

**DOMINION PEOPLES**

**UNIVERSAL SERVICE AND ENERGY CONSERVATION  
PLAN  
2009-2011**

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**LIST OF ATTACHMENTS**

ATTACHMENT A	NEEDS ASSESSMENTS
ATTACHMENT B	CUSTOMER REFERRAL GUIDE
ATTACHMENT C	INCOME GUIDELINES
ATTACHMENT D	ENERGY CONSERVATION INFORMATION

# **DOMINION PEOPLES UNIVERSAL SERVICE AND ENERGY CONSERVATION PLAN**

## **Overview**

Dominion Peoples, a subsidiary of Dominion, provides natural gas service to more than 355,000 residential, commercial and industrial customers in 16 counties in southwestern Pennsylvania.

Many of Dominion Peoples' Universal Service Programs have been in existence for more than twenty years. These programs include: Customer Assistance Program (CAP); Low Income Usage Reduction Program (LIURP); Customer Assistance Referral and Evaluation Services (CARES); and hardship funds. Dominion Peoples' Universal Service and Energy Conservation Plan outlines key components for each of these programs.

## **Plan Submission**

This plan will be in effect during the period from January 1, 2009 through December 31, 2011 and will be implemented upon approval from the PA Public Utility Commission.

## **Plan Modifications**

1. By Order entered December 5, 2006 in Docket Nos. M-00051880 and R-00051093, the Commission approved a settlement agreement that modified various program components of Dominion Peoples' Customer Assistance Program (CAP). These program modifications are summarized below and are detailed in the CAP section of Universal Service Plan.
  - CAP enrollment is not limited to a predetermined level. CAP is available to all eligible customers.
  - The previous maximum annual CAP Credit of \$840 is eliminated.
  - CAP Credits will be applied monthly when a CAP payment is made in full.
  - Various steps to reduce and monitor CAP customer usage are adopted.
2. The Company has entered into a contract with Advantage Credit Counseling to administer the CAP Program including education regarding the necessity of timely payments and high usage review.
3. The Company will file a tariff with the Commission to seek recovery of the costs associated with CAP.

## **Plan Attachments and Coordination Efforts**

The following attachments provide supporting documentation for the Universal Service and Energy Conservation Plan:

Attachment A	Needs Assessments
Attachment B	Dominion Peoples' "Customer Referral Guide"
Attachment C	Program Income Guidelines
Attachment D	Energy Efficiency Guide

An integral part of Dominion Peoples' Universal Service Plan is the coordination of programs both within the Company and through external agencies. Company employees receive training on referral and outreach to encourage customers to apply for assistance. In addition, area agencies are encouraged to refer customers to these programs.

Steps used to identify low-income customers with arrears and identification of the manner in which the programs are integrated can be found listed in the first section, Customer Assistance Program. These steps apply to all of the programs.

## **DOMINION PEOPLES CUSTOMER ASSISTANCE PROGRAM (CAP)**

### **Program Description**

Dominion Peoples' Customer Assistance Program (CAP) is a special payment plan for low-income, payment-troubled customers. The CAP program is funded by ratepayers and administered by the Company.

Ratepayers who qualify agree to pay 8%, 9%, or 10% of their verified gross monthly income for natural gas service. The household income and family size determine which percentage of income the customer is to pay. In addition to the percentage of income amount, CAP customers will pay \$2 per month toward amortizing the balance that existed before being accepted into the program.

### **Low Income Home Energy Assistance Program – LIHEAP Coordination**

CAP participants are asked to direct payment of any LIHEAP cash benefit grant that they receive to Dominion Peoples. The LIHEAP Crisis Grant may be requested contingent upon state developed criteria. The LIHEAP Crisis Grant would be applied consistent with state guidelines. The LIHEAP cash grant will be used to reduce CAP credits.

### **Current Program Benefits**

- Affordable monthly payments based on ability to pay
- Monthly CAP credits
- Arrearage forgiveness annually over a four-year period
- Exemption from late payment charges
- Referrals to other Universal Service programs and assistance programs

### **Payment Plan**

Dominion Peoples utilizes a "Percent of Income Payment Plan" to establish a customer's monthly payment. Applicants must provide proof of household income when applying for the CAP program. Household income and family size will place customers in a percent of income matrix (see chart). The monthly income times the 8, 9, or 10 percent equals the minimum monthly payment. Customers who have an existing balance prior to entering CAP will have an add-on of \$2 per month to help offset arrearages.

Federal Poverty Status	Percent of Income
0 - 50%	8%
51 – 100%	9%
101 – 150%	10%

\* If the ratepayer’s monthly CAP payment, as calculated above, exceeds the otherwise applicable monthly budget payment amount, the monthly budget payment amount will be accepted as the CAP payment. (Refer to Page 35 of Dominion Peoples’ Retail Tariff.)

### **Program Dimensions**

#### 1. CAP Enrollment

CAP enrollment is currently at 13,000 participants. The Company will continue to identify and enroll all eligible customers. Enrollment is not limited to a predetermined level. Customers must be payment-troubled and low-income to be eligible.

#### 2. Arrearage Forgiveness

The Company will continue to forgive pre-program arrears over a four-year period (25% per year). Annual forgiveness of pre-program arrears is based on the condition that the CAP customer makes all required twelve months of CAP payments. The Company will enhance its educational efforts to provide CAP participants with information on the benefits of arrearage forgiveness.

#### 3. Calculation of CAP Credits

CAP credits are applied on a monthly basis when a full CAP payment is made. Monthly CAP credits associated with missed CAP payments will be applied once the customer makes missed CAP payments. There is no maximum annual CAP credit. Effective January 1, 2006, Dominion Peoples eliminated the maximum annual CAP credit of \$840 for all participants. Per 52.69.262, a CAP credit is defined as the difference between the CAP customer’s actual usage bill and the CAP monthly bill. In order to better illustrate the benefits of the CAP program, participants receive a monthly CAP credit on their bill as long as monthly payments continue to be made.

#### 4. CAP Administration, First Call Resolution and Use of Community Based Organizations

Dominion maintains an 800 number for referrals to CAP and customers are immediately transferred to the CAP Program administrators when they contact the Company. Advantage Credit Counseling administers the CAP program and is responsible for consumer education; money management information, income verification and other related back office functions.

Customers will continue to be referred to 1-800-400-WARM for LIHEAP, LIHEAP-Crisis, Dollar Energy Fund and LIURP programs and will receive referrals for all available programs during their initial call.

In addition, community-based organizations will be encouraged to provide referrals to the CAP program. Community-based agencies will provide appropriate follow up, education, budget counseling, and referrals in conjunction with the LIURP program.

## **Control Features**

To limit program costs, Dominion Peoples monitors CAP accounts monthly to ensure customers are complying with the terms of the program and are receiving the proper benefits from CAP and other Universal Service Programs.

- The minimum payment for a heating account is \$21 per month plus \$2 for the arrearage for a total minimum monthly payment of \$23.
- CAP participants who qualify for weatherization will receive priority in accordance with the Residential Low Income Usage Reduction Program (LIURP).
- CAP participants are encouraged to apply for energy assistance grants to reduce the CAP credits.
- Upon enrollment in CAP, participants will be advised of the importance of energy conservation and information on conservation tips and weatherization will be provided. If the customer has a history of high usage, referrals to weatherization (LIURP) and energy assistance programs will be made. Energy savings tips will also be provided to the newly enrolled CAP customers. All participants will be advised that their usage will be reviewed on an ongoing basis and unjustified excess CAP usage may be billed to the CAP customer.
- A daily report will be generated by Dominion Peoples' billing system that will allow the Company to identify CAP customers whose weather-normalized annual usage has increased by more than 10%. The CAP customer's most recent 12-months usage (adjusted for normal weather) will be compared to weather-normalized usage for the preceding 12-month period. For the accounts that indicate a situation of excess gas usage (110%), the Company will take the following steps:
  - The account will be reviewed and the customer may be contacted in order to determine if the increase in gas usage is justified. Justified usage may include: increase in household size, serious illness of a family member, or usage was beyond the household's ability to control. Special needs customers identified through this process will be referred to the CARES program.

- Any customer with unjustified excess usage will be contacted and provided with conservation information, tips for lowering usage, and a referral to weatherization programs. The customer will be given an opportunity to adjust his/her usage pattern.
- Unjustified excess usage may be billed to the CAP customer if the usage pattern is not adjusted.

## **Default and Termination Conditions**

Dominion Peoples monitors accounts for changes in family size or income, timely payments, and timely meter readings for non-access situations. CAP participants' failure to comply with one or more of the following may result in the Company ending the ratepayer's opportunity to receive service under CAP:

- Failure to allow access to or provide customer meter readings in four consecutive months.
- Failure to report changes in income or family size.
- Failure to reapply as requested and/or meet eligibility requirements.
- Failure to make payments may result in the company returning the customer to the regular collection cycle and may lead to termination of service. To avoid termination, the customer must pay the amount set forth in the termination notice prior to the scheduled termination date. If a CAP account is terminated, the customer must pay all missed CAP payments to have service restored.
- Customers who request discontinuance of service and apply for service within 60 days, will continue to be active CAP participants. New applicants will be required to meet eligibility standards.

## **Eligibility Criteria**

The CAP program is available to customers who are at or below 150% of the Federal Poverty guidelines (See Attachment C - Income Guidelines). Applicants must have active residential heating service and be classified as "Payment-troubled." "Payment-troubled" is defined as a customer who has failed to maintain one or more payment arrangements. Appropriate nonprofit, community-based agencies, Dominion Peoples staff, CARES representatives, the Public Utility Commission (PUC) and other agencies are encouraged to make program referrals.

Upon contact by a ratepayer, he or she may be enrolled in CAP if he/she has defaulted on a payment arrangement and has received a LIHEAP payment within the past two years. Dominion Peoples will accept a customer's participation in an electric CAP program as verification of income, if the Company is satisfied that the electric Company verifies income.

The Company will follow its filed and approved tariff for customers who fail to meet their CAP payments in a timely manner. In all cases, the Company reserves the right to hold terminations based on individual, extraordinary customer circumstances.

### **Appeal Process**

CAP applicants may appeal the denial of eligibility. If the CAP applicant is not satisfied with the Company's initial eligibility determination, the dispute procedures at 52 PA. Code 56.151 and 56.152 will be followed. The CAP applicant may also appeal the denial of eligibility to the PUC's Bureau of Consumer Services in accordance with 52 PA Code 56.161-56.165.

### **Customer Assistance Program (CAP)-Needs Assessment**

See attachment A.

### **Program Budget**

The CAP program is funded by Dominion's customers and administered by the Company. The current CAP funding levels were established as a result of settlement agreements between Dominion Peoples and various parties in 2000 and 2005. The chart below contains the projected expenditures for the 2009-2011 period. Dominion will file a tariff for recovery of on going program costs.

2009	\$ 17,156,957
2010	\$ 19,036,653
2011	\$ 20,916,349

### **Plans to Use Community Based Organizations**

The Dominion Peoples CAP program will be managed and administered in-house. Advantage Credit Counseling will administer the program to coordinate education and back office functions. Community-based organizations will be encouraged to provide referrals to the CAP program. Community-based organizations will be asked to provide appropriate follow up, information on education, budget counseling and referrals in conjunction with the Low Income Usage Reduction Program. (LIURP) In addition, Dominion will refer eligible customers to appropriate programs and services including, but not limited to, sources of third-party funding, budget counseling, and consumer education.

## **Organizational Structure of Staff responsible for CAP**

- Vice President, Customer Service
  - Director, Customer Relations /Director Customer Service Centers
    - Manager, Customer Relations
      - Customer Relations Program Specialist
        - Supervisor, Customer Contact Center
          - Customer Service Center Representative

## **Outreach and Intake Efforts for CAP**

Dominion will provide outreach for CAP and other programs through the Customer Service Center, Internet and other forms of media as listed below. Fliers are included with termination notices to inform customers of available programs. Bill inserts, press releases and other information are also provided to the public to encourage referrals. Community-based agencies receive information on these programs and are encouraged to make referrals as well. A “Customer Referral Guide” is distributed to social service agencies, community leaders and Company personnel. Meetings are held with social service agencies, elected officials and other community groups to provide current information on available programs. See attachment B. Information on the programs can also be found on the Company’s website at: <http://www.dom.com/>

## **Identification of Specific Steps to Identify and Enroll Low-Income Customers**

Potentially eligible customers are identified through the Company’s Customer Information System (CIS) through their income and level of arrears. Customer Service Center Representatives receive training on identification of potential referrals to all Universal Service Programs. Current program information is available through the Company’s on-line manual, SAM Gas. (System Access Manual). This information includes income eligibility and program dimensions.

## **Integration of Programs**

Dominion Peoples staffs a Universal Service 800 number. All customers who are referred to the Universal Service 800 number are screened to determine eligibility for all available internal and external assistance programs including, but not limited to, CAP, LIURP, LIHEAP, CARES and Hardship Funds.

Customer Service Center Representatives and Field Metering Service Personnel also make referrals to the Universal Service Programs. The Company’s on-line manual, SAM Gas, provides service center representatives with an information and referral mechanism for all of the Universal Service Programs and includes income guidelines and eligibility criteria. A “Customer Referral Guide” that lists all of the program dimensions is prepared, disseminated and also available on-line. See attachment B.

## **DOMINION PEOPLES LOW INCOME USAGE REDUCTION PROGRAM (LIURP)**

### **Program Description**

The Dominion Peoples' Low Income Usage Reduction/Weatherization Program is designed to help customers who have problems coping with high gas bills. Program goals are to make the home warmer, control high usage and achieve bill reduction through usage reduction.

### **Home Weatherization**

An energy auditor visits the customer's home and thoroughly inspects it from the basement to the attic. The auditor looks for areas where heat is escaping and cold is entering the house and also notes any previous weatherization measures and evaluates their effectiveness. The auditor asks customers to provide any information that can assist them during the home inspection.

The information that is gathered by the auditor determines what measures will most benefit the customers' homes. Measures are installed based on established payback criteria and may include:

- Heating system improvements and replacements
- Attic, sidewall, and other types of insulation
- Caulking and weather-stripping
- Air sealing
- Hot water treatments including tank improvements, wrapping and replacements
- Minor repairs that relate to weatherization

### **Energy Education**

The education program is designed to encourage customers to reduce consumption. A specially trained Conservation Education Specialist visits the customer's home after energy conservation measures have been installed to explain the weatherization program in more detail, to show the customer ways to conserve energy, and to answer any questions that the customer may have about the program. The Education Specialist will also provide conservation materials. The Specialist will review the energy conservation measures that have been taken and reinforce the conservation education.

A follow up telephone call or visit may be scheduled one year after the program measures have been completed if the customer has had an unusually high increase in consumption.

## **Eligibility Criteria**

Note: CAP participants will receive priority to receive LIURP but must meet the following criteria as well:

1. Total family income does not exceed 150% of Federal Poverty Guidelines. (Up to 20% of the annual program budget may be allocated to customers with incomes from 151- 200% of the federal poverty level on a case-by-case basis.)
2. Residential, gas-heating customer.
3. Customer has not moved or had gas service terminated within the last year.
4. Customer plans to live at the same address for the next year.
5. Customer has arrearage above \$200 and /or consumption is greater than 140 MCF per year.
6. Renters must have the gas account in their name. Note: Rental units must be metered separately and have individual heating systems. Landlord permission is also required.

## **Low Income Usage Reduction Program (LIURP) - Needs Assessment**

See attachment A

## **Projected Enrollment Levels**

Based on actual homes weatherized and attempted outreach over the past seven years, Dominion Peoples expects to complete about 158 homes per year for a total of 475-525 completions over the next three years. Dominion Peoples has spent \$11,243,789.19 and weatherized 3,966 homes since the program's inception in 1987 through December 31, 2007.

## **Program Budget**

The estimated funding amounts for the LIURP program including program measures, Customer Relations Staff, contract labor, administrative expenses, agency meetings, equipment, outreach, and handout materials will total approximately \$610,000 per year for a total of \$1,830,000.00 from 2009 through 2011.

## **Plans to use Community Based Organizations**

Dominion Peoples' LIURP program is managed in house and administered through Conservation Consultants, Inc., a non-profit agency. Conservation Consultants, Inc. will conduct energy audits, contract with non-profit community action agencies as appropriate to install weatherization measures, provide consumer education and conduct post-installation inspections.

## **Organizational Structure of Staff responsible for LIURP**

- Vice President, Customer Service
  - Director, Customer Relations
    - Manager, Customer Relations
      - Customer Relations Program Specialist

## **Outreach and Intake Efforts for LIURP**

Customers who participate in the CAP program and meet LIURP eligibility criteria are referred to LIURP during the CAP intake process. Referrals are also made by community-based organizations, CARES, Customer Service Center and customer service personnel. In addition, Dominion coordinates its LIURP Program with existing community-based programs including Rebuilding Together Pittsburgh in conjunction with the Petroleum Institute. Outreach efforts for LIURP are listed under the Customer Assistance Program (CAP).

## **Steps to Identify and Enroll Low Income Customers**

Eligible customers are identified through the CAP program and in conjunction with the other Universal Service Programs and enrolled in the LIURP program in accordance with program guidelines.

## **Integration of Programs**

The Low Income Usage Reduction Program will be integrated with the federal and state weatherization programs as well as with Duquesne Light Company's weatherization program and with programs offered by Conservation Consultants, Inc. Other integration methods are as outlined under the Customer Assistance Program.

**DOMINION PEOPLES  
CUSTOMER ASSISTANCE REFERRAL AND EVALUATION SERVICES  
(CARES)**

**Program Description**

The Customer Assistance Referral and Evaluation Services-CARES program provides comprehensive services for customers who have a true inability to pay their gas bills and have special needs such as a serious medical condition, a mental health condition, limited learning ability, recent unemployment, single parent issues, etc. Customer Relations specialists handle CARES referrals including referrals for Protection from Abuse Orders as outlined in 66 PA CSA, Chapter 14. The customer service representatives refer special needs customers to the Customer Relations Specialists for assessment, assistance and additional referrals.

Referrals to the program can be received from a variety of sources, including Customer Service Center Representatives, customer service persons, social service staff persons or the Public Utility Commission. Customer Service Center Staff will provide referrals to CARES from customers who have Protection from Abuse Orders. (PFAs)

The CARES program is intended for customers with short-term problems, however, there are instances where customers are enrolled in the program and may never have an improvement in circumstances. The Customer Relations Program Specialists make referrals to appropriate social service agencies and maximize enrollment in the Universal Service Programs such as the Low Income Home Energy Assistance Program-LIHEAP, LIHEAP-Crisis, Dollar Energy Fund, Customer Assistance Program and other third party assistance programs.

Customer Relations Program Specialists maintain an ongoing caseload and devote a considerable portion of time working with appropriate agencies. Customer Relations Program Specialists also provide short-term assistance to assure that customers receive all of the necessary referrals during the initial contact and are then able to pursue the referrals without further assistance.

Customer Relations Program Specialists network with community and social service organizations throughout the Dominion Peoples service territory to better enable customers to receive appropriate referrals and third party assistance and funding. Some of these agencies and committees include: Health and Welfare Council, Department of Aging, Health Department, and Department of Public Welfare. Customer Relations Program Specialists network and participate in awareness programs and fairs sponsored by social service agencies and elected officials. They are also active on networking committees such as Be Utility Wise and the PA Energy, Utilities and Aging Consortium. Other partnerships include "Stay Warm PA," Air Conditioner Contractors Association Furnace Inspection Program and HEAT'S ON-furnace inspection program.

Dominion Peoples' Customer Relations Program Specialists work with area social service agencies to provide third party assistance for our customers. As a result, eligible customers receive a substantial amount of financial assistance from third party social service agencies such as Catholic Charities, Salvation Army, and Lutheran Services.

Another aspect of the CARES program is the Gatekeeper program. It is designed to aid older adults who need help, but may not be able to access it themselves. Customer contact persons are trained as "gatekeepers" to recognize certain danger signals in the elderly, such as changes in behavior, signs of confusion, or disability. Gatekeepers report the situation to the Customer Programs Specialist, who may refer the customer to the local Area Agency on Aging or other appropriate agencies.

Thermostats for the vision impaired are available for customers who are medically identified as having a vision problem. Dominion Peoples provides and installs these devices free of charge. Customers can also receive large print bills or Braille bills depending upon their need.

Outreach for the Low Income Home Energy Assistance Program or LIHEAP is an important piece of the CARES program. Dominion Peoples identifies income eligible customers and promotes the program through bill inserts, radio and television ads, press releases, press conferences, and letters sent to customers. The Company also partners with Columbia Gas and Equitable Gas companies along with former Steeler Franco Harris to provide outreach so eligible customers can apply for the program. Dominion Peoples' customers may call the Universal Service 800 number to request an application. From November 2006 through April 2007, Dominion Peoples' low-income customers received \$5,086,297 in LIHEAP assistance and \$809,184 in LIHEAP Crisis grants.

As previously mentioned, in order to assist customers in accessing all available Universal Service Programs and other forms of assistance, Dominion Peoples staffs a Universal Service 800 number. This telephone line is available throughout the year, and referrals are made for programs that are open at any given time including, but not limited to, CAP, LIHEAP, LIHEAP-CRISIS, LIURP, CARES and Dollar Energy Fund.

### **Eligibility Criteria**

Income guidelines for the LIHEAP and Crisis programs are established by the Pennsylvania Department of Public Welfare and may change annually. LIHEAP eligibility is currently established at 150% of the federal poverty level.

Customers at or below 200% of the federal poverty level may be referred to the CARES program for assistance. Customers must also have missed payments or demonstrated an inability to pay their bills and have special needs. Exceptions may be made for special circumstances.

## **Customer Assistance Referral and Evaluation Service- (CARES)-Needs Assessment**

See attachment A

### **Program Enrollment**

The number of CARES customers has declined as eligible customers have been placed into the CAP program. Many customers received short-term assistance and referral as part of the CARES program. Under current income guidelines, the number of customers who receive LIHEAP is expected to remain at approximately 21,211 per year. The scope of the CARES program will continue to center around providing assistance to special needs customers and partnering with area social service agencies to identify and assist the special needs populations. It is important to note that the CARES program serves as an information and referral resource and networking with appropriate agencies remains an important component of the program.

### **Program Budget**

The total estimated funding amounts for the CARES program including salaries for Customer Relations Specialists, Manager/ Supervisor, contract labor; administrative expenses, outreach, workshops, fairs /festivals and handout materials is approximately \$170,000. This budget is expected to remain the same for each year from 2009 through 2011.

### **Plans to use Community Based Organizations**

The CARES Program at Dominion Peoples is administered internally. Customer Relations Program Specialists network with agencies throughout the Dominion Peoples' sixteen county service territory to stay informed of available programs and to better serve low income customer needs.

### **Organizational Structure of Staff responsible for CARES**

- Vice President Customer Service
  - Director, Customer Relations
    - Manager, Customer Relations
      - Customer Relations Program Specialists

## **Outreach and Intake Efforts for CARES**

The Customer Relations Program Specialists work to promote the Universal Service Programs by maintaining contact with community service organizations throughout the sixteen county service territory. They also participate in meetings sponsored by the Human Service Councils in the different counties, the Department of Aging and also through other activities such as: Be Utility Wise, the Energy, Utilities and Aging Consortium, older adults fairs and workshops. The Company also promotes the programs by mailing bill inserts to customers and distributing the “Customer Referral Guide” for use by the social service agencies. See attachment B.

## **Identification and Referral of Low Income Customers**

In addition to the steps outlined under the Customer Assistance Program, CARES customers are also identified through the Company’s Gatekeeper program.

## **Program Integration**

See Integration Methods as outlined under the Customer Assistance Program.

## **DOMINION PEOPLES HARDSHIP FUND**

### **Program Description**

The Dominion Peoples Hardship Fund is a partnership with the Dollar Energy Fund. (DEF) The Dollar Energy Fund was founded in 1983 and currently partners with thirteen utilities in Pennsylvania. Dollar Energy Fund is an independent, non-profit organization that provides utility bill financial assistance to customers who are on a low or fixed income. Dollar Energy Fund receives donations from utility shareholders, customers, and employees. Currently, Dominion Peoples' stockholders contribute up to \$300,000 annually to match customer donations, and Dominion Peoples contributes up to \$50,000 for administrative costs.

### **Eligibility**

The Dollar Energy Fund reviews and modifies its eligibility guidelines annually. It is a fund of last resort. Households whose gas service is off and are eligible for LIHEAP and Crisis benefits must apply for these benefits, when available, before applying for Dollar Energy Fund. The Dollar Energy Fund Program year runs annually from October 1st to September 30<sup>th</sup>, and grants are available until funds are exhausted. Customers must also be at or below 200% of the poverty level to qualify for a grant. In addition, the customer must have made a sincere effort of payment, which is defined as having paid at least \$150 toward their utility bill over a ninety-day time period. Applicants under the age of sixty-two must have a balance of at least \$100 on their account to be eligible to apply. Applicants over sixty-two years of age may have a zero balance or greater to be eligible to apply. The applicant's account must be either a residential, single-family dwelling or apartment. Non-heat accounts and commercial accounts are not eligible for assistance from the Dollar Energy Fund.

### **Needs Assessment**

See attachment A

### **Enrollment Levels**

During the 2006-2007 Program Dominion Peoples Customers received a total of \$346,806 in grants. Since 1983, Dollar Energy Fund has distributed more than \$18.1 million to more than 59,000 households.

## **Budget**

As noted earlier, Dominion's shareholders contribute up to \$300,000 annually for the program and can provide up to \$50,000 for administrative costs. The company will continue to explore ways to increase customer donations to assist in meeting the shareholder matching funds as well as to encourage Dollar Energy Fund to increase its fund raising programs.

## **Community Based Organizations**

Dollar Energy Fund currently partners with community-based organizations. Dominion Peoples' customers may be referred to any Dollar Energy Fund community based screening agency to complete an application. Dollar Energy Fund developed an on-line application process entitled "I-Partner" which enables the company to review grant applications more quickly. Dominion Peoples plans to continue to use DEF Community Based Organizations as a means for customers to apply for DEF grants. These agencies work closely with the Company and refer eligible customers to CAP, LIURP and CARES as well.

## **Organizational Structure of Staff responsible for Hardship Funds**

- Vice President Customer Service
  - Director, Customer Relations
    - Manager, Customer Relations
      - Customer Relations Program Specialist

## **Outreach Efforts**

Information about the program is included each year in a bill insert that is mailed to all customers. Customer donations are also solicited annually through bill inserts, press releases and information on the bill. In addition, those customers referred to the Universal Service Programs are screened for DEF eligibility and referred to the program. Customer Relations Representatives receive training that enables them to make referrals and complete applications. Training is also conducted for Customer Service Supervisors and representatives so that they can make referrals to eligible customers.

## **Identification of Eligible Customers**

See information outlined under Customer Assistance Program.

## **Integration of Programs**

See Integration Methods as outlined under the Customer Assistance Program.