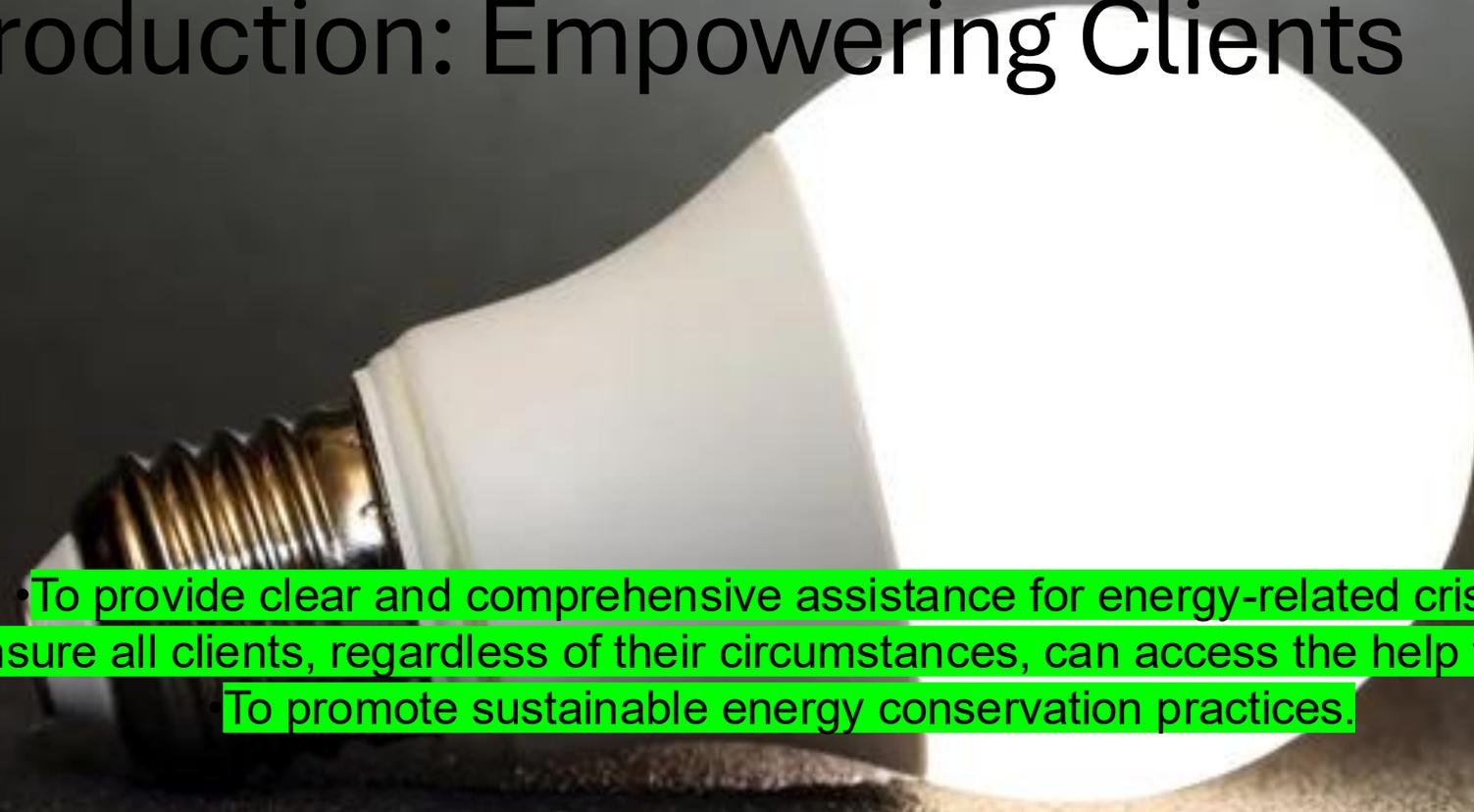




Energy Conservation and Customer Support

Guiding Our Community to a Brighter Future

Introduction: Empowering Clients

A glowing lightbulb is the central focus of the image, resting on a dark, textured surface. The lightbulb is illuminated from within, casting a warm, golden glow that illuminates the surface beneath it. The background is dark and out of focus, making the lightbulb stand out prominently. The overall mood is one of inspiration and enlightenment.

- To provide clear and comprehensive assistance for energy-related crises.
- To ensure all clients, regardless of their circumstances, can access the help they need.
- To promote sustainable energy conservation practices.

Easy Ways to Save Energy

- **Lights:** Turn off lights when leaving a room. Use energy-efficient LED bulbs.



- **Appliances:** Unplug electronics when not in use. Use a power strip to easily turn off multiple devices at once.



- **Temperature:** Set thermostats to a comfortable, but not extreme, temperature. Use a programmable or smart thermostat.



- **Water:** Take shorter showers. Fix leaky faucets.





When the Heat is On: Addressing Diverse Needs

- The Challenge:** Most assistance programs cover electricity or gas, but what about less common heating types?
- Our Solution:** Assistance can be extended to cover **heating oil, propane, or wood.**
- Example:** A crisis can be declared if a client's wood supply is running low, allowing us to provide timely support.

Verifying Income

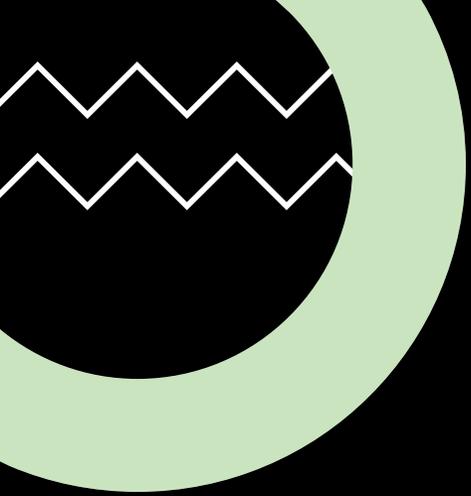
- **The Challenge:** A housemate refuses to share their income information, making it difficult to get an accurate household total.



- **Our Solution:** Use the **Roomer/Boarder** option (Last Resort/ when client refuses to provide Room-mate's income / information) (Should be done with management approval).

- This provides roughly half of the standard assistance amount to assist the applicant with their portion of the bill.

- **When more is needed:** If this amount is insufficient, a manager's approval can be requested to provide the minimum needed to prevent disconnection or restore service.



An elderly individual on oxygen doesn't trust technology and needs in-person help.

•**Our Solution:** We can assist the client in filling out the application in person and collect the necessary documents on the spot.

•**The Medical Certificate:** Guide the applicant to request a **medical certificate program** with their utility vendor. This provides them with an extra layer of protection from being disconnected (Utility vendor will consider the disconnection as a very last resort) if their medical equipment or medication relies on electricity.

•**Alternative:** If a client can't come in, a **phone appointment** can be arranged to fill out the application and receive documents via email.



Unraveling Billing After a Breakup

The Challenge: A person's ex is on the bill, the power is shut off, and the client is in crisis.

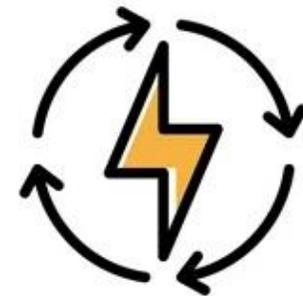
Our Solution:

Step 1: Verification: Obtain verifying documents (lease agreement with both names or proof the ex lived there in the last 2 months).

Step 2: Crisis Note: Create a crisis note explaining the ex-partner left unexpectedly or didn't pay their portion.

Step 3: Manager Approval: With manager's approval, we can make a one-time payment to restore service.

The Promise: The client must agree to add their name to the account and cover any remaining balance.



When an ID is Not Available

- A client with children needs service restored but has no photo ID. They do have pay stubs.
- Our Solution:** Pay stubs can be used as an exception for ID.
- Criteria:** The pay stubs must be for a full month and include the applicant's name.



An in-person client has all their required documents on their phone, not in paper form.

- The applicant can send missing or required documents via email.

- These can be added to their incomplete application to complete the process.



Putting Our Guidelines into Action

- We have clear procedures for common and unusual scenarios.
- Our approach is flexible, compassionate, and focused on finding solutions.
- By following these guidelines, we can effectively help our community members.

