



2023 CEAP Service Delivery Plan Submission

Service Delivery Plans (SDPs) for 2023 are due to the Department by 5:00 p.m. on Friday, November 11, 2022. Please complete the Excel workbook and upload the required documents through Wufoo: <https://tdhca.wufoo.com/forms/ceap-service-delivery-plan/>.

The Department will provide written notice upon acceptance of the SDP.

Instructions for the Excel workbook

Poverty Population Analysis Tab

The Poverty Population Analysis Tool is used to determine how to equitably deliver services based upon poverty population per county and/or zip code 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.

Only complete the yellow sections. The white sections will auto populate.

For the number of households in poverty per county, use Households in Poverty data found at: <https://cap.engagementnetwork.org>. Detailed instructions for using this tool are [here](#). Multi-County Subrecipients are to enter households in poverty per county. Single-County Subrecipients are to enter households in poverty per zip code. Use most current MPR and MERs for average households served and direct service expenditures.

Offices and Outreach Tab

Provide detail on all offices and regularly-manned outreach locations in your service area.

Service Delivery Plan Tab

Answer the questions regarding your service delivery process.

Extreme Weather Trigger Temperatures Tab

Select one cold trigger temperature and one hot trigger temperature for your service area. Extreme weather triggers for your service area are determined using the following criteria:

- During winter months (November through February), extreme weather conditions will exist when the temperature has been at least 2 degrees below the lowest winter months' temperature (or below 32 degrees) for at least 3 days during the client's billing cycle.

- For summer months (June through September), extreme weather conditions will exist when the temperature is at least 2 degrees above the highest summer months' temperature for at least 3 days during the client's billing cycle.

Extreme weather conditions will be based on:

- 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.
 - Use the data from this NOAA website used to determine the high temperature and the low temperature to be used for weather crisis triggers and maintain documentation of local temperatures and data from the NOAA.

CEAP Production Tool 2022 Tab *Complete if you will have 2022 carryover

If your agency does not expect to fully expend your 2022 contract funds by December 31, 2022, complete the 2022 production tool based on remaining funds and anticipated date for full expenditure. **If you are fully obligated in 2022 CEAP funds, you may skip this tab.** For assistance completing your Production Tool, view the CEAP Production Tool video here: <https://www.tdhca.state.tx.us/community-affairs/ceap/videos.htm>

CEAP Production Tool 2023 Tab

Populate the 2023 Production Tool based on anticipated funds (use your 2022 allocation as an estimate) and weeks in 2023 to fully expend.

If you have 2022 carryover, be sure to deduct those weeks from your 2023 production tool. For assistance completing your Production Tool, view the CEAP Production Tool video here: <https://www.tdhca.state.tx.us/community-affairs/ceap/videos.htm>

Required Uploads

- 1. Client Education:** Upload a current example of client education regarding energy savings
- 2. Temperature Triggers:** Upload website printouts of the weather stations used for your determination, combined into document, and scanned as a PDF.
- 3. Priority Rating Sheet:** Upload a copy of your agency's Priority Rating Sheet that reflects your household prioritization process. Please keep in mind, 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.
- 4. Alternative Billing Method (ABM):** Upload your ABM along with the client data used to create it. See full instructions below.

Your ABM is to be used when clients have incomplete consumption histories. In order to utilize the “Department-approved alternative method,” Subrecipients must submit both the final data used in the ABM as well as the process used to get to that final data – not summaries but actual client data. Written approval of the ABM will be included in the SDP acceptance notice.

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.
- i. 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.
- ii. 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.
- iii. ABM calculated amounts should also be used to compute the energy burden for the household.
- iv. Subrecipients may use this data to determine payments for pre-paid meter clients who do not have a billing history.

- v. 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 \(C\)](#).
- vi. 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 and use current utility rates) annually when developing the ABM.

If you have questions related to the PY2023 CEAP SDP Submission, please contact Madison Lozano at 512-936-7798 or via email at madison.lozano@tdhca.state.tx.us.