



## 2020 CEAP Service Delivery Plan Submission

Service Delivery Plans (SDPs) for CEAP PY 2020 are due to the Department by 5:00 p.m. on Friday November 15, 2019. Please respond to the following eight Service Delivery Plan requirements and upload your completed plan through this link:

<https://tdhca.wufoo.com/forms/ceap-service-delivery-plan/>. Upon approval of the SDP, the Department will provide written notice.

- 1) Populate the Poverty Population Analysis Tool that will be used to determine how to equitably deliver services based upon poverty population per county in your service area and to analyze locations of main office, service centers, outreach centers, and/or how you will provide services to those who do not have an office or center. (Tab 1 of SDP Excel)

For the number of households in poverty per county, use Households in Poverty data found at: <https://engagementnetwork.org>. Instructions for using this tool are available on the Department's CEAP Program Guidance page at

<https://www.tdhca.state.tx.us/community-affairs/ceap/guidance.htm>

- 2) Subrecipients will provide information on all offices and regularly manned outreach locations in their service area. (Tab 2 of SDP Excel)
- 3) Subrecipients will provide information describing the service delivery process in their area. (Tab 3 of SDP Excel)
- 4) Subrecipients will select one cold trigger temperature and one hot trigger temperature for their service area. (Tab 4 of SDP Excel) "Extreme weather conditions" for their service area are determined using the following criteria.
  - i. During winter months (November through February), extreme weather conditions will exist when the temperature has been at least 2 degrees below the lowest winter month's temperature, or below 32 degrees, for at least 3 days during the client's billing cycle.
  - ii. For summer months (June through September), extreme weather conditions will exist when the temperature is at least 2 degrees above the highest summer month's temperature for at least 3 days during the client's billing cycle.

- iii. Extreme weather conditions will be based on either:
  - a. Data for “1981-2010 Normals” temperatures recorded by National Centers for Environmental Information of the National Oceanic and Atmospheric Administration (NOAA) and available at <https://www.ncdc.noaa.gov/cdo-web/datatools/normals> under the “Annual/Seasonal Normals” Tab. If this option is used Subrecipients are to: 1) attach a copy of the graph and table from this NOAA website used to determine the high temperature and the low temperature to be used for weather crisis triggers, and 2) must maintain documentation of local temperatures and data from the NOAA.
  - b. Data determined by the Subrecipient, and approved by the Department in writing. If this option is used Subrecipients are to provide sufficient written explanation and supporting data for the Department to make a determination.

Printouts of weather station data used must be submitted with the SDP.

- 5) Subrecipients will provide a brief narrative of how customer education is provided. (Tab 5 of SDP Excel)
- 6) If your agency does not expect to fully expend your PY19 contract funds by December 31, 2018, complete this production tool based on remaining funds and anticipated date for full expenditure. (Tab 6 of SDP Excel)
- 7) Subrecipients will submit a copy of their agency’s Priority Rating Sheet that reflects their household prioritization process. Eligibility for PY20 contracts will not exceed 150% of Federal Poverty Income Guidelines. Priority is granted to households based on indicators such as poverty level, energy burden (over 11% of HH income), high energy consumption (over \$1000 per year), and the presence of vulnerable household members. Energy burden must be awarded the highest point value in the prioritization process.

Indicate the number of payments to be made and which types of Households are qualified for a given number of payments at the bottom of your Priority Rating Sheet.

- 8) Subrecipients are to submit an Alternative Billing Method (ABM) with the SDP submission, to be used for clients with incomplete consumption histories to pledge future months and for LIHEAP Performance Reporting requirements. In order to utilize the “Department-approved alternative method,” Subrecipients must submit to the Department for review at this time both the final data used in the ABM as well as the process used to get to that final data. Written approval of the ABM must be obtained from the Department.
  - i. The most commonly used option for determining an ABM is one in which the Subrecipient determines the average consumption amount (kWh, therms, MCF, gallons, etc), per month, for each household size and type. A separate

calculation must be made for single-family site built homes, multifamily units, and mobile homes. Parameters for using this method:

The sample size of the data used to calculate the ABM must be at least 30 files with complete billing histories, per household size:

- a. 30 files for 1 person households;
  - b. 30 files for 2 or 3 person households;
  - c. 30 files for 4 or 5 person households;
  - d. 30 files for 6 or 7 person households;
  - e. 30 files for 8 or 9 person households
  - f. 30 files for 10+ person households;
  - g. If Subrecipients do not have at least 30 files per household size to use in their sample to create an average consumption amount, Subrecipients can group family sizes together to create a larger sample pool. For example, if a Subrecipient has 15 files for 6 or 7 person households and 15 files for 8+ person households, these 30 files can be grouped together to create an ABM for 6+ person households. A note should be included specifying that this approach was used due to lack of files for that household size.
- ii. The data collected from these files must be averaged, per household size, to determine the average consumption amount (kWh, therms, MCF, gallons, etc) per household size.
  - iii. From that average consumption amount, Subrecipients can then apply the appropriate charge per kWh, therms, MCF, gallons, etc, for the applicable utility vendor to the average consumption usage to get the most accurate consumption estimate for the client. Consumption costs are then calculated using the rates per unit on the client's most recent bill presented at application. These are the amounts that the Subrecipient must use to select the appropriate Utility Assistance pledges for the remainder of the program year.
  - iv. ABM calculated amounts should also be used to compute the energy burden for the household.
  - v. Subrecipients may use this data to determine payments for pre-paid meter clients who do not have a billing history.
  - vi. Subrecipients must fully comply with the benefit amount outlined in TAC Rule [§6.309\(e\)](#), and the number of potential payments, as outlined in TAC [§6.309\(h\)\(1\)\(B\) and \(C\)](#).
  - vii. To ensure that the most up-to-date billing and usage information is used in calculating the ABM, Subrecipients must update the sampling data used (pull new files, use current utility rates, etc) to calculate the average prior to the beginning of each program year.

In addition to completing the PY2020 Service Delivery Plan questions, agencies are required to have internal policies and procedures to administer CEAP on file and available for review.

If you have questions related to the PY2020 CEAP SDP Submission, please submit questions through the Department's Request for CA Program Assistance site at:

<https://tdhca.wufoo.com/forms/request-for-ca-program-assistance/>.