Energy Assistance
Hardship Program

Presented by: Dollar Energy Fund

Dollar Energy Fund Background

- Registered 501(c)3 Organization
- One of the largest and longest running fuel funds in the US
  - Dollar Energy Fund was founded in 1983 in Pittsburgh, PA
- Has a 175 seat full-service contact center staffed with trained customers service representatives (CSR)
- Celebrating 36 years of experience

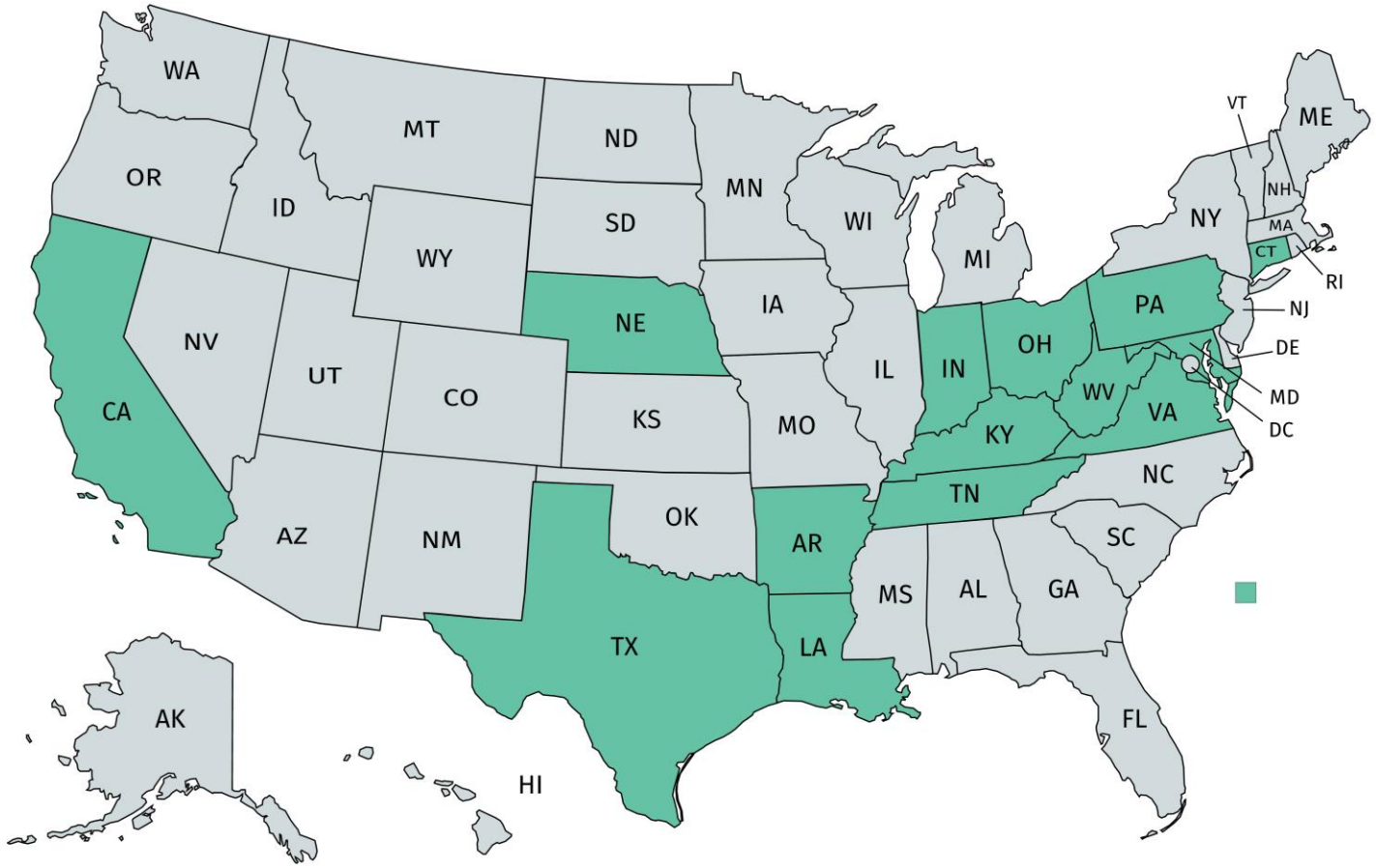
Dollar Energy Fund Quick Facts

- Since its inception in 1983:
  - Over $146 million in assistance grants distributed
  - Over 530,000 households assisted

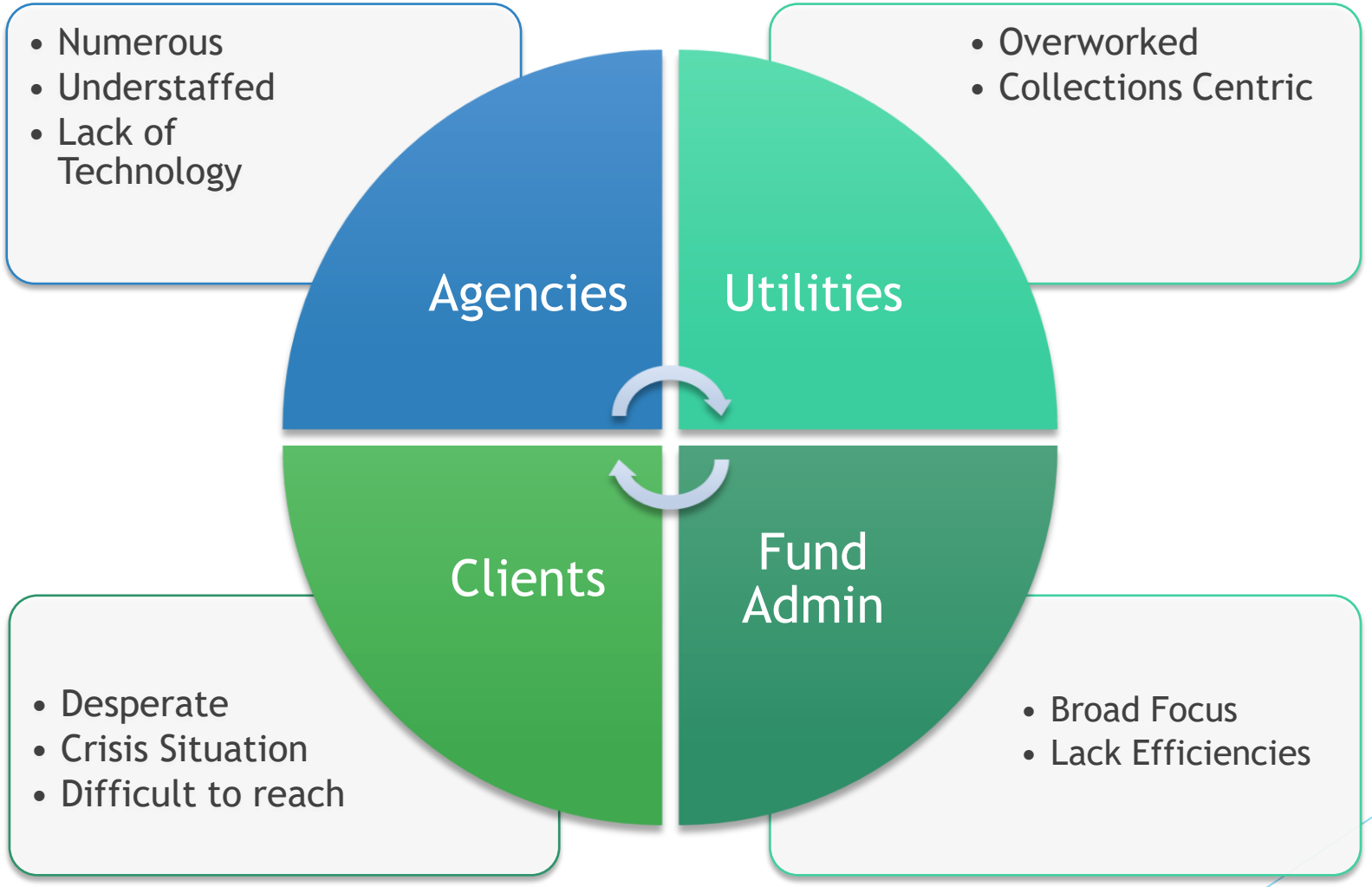
- On average, Dollar Energy Fund:
  - Processes over 30,000 hardship fund applications each year for gas, electric, water and sewerage utilities
  - Processes over 5,500 telephone assistance applications each year
  - Handles over 50,000 phone calls per month through its Customer Contact Center

In the Community

- Dollar Energy Fund currently has 46 utility partners
  - Serving fourteen (14) states



Dollar Energy Fund Hardship Model



Community Based Organizations (CBO)

- Dollar Energy Fund will recruit, train and manage all CBOs to assist in the administration of the program
  - Year-round support provided by Dollar Energy Fund
- Dollar Energy Fund looks for CBOs that:
  - Provide multiple services
  - Have a reputation for high-quality customer service
  - Have access to the Internet
  - Provide regular service hours

Partnership Roles

Client

- Contact Utility
- Visit Agency
- Bring Documents

Agency

- Verify Documents
- Complete Intake
- Offer other services

Utility

Gas, Electric, Water & Wastewater

- Review Customer Info
- Confirm Amount
- Restore Service/Stop Term

Administrator

- Review compliance
- Grant/Deny
- Notify Client
- Issue Funds

Automated Communication & Workflow

iPartner©

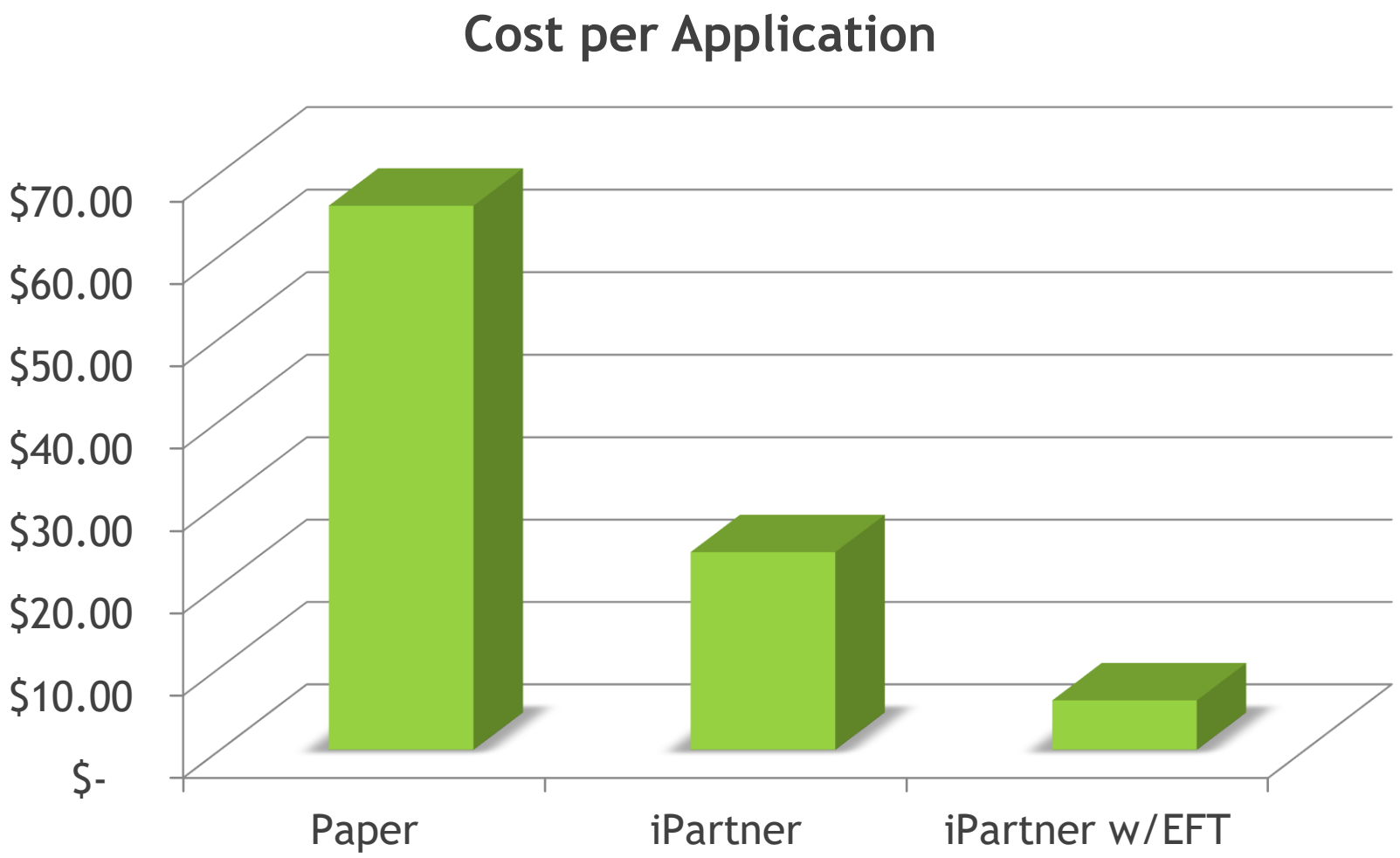
- Primary tool used to administer hardship programs
- Customizable to fit utility company needs
- Automated workflow and communication
- Cloud-Based application
- iPartner includes:
  - Electronic Funds Transfer (EFT)
  - Document Imaging
  - Storage & Management
  - Real-time Reporting

iPartner© Benefits

- Improved program communication
- Reduction of internal staff management needs
- Increased accuracy of data entry
- Significant decreased application processing time
- Up-to-the-minute statistics

iPartner©

iPartner® Benefits



Source: San Francisco Consulting Group Case Study of Dollar Energy Fund, Inc.

Reporting

1 of 1 Export to the selected format Export

5/20/2019

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iPartner

iPartner 2018 - Pennsylvania
Global Statistics

Date
10/1/2018 - 5/20/2019

Monthly Participation

Month	Applications	Grants	Amount Granted
October 2018	2,661	2,415	$831,185.00
November 2018	1,159	917	$300,456.00
December 2018	144	128	$45,146.00
January 2019	128	114	$41,471.00
February 2019	211	192	$60,368.00
March 2019	1,826	1,642	$567,895.00
April 2019	3,199	2,757	$1,052,410.00
May 2019	991	799	$287,601.00
Total	10,319	8,964	$3,186,532.00

Data & Security

Cloud Based	• Does not require interaction with utility's CIS system
User specific login and password	• User/agency specific screens and digital dashboards
Data segregation	• Users only see data specific to their agency, utility, or clients
Workflow audit trail	• Tracks all actions in applications by time, date, user, and action
Hosted on Secure Server	• Data is protected and backed up
Encryption	• Field level at-rest encryption as well as in-transit encryption

iPartner© & Client Billing System

- iPartner does not need to be connected with partner billing system
  - Electronic Fund Transfer (EFT) is sent from iPartner to utility banking institution
  - Grant data file is sent through common file format to utility for import
- CBOs do not need access to any utility system

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