to generate $12.4 million in FY 17. To carry out its powers and duties, the PUCN is entitled to an administrative charge of not more than 3% of the money collected for the universal energy charge. After deduction of its administrative charge, the PUCN shall deposit the remaining money collected from the universal energy charge in the state treasury for credit to the fund.

5.2 FUND ADMINISTRATION

The PUCN passes the remaining UEC monies to the Division of Welfare and Supportive Services which is legislatively responsible for administering the fund. The Division of Welfare and Supportive Services has a “6000 series” pass-through account for the UEC revenues. The account is interest bearing and the interest earned is distributed to the Division of Welfare and Supportive Services and Housing Division on a 75/25 percent basis. The Division of Welfare and Supportive Services shall transfer, via journal voucher, to the Housing Division its 25% share of the UEC funds on a quarterly basis.

The interest and income earned on the money in the fund, after any applicable charges, must be credited to the fund. All claims against the fund must be paid as other claims against the state are paid.

5.3 FUND DISTRIBUTION

5.3.1 Division of Welfare and Supportive Services

The Division of Welfare and Supportive Services shall receive 75% of the money in the fund to assist eligible households in paying for natural gas

and electricity. The 75% will be distributed through the Division's Energy Assistance Program (EAP). The Division shall not use more than 5% of the money distributed to it for administrative expenses. The Division may expend monies for outreach and program design, program evaluation and energy assistance payments.

5.3.2 Housing Division

The Housing Division shall receive 25% of the money in the fund for programs of energy conservation, weatherization and energy efficiency for eligible households. The Housing Division shall not use more than 6% of the money distributed to it for administrative expenses. The Housing Division may expend monies for outreach, program design, program evaluation, and weatherization services.

5.4 REFUND POLICY

Any single retail customer or multiple retail customers who pay in excess of $25,000 in any calendar quarter may seek a refund of the portion of UEC paid in excess of $25,000. Refund requests must be submitted to the PUCN not later than 90 days after the end of the calendar quarter for which the refund is requested. The PUCN shall determine and certify to the Division of Welfare and Supportive Services in writing the single retail customer or multiple retail customers owed a refund and the amount of the refund. The Division of Welfare and Supportive Services shall process a voucher within two (2) working days of the PUCN certification and forward the voucher through the state accounting system. All communications requesting refunds and/or exemptions, or regarding similar matters will be forwarded to the PUCN rather than the Division of Welfare and Supportive Services.

5.5 PREPAYMENT POLICY

Nevada Administrative Code (NAC) 702.370 allows for a single retail customer or multiple retail customers under common ownership and control to prepay in the amount of $25,000, the maximum universal energy charge for any calendar quarter. Prepayment of the $25,000 is required not later than 15 calendar days before the first day of the calendar quarter. When the prepayment is received, the PUCN notifies each affected public utility or municipal utility to exempt the prepaying customer from paying the universal energy charge. The prepaying customer is not entitled to a refund of any portion of the prepaid $25,000 on the basis of actual consumption.

6. ALLOWED USES OF NEVADA FUND FOR ENERGY ASSISTANCE AND CONSERVATION (PER NRS 702.260 and 702.270)

After deduction for their administrative expenses, both the Division of Welfare and Supportive Services and the Housing Division may use the money distributed to them to:

1. Assist eligible households in paying for natural gas and electricity (Division of Welfare and Supportive Services);

2. Provide an eligible household with services of basic home energy conservation and home energy efficiency, or assist an eligible household to acquire such services, including, without limitation, services of load management (Housing Division);

3. Pay for appropriate improvements associated with energy conservation, weatherization and energy efficiency (Housing Division);

4. Carry out activities related to consumer outreach;

5. Pay for program design to include but not limited to costs associated with new system design, required modifications and/or program enhancements; and,

6. Pay for annual evaluations.

Note: If a household does not receive any of their energy from a UEC participating utility vendor (meaning the household pays no universal energy charge), the household may be served with LIHEAP grant funds, DOE grant funds, or another publicly or privately funded program.

PROGRAM PROVISIONS

7. PROGRAM APPLICATION AND INTAKE SITES

7.1 DIVISION OF WELFARE AND SUPPORTIVE SERVICES

EAP is a year-round program. EAP benefits are available wherever UEC participating utility vendors are located.

EAP applications may be obtained from/submitted to Division of Welfare and Supportive Services contracted intake sites such as county social services, senior citizen centers, or community based organizations. Completed applications submitted to a contracted intake site are sent to one of the two program offices statewide for processing after securing the documentation necessary to process the application. In FY17, the Division of Welfare and Supportive Services continue to augment the number of intake sites as needed. Contracted intake sites are encouraged to assist the Division of Welfare and Supportive Services in EAP program outreach.

The Division of Welfare and Supportive Services shall provide copies of any promotional brochures to its intake sites, other community-based governmental offices, utilities, and other locations throughout the state providing potential applicants with information on energy assistance and energy conservation.

Those households that received benefits in the prior program year will be mailed a notice to remind them when they are eligible to apply for the current program year. The notice will contain information on how to obtain an application and application assistance through the Division or a contracted intake site.

All EAP applications are submitted to the Division of Welfare and Supportive Services Energy Assistance Program offices for review, processing and payment.

The two offices are located at:

Northern Nevada Division of Welfare and Supportive Services Energy Assistance Program 2527 Carson St., Suite 260 Carson City, Nevada 89706-7924	Southern Nevada Division of Welfare and Supportive Services Energy Assistance Program 3330 E. Flamingo Rd. #55 Las Vegas, Nevada 89121
Phone: (775) 684-0730 Fax: (775) 684-0740	Phone: (702) 486-1404 Fax: (702) 486-1441

A "fixed annual credit" or FAC is determined for each applying (and otherwise eligible) household. The FAC is an amount of money sufficient to reduce the percentage of the applying household's income spent on natural gas/electricity to the median percentage of the household income spent on natural gas/electricity statewide.

7.2 HOUSING DIVISION

Persons interested in receiving WAP services may apply at the site of their local service provider, called a Subgrantee, which is an entity contracted with the Housing Division.

A current list of Subgrantees can be found at: http://housing.nv.gov

The Nevada Housing Division has two offices located at:

Northern Nevada State of Nevada, Housing Division Weatherization Program 1535 Old Hot Springs Rd, Ste 50 Carson City, NV 89706	Southern Nevada State of Nevada, Housing Division Weatherization Program 7220 Bermuda Road, Ste B Las Vegas, NV 89119
Phone: (775) 687-2040 Fax: (775) 687-6946 TDD: (800) 326-6868	Phone: (702) 486-7220 Fax: (702) 486-7227

The Housing Division will also accept lists of UEC-eligible households meeting the income criteria from the Division of Welfare and Supportive Services.

8. CLIENT ELIGIBILITY

8.1 DIVISION OF WELFARE AND SUPPORTIVE SERVICES

8.1.1 Each household receiving EAP assistance must have a universal energy charge on their utility bill for the month in which application is made and the UEC billed must be for the resident address at which the person/household resides. In addition to the utility bill, a preferred source of verification is a Nevada Driver's License in the applicant's name which matches the name on the residence utility bill.

8.1.2 Applications are processed on a first come, first serve basis.

8.1.3 The annual usage for the "address" at which the household resides at time of application is used in determining the FAC benefit. When actual usage cannot be verified, such as if the household resides in a newly constructed residence where 12 months of historical energy usage does not exist, or resides in a new residence where the 12-month historical energy usage is not representative of the potential usage of the applicant household, EAP staff may use the median energy usage for the residence type (single family or multi-family) from the applicable utility.

8.1.4 Eligibility Criteria:

a. The household's annual income must not be more than the current income limits of the federally-designated level signifying poverty, as determined by the Division of Welfare and Supportive Services, not to exceed 150% of the federally designated level signifying poverty. Eligibility is based on the income of the entire household. The income of the household is reviewed and documented during the application process.

b. Identification of the applicant is required. If the utility bills are not in the applicant's name, identification of the individual named on the utility bills will be required. Hardship exceptions may be approved by the Chief of Employment and Supportive Services.

c. Applications must be submitted by the person whose name appears on the utility bill or the applicant must provide written authorization, from the individual whose name is printed on the bill, to act on their behalf. The applicant must be the person who is responsible for paying the cost of energy for the household. Hardship exceptions may be approved by the Chief of Employment and Supportive Services.

8.1.5 Asset/Resource Criteria: There is no asset/resource test applied to the applying household.

8.1.6 The following rules apply to master metered residences which meet the income criteria:

a. If all utilities are in the landlord's name and the household does not receive a separate bill that includes consumption and dollar usage, the household may receive $180 in energy assistance paid with non-UEC monies;

b. If all utilities are in the landlord's name, whether included in the rent or not, but the household receives a separate bill that includes consumption and dollar usage, the household is eligible for a fixed annual credit or $180, whichever is greater, payable to the household;

c. If one of the utilities is in the landlord's name and one is in the household's name, the household will receive a fixed annual credit based on the utility in the household's name payable to the household's utility, unless the household receives a separate bill from the landlord that includes energy consumption and dollar usage. If the household receives both, the household may receive a fixed annual credit based on both utilities payable to the household's utility not to exceed the annual usage, and the remainder payable to the household.

8.1.7 Households residing in subsidized housing, as defined in Section 2.35, are excluded from receiving energy assistance.

8.2 HOUSING DIVISION

8.2.1 The applying household must file an application for weatherization assistance with the appropriate Subgrantee.

8.2.2 The applying household must provide a copy of their utility bill(s) showing a universal energy charge for the dwelling unit for the month in which application is made.

8.2.3 The annual household income for all the persons residing in the dwelling unit may not exceed the current income limit of the federal poverty level.

8.2.4 The Subgrantee shall provide weatherization assistance to eligible UEC households based on the availability of money and priority given to each eligible household using the information provided on the eligibility determination worksheet. The worksheet is a document the Subgrantees use to prioritize assistance to eligible households.

8.2.5 There is no resource or assets test.

8.2.6 Assistance is available to individuals residing in single and multi-family dwellings and mobile homes. These dwellings can be rented or owner-occupied.

8.2.7 For households living in master metered complexes or other properties where both utilities are in the landlord's name and the tenant does not receive a separate bill that includes their consumption and usage, the household is not eligible to receive weatherization services. In households where only one of the utilities is master metered and the other is paid by the tenant, the household is eligible for weatherization assistance provided the utility they pay into contributes to the Universal Energy Charge (UEC).

8.2.8 A household is ineligible to receive weatherization assistance if, within the 5 years immediately preceding the application, the dwelling unit has been improved, in whole or in part, through a program of weatherization assistance, be it federal, state or local.

8.2.9 A household is ineligible if the dwelling unit is vacant; on the market (for sale); or in the process of being foreclosed, acquired or sold; or having its title transferred for the failure of a person to pay under the terms of a mortgage, a deed of trust, a land instrument contract or under any other contract, lien or judgment.

8.2.10 The Housing Division, and its contracted Subgrantees, will deem any household eligible for WAP services if the Division of Welfare and Supportive Services certifies: 1) the household has a utility bill containing a universal energy charge, and 2) the household meets the income criteria.

8.2.11 Households residing in subsidized housing as defined in section 2.35 are excluded from receiving weatherization services.

9. PERSONS INELIGIBLE TO RECEIVE UEC MONIES

If a retail customer/household is exempted from paying the UEC, the retail customer/household may not receive assistance from that portion of the EAP program funded with UEC monies or WAP funds administered by the Division of Welfare and Supportive Services and Housing Division, respectively.

Retail customers purchasing their natural gas or electricity from a: 1) rural electric cooperative; 2) a general improvement district; or 3) a cooperative association, nonprofit corporation, nonprofit association or provider of service which serves only its members and is declared a public utility pursuant to NRS 702.150, do not pay a universal energy charge.

Alternative energy sources such as wood, coal and propane are not subject to UEC and will not be reimbursed using UEC funds. Note: If the household pays a UEC and also

has wood, coal and/or propane energy costs, they may be eligible to receive assistance funded with UEC monies paid to the UEC vendor only and not to exceed the total UEC annual usage.

Persons ineligible to receive benefits from universal energy charge funds may be eligible for energy and conservation benefits under other program funding sources if they meet the income and eligibility criteria of same.

10. PROGRAM BENEFITS

EAP benefits paid with UEC funds and WAP benefits are subject to the amount of UEC monies collected.

10.1 DIVISION OF WELFARE AND SUPPORTIVE SERVICES

10.1.1 EAP program benefits paid with Fund for Energy Assistance and Conservation (FEAC) monies are restricted to areas where UEC participating vendors collect a universal energy charge from their customers. Households ineligible to receive UEC assistance may receive LIHEAP-funded assistance if eligible. Each eligible household can receive one fixed annual credit (FAC) benefit paid annually.

10.1.2 The Division of Welfare and Supportive Services will determine the dollar amount of the Energy Assistance Program benefit to be awarded to an eligible household and voucher that amount in the ratepayer's name to the UEC participating utility.

10.1.3 FIXED ANNUAL CREDIT

A fixed annual credit (FAC) benefit will be calculated for each eligible household. 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 household income spent on natural gas and electricity statewide.

In Nevada, the median household income is $68,978 for FY17. The statewide median household energy burden for natural gas and electricity is 2.09% for FY17. Both the median household income and the median household energy burden are updated annually for each new state plan program year.

The total annual energy usage (to include natural gas and/or electric in combination with other sources of energy; e.g. wood, oil, propane, kerosene, etc.) is identified for the resident address at which the applicant household resides at the time of application. The Division of Welfare and Supportive Services may require energy bills/receipts from the client or communicate with the UEC participating energy vendor to ascertain the annual energy usage. Applicants will be expected to

comply with agency requests for documents necessary to establish eligibility.

10.1.4 ***<u>Calculating a Household's EAP Benefit:</u>***

1. The household's EAP benefit is the Fixed Annual Credit (FAC) not to exceed UEC annual usage or the program benefit cap. A minimum benefit cap standard has been established as illustrated in the tables below. The administrator may adjust the benefit cap above this standard to optimize the assistance provided to eligible households based on projected caseload and available program funding. A 30-day notice will be posted prior to decreasing or eliminating the benefit cap adjustment. Households utilizing heating oil or propane as their energy source have an established benefit cap separate and distinct from all other energy source users in consideration of the higher cost per British Thermal Unit (BTU) of heating oil and propane. A flat $50 is added to the benefit cap for any household with an elderly, disabled, or child under age six member.

2. Determining the FAC benefit

    a. Identify eligible household's gross annual income and apply the current energy burden percentage to determine the amount the household is expected to pay for their energy burden.

    b. Identify eligible household's annual energy usage in dollars (to include all energy sources).

    c. Compare the current energy burden percentage to the eligible household's annual energy burden usage (in dollars).

    d. If the household energy burden is greater than the current energy burden percentage of the household's annual income, the difference is the FAC amount for that household. The FAC is the benefit amount the household receives not to exceed UEC annual usage or the program benefit cap.

3. If the eligible household energy burden is less than the current energy burden percentage of the household's annual income, the household may receive a payment of $180 paid with non-UEC monies.

10.1.5 Eligible households having a fixed annual credit up to, and including $179, may receive a payment of $180. The FAC portion is paid with UEC funds and the remainder of the $180 is paid with non-UEC monies.

10.1.6 All eligible households receiving a FAC will be referred by the Division of Welfare and Supportive Services, via the agency's computer system, to the Housing Division for Weatherization outreach activities.

10.1.7 An eligible household that moves after certification will not receive a recalculation of the FAC benefit. The FAC benefit will either be transferred to the new account if the household is with the same vendor or be returned by the vendor to the Division of Welfare and Supportive Services. If the household moves within the state and has a new UEC participating energy vendor, the remainder of the FAC benefit may be sent to the new vendor by the Division of Welfare and Supportive Services.

10.1.8 An eligible household whose service is disconnected or terminated due to nonpayment forfeits the remainder of the FAC benefit. The energy vendor will return any unused benefit to the Division of Welfare and Supportive Services.

10.1.9 Eligible households may elect to have their FAC benefit: 1) go directly to their UEC heating provider, or 2) go directly to their UEC cooling provider, or 3) be equally split between their UEC heating and cooling provider(s).

10.1.10 FAC benefits for eligible households may be funded using federal LIHEAP funds or monies from the state Fund for Energy Assistance and Conservation.

10.2 HOUSING DIVISION

10.2.1 The Housing Division Subgrantees shall provide qualified UEC-eligible households (those having a UEC and meeting income and other eligibility criteria) with services of basic home energy conservation and home energy efficiency.

10.2.2 The Housing Division Subgrantees shall pay for appropriate improvements associated with energy conservation, weatherization and energy efficiency.

10.2.3 The Housing Division Subgrantees shall provide emergency assistance to eligible household members whose weatherization related health and safety are threatened.

10.2.4 All energy conservation measures installed in, or improvements made to, a dwelling unit and funded with WAP funds require an inspection upon completion by the Subgrantee or their representative.

10.2.5 The Housing Division Subgrantees, shall provide weatherization measures to both owner-occupied and renter-occupied single family dwelling units, mobile home and multi-family dwellings.

10.2.6 The average per household expenditure by the program Subgrantees is $6,750 and the maximum cost per unit weatherized is $8,000.

10.2.7 Typical measures installed through the Weatherization Assistance Program may include, but are not limited to:

- ceiling, floor and duct insulation;
- duct leakage sealing (return and supply systems);
- shell infiltration sealing (replace broken windows, weather-stripping, caulking, evaporative cooler covers, etc.);
- insulate water heater and adjoining pipes;
- solar screens in southern Nevada only;
- heating and cooling system repairs/replacements;
- health and safety measures (carbon monoxide testing of appliances, indoor air quality standards, and installation of carbon monoxide detectors);
- compact fluorescent lighting (CFL) or light-emitting diode (LED);
- mobile home roof insulation (southern Nevada only); and,
- refrigerators.

Additional measures may be included in the above list if determined to be cost effective or address occupant health and safety.

10.2.8 Up to 15% of the amount of funds awarded to the Subgrantees may be used to eliminate or mitigate weatherization related health and safety issues for the occupants.

10.2.9 The Housing Division continues to ensure the cost-effectiveness of the weatherization measures Subgrantees provide to eligible households through the development of a Priority List of Conservation Measures.

10.2.10 The Housing Division has developed a list of weatherization measures that a Subgrantee may provide to eligible households. The weatherization measures priority list is based on the following factors: 1) climate of the region, 2) dwelling type, 3) type of heating or cooling system, and 4) type and cost of source of energy.

10.2.11 The Housing Division will monitor each program administered by a Subgrantee to ensure the Subgrantee is complying with the provisions of the grant it receives. This monitoring will include a review of expenditures and an on-site inspection of at least 10% of the dwelling units weatherized during the prior plan year.

10.2.12 The Housing Division shall, as feasible, provide weatherization assistance to energy assistance recipients.

10.2.13 The Subgrantee shall give priority to eligible households in the following order:

1. Households with a weatherization related health and safety hazard.

2. Households whose members are either elderly, disabled or contain children under the age of six.

11. PROVISION OF EMERGENCY ASSISTANCE

11.1 *DIVISION OF WELFARE AND SUPPORTIVE SERVICES*

There are three emergency assistance components provided by the Energy Assistance Program (EAP). They are 1) Fast-Track, 2) Crisis Intervention, and 3) the Arrearage Payment Component. These components are available year round. The Division of Welfare and Supportive Services Administrator has the authority to suspend and/or limit the arrearage payment component when there is insufficient funding. A household determined eligible under an emergency component will receive a benefit based on the FAC calculation and the household must receive their energy from a UEC-participating vendor. If the FAC is up to, and including $179, the household may receive a benefit of $180. The FAC portion is paid with UEC funds and the remainder of the $180 is paid with non-UEC monies. Each eligible household may only receive one FAC benefit per program year.

11.1.1 The Fast-Track Component

1. The household must 1) have received a 48-hour disconnect notice from their heating or electric service, or 2) have been disconnected, or 3) be in need of heating fuel and have less than 10% in their tank, or 4) need a deposit to establish service, or 5) have a life-threatening situation if they lose energy; and, 6) have paid at least $25 on their utility bill(s) during the sixty (60) days prior to the emergency; and 7) have requested a payment plan and been denied or already have a payment plan established but are unable to meet the payment requirements.

2. The household's annual income must not be more than the current income limits of the federally-designated level signifying poverty, as determined by the Division of Welfare and Supportive Services. Eligibility is based on the income of the entire household. The household's income is reviewed and documented during the application process.

3. The household must have experienced a recent unexpected loss or reduction of income or emergency expense, in the last two (2) to five (5) months, of at least 15% of the household's total gross income which caused the inability to pay heating and/or electric costs. The loss or reduction of income may not have been from a seasonal or temporary position or for being terminated for misconduct. Increases in utility costs due either too harsh weather or utility fee increases levied on all residents do not qualify as unexpected since they are not individualized to any particular household. Emergency expense includes 1) Unreimbursed medical expenses for a medical emergency, or long-term, chronic medical condition; 2) Unreimbursed compulsory and necessary home repairs; and, 3) Unreimbursed automobile repairs only if transportation is needed for ongoing medical care, the repairs are critical to the operation of the vehicle, and it is the only registered vehicle in the household. Regular vehicle maintenance is excluded, including tire purchases. The household must provide proof they paid for the expense out-of-pocket and were not paid by a friend or relative.

4. Households are ineligible for Fast-Track assistance if they 1) received Fast-Track assistance in the previous EAP program year, or 2) received arrearage assistance, unless there are extenuating circumstances, e.g., terminal illness, car accident, etc.

11.1.2 The Crisis Intervention Component

The Crisis Intervention Component assists households experiencing a special circumstance or crisis <u>and</u> whose gross annual income exceeds the current income limits of poverty except for allowable qualifying expenses that reduce the annual income to the current income limits of poverty or less.
Eligibility is based on the income of the entire household. The household's income is reviewed and documented during the application process.

Qualifying expenses may include:

- Unreimbursed medical expenses for medical emergencies or long-term, chronic medical conditions;

- Unreimbursed compulsory and necessary home repairs;

- Unreimbursed automobile repairs only if transportation is needed for ongoing medical care, the repairs are critical to the operation of the vehicle, and, it is the only registered vehicle in the household. Regular maintenance is excluded, including tire purchases.

The qualifying expense must be supported by valid and verifiable documentation, and must create a financial hardship for a period of no less than three (3) months.

11.1.3 The Arrearage Payment Component

The Arrearage Payment Component enables low-income households to achieve self-sufficiency through a combined one-time arrearage payment and an ongoing FAC benefit. The Division of Welfare and Supportive Services Administrator has the flexibility to restrict the Arrearage Payment Component to targeted households (child under 6, elderly, or disabled) or suspend all arrearage payments when program funding is limited following a 30 day public notice period. The Arrearage Payment Component provides assistance in an amount eliminating the debt owed to their heating and/or cooling vendor(s). Eligibility is based on the income of the entire household. The household's income is reviewed and documented during the application process.

1. The household's annual income must not exceed the current income limits of the federally-designated level signifying poverty, as determined by the Division of Welfare and Supportive Services.

2. A UEC-eligible household may receive an arrearage payment only once in a lifetime for as long as they participate in the EAP program. The only exceptions are households with chronic, long-term medical conditions that create a financial hardship and/or increase energy consumption.

   The one-time payment may be for gas or electric, or gas and electric. A subsequent request for an arrearage payment may not be made at a later date in the event the previous arrearage payment did not cover one of the household's energy vendors.
3. The request for an arrearage payment may be made at, or subsequent to, the date of request for a FAC benefit. A request for an arrearage payment cannot be made without the household applying for or receiving a FAC benefit.

4. The UEC-eligible household must have paid an amount equal to the energy burden of their current income toward the arrearage during the 12 months in which the arrearage occurred.

5. Once eligible for an arrearage payment, the household must budget its FAC benefit over 12 months to ensure an arrearage does not occur again. If the household fails to budget its FAC and incurs a subsequent arrearage, and receives a shut-off notice or service is terminated, they are ineligible for expedited case processing such as Fast Track.

6. Applicant households may seek a hardship exemption to the policies noted in numbers 1, 4 and 5 above, by written petition to the Administrator of the Division of Welfare and Supportive Services.

11.2 HOUSING DIVISION

11.2.1 WAP emergency assistance is available during state fiscal years or until funds are expended. The applying household: 1) must have a universal energy charge on their utility bill(s), and 2) the annual income cannot exceed 150% of the federal poverty level. There are no assets tests.

11.2.2 To qualify for emergency assistance, the household must be determined eligible and have an inoperable or unsafe primary heating system during the winter season, or an inoperable or unsafe primary cooling system during the summer season. The primary system in question may either be repaired or replaced.

11.2.3 Emergency assistance may be provided to owner-occupied single family dwelling units and mobile homes on a case by case basis only. When the property is rented, Subgrantees must inform the tenant that it is the landlord's responsibility to provide basic improvements such as operable HVAC equipment and water heaters per NRS 118A.

11.2.4 Households eligible for emergency assistance are given top priority over all other households awaiting weatherization assistance services.

11.2.5 Applications for WAP emergency assistance can be: 1) made at the local Subgrantee's office, 2) forwarded from the Division of Welfare and Supportive Services, or 3) forwarded from a UEC – participating vendor when the utility "red tags" a heating or cooling system as inoperable or unsafe, (i.e., excessive carbon monoxide, cracked heat exchanger).

12. APPEAL PROCESS FOR DENIED/TERMINATED BENEFITS

The hearing process for UEC-eligible clients denied, or whose benefits are terminated, is as stated in the annual LIHEAP and the Nevada Housing Division Subgrantee Administrative Manual.

PROGRAM DEVELOPMENT PROVISIONS

13. LEVERAGING OF PROGRAM FUNDS & OTHER RESOURCES

Note: The term leveraging has the meaning as noted in Section 2.27 of this document.

13.1 DIVISION OF WELFARE AND SUPPORTIVE SERVICES

The Department of Health and Human Services (via the federal Low Income Home Energy Assistance Program) grants states leveraging awards annually, when allowed to apply, based on the amount of non-federal monies reported as being spent for low-income energy assistance within the state. The Division of Welfare and Supportive Services reports all Universal Energy Charge funds to the U.S. Department of Health and Human Services for leveraging award consideration. The EAP program leverages funding expended on programs such as REACH, Energy Share, and SAFE (described in Section 1 of this plan). There are other smaller resource benefit entities such as the Lincoln County Power District, City of Boulder City, Mt. Wheeler Power Company, and Valley Electric---each of the energy and weatherization assistance dollars these entities spend is leveraged annually.

The Division of Welfare and Supportive Services continues to investigate opportunities to leverage non-federal resources to include cash, discounts or waivers, and in-kind contributions.

13.2 HOUSING DIVISION

The Housing Division's goal is to provide energy conservation measures to as many homes as possible, thereby reducing the households need for future energy assistance.

The Housing Division will implement a 50% landlord contribution for capital improvements on those housing types designated by the Administrator of the Housing Division. Single family dwellings will be exempt from this requirement but still encouraged to contribute.

The Housing Division and its Subgrantees will work with utility companies, public agencies and the private sector to enhance program revenue and client participation. The program will continue its efforts to develop partnerships with state and local service providers, landlords, housing authorities, and other entities, which provide energy efficiency assistance or housing assistance to low-income households. The long-term goals for improving leveraging opportunities for the Housing Division's programs can be summarized as leveraging money, the weatherization of additional dwelling units, and leveraging human capital may include: 1) identifying financial institutions and businesses within the state who may be willing to donate to weatherization efforts, 2) researching the possibility of leveraging federal funds as additional sources to assist in weatherizing

dwelling units, 3) developing non-financial opportunities for available trained workers, e.g., Rite of Passage, Housing Rehab Programs, Job Corps, vocational-tech programs, and 4) initiating outreach activities to identify additional partners, e.g., Board of Realtors, Builders Association, Apartment Owners Association, etc.

14. COORDINATION AND COMMUNICATION

14.1 DIVISION OF WELFARE AND SUPPORTIVE SERVICES

14.1.1 Collaborative Efforts/UEC Verification

The Division of Welfare and Supportive Services continues to improve upon collaborative efforts established in previous program years with the state's utility companies, the Housing Division, and other entities providing energy assistance to administer an effective and efficient energy assistance program.

The Division of Welfare and Supportive Services will work with the state's utility companies, the Housing Division, and other entities providing energy assistance to advance awareness of the Energy Assistance Program and to facilitate expedient program eligibility decisions. In addition, through the aforementioned relationships, the Division of Welfare and Supportive Services will work with appropriate entities to minimize household utility shut-offs, where feasible. Outreach, as evidenced in Section 15 of this plan, is another area in which the Division of Welfare and Supportive Services collaborates with the Housing Division, public utilities and other interested parties.

The Division of Welfare and Supportive Services will certify a household participates in UEC by viewing the utility vendor natural gas/electric bill containing the UEC or by communicating with the UEC participating utility vendor. The vendor billing must be for the month in which application for EAP assistance is made and for the resident address at which the applicant household resides. If a UEC charge is not on a vendor natural gas/electric bill, the person/household is not eligible to receive EAP assistance funded with UEC monies.

14.1.2 Utility/ Division of Welfare and Supportive Services Exchange of Data

14.1.2.1 Determination of Fixed Annual Credit

To determine the fixed annual credit (FAC) benefit for EAP applying households, the Division of Welfare and Supportive Services has a computer-generated exchange of information with the major utilities in the state to ascertain the annual energy usage of the address at which the household resides.

14.1.2.2 Confidentiality

Any and all information/data provided to the Division of Welfare and Supportive Services by the public utility shall remain confidential except as specified in this paragraph. Any and all information/data provided to the Division by the public utility shall be used by the Division for the purpose of establishing the FAC/eligibility of a household. The Division of Welfare and Supportive Services may share any and all information/data provided by the utility with the Housing Division for the purpose of targeting households with high-energy consumption. Use of information/data provided to either the Division of Welfare and Supportive Services, or the Housing Division via the Division of Welfare and Supportive Services, by a utility for any reason other than the purposes stated here is prohibited.

The Division of Welfare and Supportive Services Energy Assistance Program application provides for the applying household to give their consent for the agency to share any and all information/data provided by the utility with the Housing Division.

14.1.2.3 Division of Welfare and Supportive Services /Utility Exchange of Data

The EAP program, while continuing its present means of exchanging information with the utility companies in the state, explores ways to improve data exchange and, where feasible, initiate processes to increase system efficiency.

14.1.3 Division of Welfare and Supportive Services/Housing Division Exchange of Data

The Division of Welfare and Supportive Services EAP computer system continues to electronically transfer to the Housing Division, all files containing the agreed upon elements between the Division of Welfare and Supportive Services and Housing Division e.g., name, address, phone number, FAC benefit, and energy usage/burden of eligible households for the purpose of potentially helping them with energy conservation.

14.1.4 Division of Welfare and Supportive Services/Other Energy Assistance Providers Exchange of Data

The EAP program, while continuing its present means of exchanging information with other energy assistance providers in the state, may

explore ways to improve data exchange and, where feasible, initiate processes to increase system efficiency.

The Division of Welfare and Supportive Services will, at any time, provide needed information to other energy assistance providers, e.g., verifying if a household has received benefits and in what amount. Conversely, EAP will continue to solicit necessary information from the energy assistance providers on an as needed basis to ensure the monies are judiciously expended on those truly meeting the eligibility criteria.

14.2 HOUSING DIVISION

14.2.1 Collaborative Efforts/Verification of UEC

The Housing Division continues to improve collaborative efforts established in previous program years with the Division of Welfare and Supportive Services, the state's utility companies, and their Subgrantees to ensure the Weatherization Assistance Program funded with FEAC dollars is administered in an efficient and effective manner.

14.2.2 Housing Division/Division of Welfare and Supportive Services Exchange of Data

The Housing Division receives a data transfer from the Division of Welfare and Supportive Services Energy Assistance Program computer system containing the names and addresses of all approved EAP recipients to determine if a household participates in UEC.

Upon request, the Housing Division shall provide the Division of Welfare and Supportive Services with a list of eligible households that have received weatherization services.

14.2.3 Utility/Housing Division Exchange of Data

The Housing Division may access utility information/data maintained by the Division of Welfare and Supportive Services or utility companies on specific households that have received weatherization assistance.

14.2.4 Housing Division/Subgrantee Exchange of Data

The Housing Division continues to communicate on a regular basis with its Subgrantees statewide regarding updates and changes to policies and procedures through e-mails, conference calls and annual meetings. Monthly status reports from each Subgrantee which includes financial status and productivity are reviewed to confirm effective and efficient administration of the program on all levels.

15. PUBLIC RELATIONS AND OUTREACH STRATEGIES

15.1 LEVERAGING COMMUNITY-BASED ORGANIZATIONS AND OTHER OPPORTUNITIES

The EAP program encourages community-based organizations and other entities serving low-income Nevadans to aid in outreach efforts ensuring the populations they serve are aware of the EAP program, its benefits, and how to apply. In addition, the Division of Welfare and Supportive Services encourages its contracted intake sites to do outreach activities with the populations of Nevadans they serve.

15.2 TARGETED POPULATION EFFORTS

Efforts will continue to reach the population served by the Division of Welfare and Supportive Services in the following ways:

15.2.1 Notice of Decision Language

Notice of Decision letters generated by the NOMADS computer system, which serves the Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP) and Medicaid populations, may contain language informing the noticed recipient/household they may be eligible to receive assistance with their heating and/or cooling bills, and where to call to get an application.

15.2.2 Automatic Mailing of EAP Applications

Applicants/recipients known to the NOMADS computer system may be electronically screened to determine if they are income eligible and known to the EAP program. If an applicant/recipient is income eligible and has not applied for energy assistance in the current or previous program year, an EAP application and cover letter may be generated requesting them to consider completion of the application. This initiative includes a methodology by which the number of new EAP program participants can be identified.

16. GOALS AND OBJECTIVES

The Division of Welfare and Supportive Services and the Housing Division goals and objectives include, but are not limited to, the following:

16.1 DIVISION OF WELFARE AND SUPPORTIVE SERVICES

16.1.1 Application Processing

The goal is to process EAP applications within 60 calendar days (30 days if the household has an elderly, disabled or child under six member) or less.

16.1.2 Service Delivery

16.1.2.1 Ensure potentially eligible households are aware of the program.

16.1.2.2 Continue to improve client service delivery.

16.1.2.3 Continue to assess the staffing situation in the northern and southern Nevada offices in an effort to provide for optimum program operations.

16.1.2.4 Staff will continue to monitor the computer system and modify it as needed to ensure the public and staff are best served.

16.1.3 Program Administration

The Division of Welfare and Supportive Services will continue to improve Energy Assistance Program operations to achieve administrative efficiencies.

16.2 HOUSING DIVISION

16.2.1 Service Delivery

16.2.1.1 Increase the number of homes weatherized annually contingent upon the availability of funds.

16.2.1.2 Provide more effective and efficient methods of service delivery.

16.2.1.3 Maintain a relationship with public and or privately owned utility programs.

16.2.2 Rural Areas

The FEAC-funded Weatherization Assistance Program will provide assistance to all areas of the state in which UEC monies are collected. In areas where FEAC funding is not available, other funding sources are utilized if feasible. Services to rural counties may be completed on a rotating basis with only emergency heating, ventilation, and air conditioning (HVAC) provided annually.

16.2.3 Emergency Response

Once eligibility is determined, the Subgrantee will make every effort to provide emergency service within 24 hours.

16.2.4 Training of Conservation Staff

Maintain a sufficient number of trained weatherization staff (auditors, installers, and inspectors).

16.2.5 Landlord Participation

A 50% landlord contribution for capital improvements is required on those housing types designated by the Administrator of the Housing Division.

16.2.6 Energy Savings

The Housing Division has developed and will continue to modify, as needed, a method of calculating the estimated energy savings associated with each dwelling unit receiving weatherization assistance.

16.3 BOTH AGENCIES

16.3.1 Client Service

Continue to improve client service delivery by integrating each Division's operations as much as possible.

16.3.2 Client Education

The Division of Welfare and Supportive Services will continue to educate the household on how to budget the FAC benefit throughout the program year. The Housing Division, through its Subgrantees or a qualified non-profit agency, may provide education on energy conservation measures to reduce a client's energy usage.

16.3.3 Communication

The Division of Welfare and Supportive Services and the Nevada Housing Division participate in the Advisory Committee meetings to improve communication with each other, the utilities and energy providers, state and local government agencies, and other organizations. The Advisory Committee will meet at least once each fiscal year for the purpose of sharing information and receiving recommendations relating to energy assistance and weatherization and conservation issues.

16.3.4 Coordination of Emergency Programs

Improve coordination among providers of emergency energy assistance and conservation to ensure the public is well served in times of crisis and each available program fills an identified need.

17. PROGRAM EVALUATION

Both state agencies will jointly: 1) conduct an annual evaluation of the EAP and WAP-FEAC programs, 2) solicit advice from the Public Utility Commission of Nevada as part of the annual evaluation, and 3) prepare an annual report by December 31st of each year, unless a later date is decided upon by the administrator of the Division of Welfare and Supportive Services, and submit the report to the Governor, the Legislative Commission and the Interim Finance Committee. The report must include the objectives of each program, the effectiveness and efficiency of each program in meeting the objectives, the amount of money distributed from the fund and a detailed description of the use of that money for each program, an analysis of the coordination between the two divisions, and any planned changes for each program.

In sum, the evaluation must assess the increased numbers of households served with Nevada Fund for Energy Assistance and Conservation monies and the impact of energy conservation measures on same.

18. EFFECTIVE DATE / July 1, 2016

Steve H. Fisher, Administrator
Division of Welfare and Supportive Services

7/27/16
Date