

Customer Eligibility Recommendations

Follow up to Dec. 3, 2020 Low Income Roundtable, hosted by OPUC staff.

January 5, 2020

#	Recommendation	Explanation	Suggesting Entity
1	Expand Express Enrollment for LIHEAP, Gas Programs, and OEAP. See note for OHCS use of term "Express Enrollment" with respect to EASCR.	Allow CAAs to continue to use certain federal program (SNAP, TANF, SSI, WIC, and OHP) recipients to enroll on basis of program participation. <i>Discussion item.</i>	Community Action Agencies (CAAs)
2	Maintain verbal signature	Allow CAAs to continue to accept and document verbal signatures. <i>Discussion item.</i>	CAAs
3	Standardize Continue use of self-employment verification sheets for all programs.	CAAs to use a standardized form for all programs and all CAAs <i>maintain flexibility to use own forms.</i>	CAAs
4	All utilities maintain a direct link on their websites to CAAs in their service areas.	Allows an additional resource for customers to have when contacting utilities on bill payment issues.	<ul style="list-style-type: none"> • CAAs • PGE

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5	Utilities pilot warm calls / transfers to CAA when assisting customers to CAAs.	Allows for a quick connection to help customers to start the process of receiving assistance. <i>Discussion item.</i>	<ul style="list-style-type: none"> • CAAs • PGE • PAC
6	Discontinue the use of a SSN to apply for and receive assistance. <i>Exception:</i> LIHEAP, as a federal program requires SSN.	Will allow low income household without a SSN to receive assistance using alternate identification. <i>Discussion item.</i>	Multnomah County
7	CAAs build relationships with other entities that assist low-income and elderly populations.	Additional outreach to ensure eligible populations are aware of energy assistance programs. <i>Discussion item.</i>	CAAs

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8	CAAs continue to promote Oregon Lifeline.	<p>Oregon Lifeline includes free phones with unlimited voice, unlimited text, and 3GB of data that will assist eligible personnel to communicate with CAAs and apply for energy assistance remotely. Monitor pending legislation.</p> <p><i>Already being done.</i></p>	<ul style="list-style-type: none"> • Staff • CUB
9	Designate a CAA to pilot self-verifications.	<p>Self-verifications are currently used successfully in the Community Solar Program. Need to monitor waste, fraud and abuse.</p> <p><i>May not be possible due to LIHEAP requirements. Discussion item.</i></p>	<ul style="list-style-type: none"> • CAAs • PAC
10	<i>Maintain single application to apply multiple funding sources at one time.</i>	<i>Allows for easier processing of applications.</i>	<ul style="list-style-type: none"> • CAAs

Note 1: OHCS describes Express Enrollment in the attached file re: EASCR. OHCS does not define Categorical Eligibility.