

Organization: CAPNEMO
Name: Eric Amini-Rad
Title: Weatherization Director
Date of Submission: 4/23/2025
Provider? <input checked="" type="checkbox"/> Please complete both Part A and Part B
Stakeholder only? <input type="checkbox"/> Please complete only Part B
Programs Administered/Managed by your Organization (ALL utility related programs, including government funded programs such as LIHEAP and weatherization)
<ol style="list-style-type: none"> 1. Weatherization 2. 3.

Part A: Provider Information Request

If you or your organization helps or has previously helped administer a utility assistance program (weatherization, LIHEAP, PAYS, Keeping Current, Dollar Help, Dollar More, ERPP, Critical Needs, Low-Income Assistance Programs, Payment Partner Program, etc.) please provide your name and the name of your organization and complete Part A. **If you don't manage or administer programs, skip to Part B on page 2.**

Please complete a table for each program that your organization manages

Copy and paste the tables as needed for the number of programs your organization manages

Cells will expand as needed to accommodate text

Provider Question 1: PROGRAM ADMINISTRATION					
Utility Company		Program Name		State Agency Partner	
Liberty Utilities		Weatherization		CAPNEMO	
Program Start Date	10/1	Program End Date	9/30	Total # Employ	2
Job Title 1	Weatherization Director	Duties	Oversees and implements program guidelines and standards.	# Employ	1
Job Title 2	Crew Leader	Duties	Installs retrofit measures into client home	# Employ	1
Job Title 3		Duties		# Employ	
Annual Average Enrollment #		12	Monthly Average Enrollment #		1
Comments					

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Comments					

Provider Question 2: EVALUATION FOR EFFECTIVENESS	
Do you conduct surveys to gauge effectiveness of this utility assistance program?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Do you conduct any non-survey evaluations to gauge effectiveness of this program?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Do you share the results...with utility partners? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> ...with state agencies? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
If you conduct surveys or other evaluations, please explain the process you use.
Diagnostic tests are performed on homes pre & post weatherization services to determine the effectiveness of the program implementation. A client satisfaction survey is also used to gather data on the clients experience with the program.

Provider Question 3: STRENGTHS AND WEAKNESSES OF ASSISTANCE PROGRAMS
Based on experience and participant feedback, what are the STRENGTHS of this program?
Weatherization data has shown we cut clients utility costs as much as 60%, improved the indoor air quality, install safety measures in every home allowing clients to not only live more comfortably, but confidently.
Based on experience and participant feedback, what are the WEAKNESSES of this program?
Reliability in consistent funding. Lack on consistent funding has limited the scope of what the full capability of the program can provide. While CAPNEMO still ensures every home gets the best experience of the weatherization program, the scale of the measure has had to be adjusted to meet current funding instability.
If you have it, please provide empirical and/or anecdotal data that support your comments.
Please see attached utility bill from client. Utility bill shows pre weatherization usage vs post weatherization usage.

Part B: Stakeholder Information Request

All interested stakeholders are invited to submit responses to **any or all of the following questions**. To ensure submissions are as helpful as possible, respondents are encouraged to provide specific information and data relevant to circumstances experienced in Missouri, "lessons learned" from other jurisdictions, and citations.

Stakeholder Question 1: EFFECTIVENESS OF EXISTING PROGRAMS AT REDUCING ARREARAGES AND DISCONNECTIONS FOR HIGH-BURDEN HOUSEHOLDS	
a.	How much do existing programs help improve long-term household stability versus one-time crisis relief (i.e. reduce repeat disconnects)?
	The Weatherization Program has proven to consistently improve the safety and lively-hood of clients by providing long lasting home retrofit modifications and repairs.
b.	Which specific features are most effective at stabilizing households and preventing repeated cycles of arrearage (e.g., predictable monthly payments, income-based caps, arrearage forgiveness, and hardship protections, etc.)?
	The thermal boundary retrofits provided through the program has immediate energy efficient benefits. As well as the air sealing retrofits have long lasting health benefits by drastically reducing the infiltration of outdoor pollutants and contaminants.
c.	What customer categories (e.g., irregular income, medical debt, unbanked, etc.) are currently underserved or excluded by existing programs?
d.	What aspects of existing programs limit or reduce effectiveness (e.g., funding caps, restrictive eligibility windows, administrative barriers, etc.)?
	Currently the largest restriction is the lack of reliable and consistent funding. This has forced narrow the scope of allowable program implementation. Specifically, installing new and safer heating and cooling units.
e.	What specific modifications or alternative models (e.g., income-based caps or automatic enrollment) could close identified gaps?
	Requiring funders to have funds to be delivered by specific dates sited within grant agreements.

Stakeholder Question 2: CRITERIA AND MECHANISMS FOR PROGRAM ENROLLMENT	
a.	What principles should be used to establish eligibility criteria (e.g., need, administrative feasibility, accuracy, and alignment with household need) and how should programs prioritize access to assistance when resources are limited?
b.	What income thresholds, vulnerability indicators, or energy burden metrics to determine program eligibility?
c.	Would automatic or categorical enrollment be effective?
	Automatic enrollment for weatherization for eligible LIHEAP clients.
d.	What risk-management practices (e.g., random audits, post-enrollment verification, data-matching) should be used that are effective without creating undue burdens for applicants?
e.	What program design elements can be included that prevent fraud, collecting duplicate benefits, or mismanagement while maintaining accessibility for eligible households?

Stakeholder Question 3: CHALLENGES OF ADMINISTRATIVE BURDEN	
a.	What administrative practices would reduce customer burden and streamline application, verification, and recertification processes (e.g., short-form applications, online portals, single-point-of-entry systems)?

b. What program design elements would reduce administrative workload while maintaining accurate eligibility determinations?

c. What strategies from other jurisdictions that have effectively reduced verification or recertification barriers?

Allowing the documentation from different programs to exchange client information to determine eligibility.

Stakeholder Question 4: METRICS AND EVALUATION

a. What metrics should be used to evaluate program performance, measure impacts, and assess cost-effectiveness?

Continuous monitoring of utility fuel consumption post weatherization services.

b. What metrics should be used to evaluate the effectiveness of marketing, education, and outreach efforts?

How many applications are able to be received for programs.

c. What customer-experience metrics should be used to evaluate program accessibility, clarity, and ease of navigation, including the application, verification, and enrollment processes?

Client satisfaction surveys

d. What metrics should be used to evaluate whether verification requirements are appropriately calibrated to risk?

Federal income guidelines being released on time.

e. What metrics should be used to assess whether programs improve long-term household stability, reduce arrearages, prevent disconnections, and support energy-efficiency or weatherization investments?

Review of the pre and long-term post weatherization utility bills. Continued client health questionnaires: have doctors visits been reduced?

Stakeholder Question 5: RATE STRUCTURES AND ASSISTANCE SUCCESS

a. Is there a relationship between utility rate structures and the success of assistance programs? If so, what is that relationship?

Yes, while weatherization services do alleviate the energy burden in home, when utilities increase the rates, the client is still getting burdened high utility costs.

B31. How does the rate design element of **fixed charges** affect households with limited or no income flexibility?

It can allow the client to preplan and budget for an amount of energy costs each month.

b2. How does the rate design element of **seasonal usage and rates** affect households with limited or no income flexibility?

The unknown of the energy usage can vary drastically month to month, when this is coupled with the constant rate increases, the client does not know how to properly plan or budget for their utility expenses.

b3. How does the rate design element of **time-variant pricing** affect households with limited or no income flexibility?

Creates even more uncertainty on utility expenses for clients.

Stakeholder Question 6: EFFECTIVENESS ARE REDUCING RELIANCE ON CRISIS ASSISTANCE

Identify specific program elements that have demonstrated the greatest success in reducing reliance on "in crisis" assistance. (e.g., offering 1/12th debt forgiveness in exchange for on-time payments, offering leveled billing)

When homes are made more efficient, they required less energy to function. Measures installed in homes are intended to last for 20 years, allowing for long term safety and comfort for clients.

Stakeholder Question 7: IMPLEMENTATION CHALLENGES

Describe the implementation challenges that should be anticipated when launching new assistance programs.

Ensuring fair, consistent, and ease of applying for all client demographics.



- Pay by phone: 1.866.268.3729
- Pay by mail: PO Box 88068, Chicago, IL 60680-1068
- Pay online or manage your account: AmerenMissouri.com
- Customer Service: 1.800.552.7583

FOCUSED ENERGY.

Account Number
Customer Name
Service Address

AMOUNT DUE \$65.52
Due Date 05/21/2025

Current Detail for Statement 04/30/2025

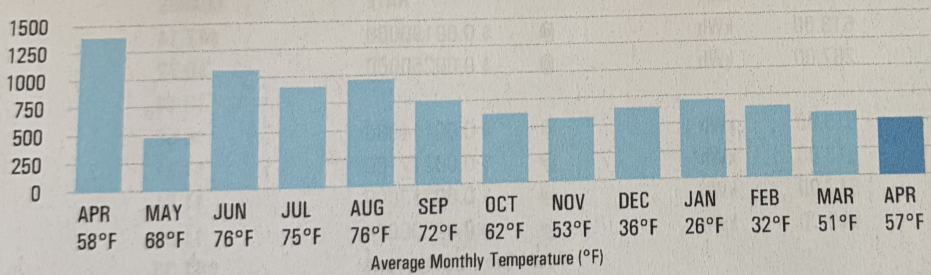
Total Electric Charges	\$65.52
Total Amount Due	\$65.52

Amount After Due Date	\$66.21
Previous Statement	\$72.48
Total Payments	\$72.48

Payment Received. Thank You.

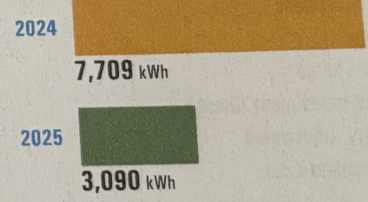
Electric Usage History

Electric Usage in Kilowatt Hours (kWh)



Electric Usage Summary (kWh)

So far this year you're using **59.9% less** than the same time period last year.



Keeping You Informed.

Update your account information so we can contact you when crews are working in your neighborhood. Fill out the slip and mail it in or update your online account. Don't have an online account? Sign up today at AmerenMissouri.com.