

Instructions for the LIHEAP Performance Measures Report

DRAFT (last updated 4.21.2014)

The Federal FFY 2015 LIHEAP Performance Measures Report requires state LIHEAP grantees to report on the following LIHEAP outcomes:

- Reduction of Home Energy Burden
- Restoration of Home Energy Service
- Prevention of Loss of Home Energy Service

These measures and the reporting form were developed by OCS in collaboration with the LIHEAP Performance Measures Implementation Work Group.

This document outlines instructions and data requirements for each section of the report. Additional support materials can be found at: <https://liheappm.ncat.org/user>.

PART I. ENERGY BURDEN

Energy burden is the percentage of household income spent on home energy costs. For example, high burden households are those that spend more of their income on home energy costs.

The link between energy burden and LIHEAP is important. Section 2605(b)(5) of the Low Income Home Energy Assistance Act of 1981 (42 U.S. C. §8624(b)(5)) requires LIHEAP grantees *“to provide, in a timely manner, that the highest level of energy assistance will be furnished to those households that have the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size.”* Home energy burden and the presence of a vulnerable household member are the two key priorities Congress intended for the distribution of LIHEAP assistance.

To understand the impacts of LIHEAP on household energy burden, the Performance Measures Report form uses information provided by grantees to evaluate LIHEAP impact on energy burden using the following three measures:

- **Measure 1:** Change in Energy Burden (Pre-Post LIHEAP)
- **Measure 2:** Benefit Targeting Index
- **Measure 3:** Burden Reduction Targeting Index

The Change in Energy Burden (Measure 1) tells us how LIHEAP reduces the percentage of income households spend on their energy bills. We know that low-income households have to make tough choices between paying their energy bills and other essential needs (food, prescriptions). Reducing the amount of income people spend on energy bills decreases the health and safety risks associated with these kinds of decisions.

The Benefit Targeting Index (Measure 2) tells us whether high energy burden households receive higher LIHEAP benefits than average households. This is important because the LIHEAP Act requires grantees to

provide the highest level of assistance to households with the highest energy burden (highest energy costs in relation to income and family size).

The Burden Reduction Targeting Index (Measure 3) tells us whether high energy burden households have a larger share of their energy bill paid with LIHEAP than average households. Once again, the LIHEAP Act requires grantees to target the highest level of assistance to households with the highest energy costs in relation to income. This measure will help grantees identify whether they are effectively using benefits to reduce the percentage of income high burden households pay toward their energy bills.

Which Households should be counted in Part I?

Part I of the Performance Measure Report form counts those households who received LIHEAP bill payment assistance in FFY 2015. "Bill payment assistance" includes any LIHEAP benefits used to pay a share of household energy bills, including utility deposits. This includes heating, cooling, crisis, and supplemental assistance.

Households that should **NOT** be counted in Part I include:

- Households receiving only LIHEAP weatherization assistance or energy-related home repair (e.g. heating or cooling equipment repair or replacement)
- Households that receive nominal (e.g., \$1 or \$5) benefits as part of a partnership with the Supplemental Nutrition Assistance Program (SNAP). This is often referred to as the "Heat or Eat" Program.

What Home Energy Data is needed to complete Part I?

Many of the fields in Part I require specific information regarding home energy. For example, average annual income and average LIHEAP benefit data is broken out by main heating fuel. Therefore, at the time of application, grantees will need to ask each household to identify their main heating fuel type (i.e., Natural Gas, Electricity, Fuel Oil, Propane, or Other Fuels).

Grantees who offer cooling programs should still ask households for their main heating fuel type, as most cooling program impacts will be captured during analysis of the electric bill data (see below).

Part I also requires grantees to collect average annual energy bills for both main heating fuel and electricity. Therefore, at the time of application, grantees will need to ask each household to provide vendor account numbers, as well as sign a waiver that allows the grantee to collect billing information from home energy vendors.

To reduce the burden associated with vendor data collection, grantees are only required to collect annual energy bill data from the top five natural gas companies, top five electric companies, top ten propane vendors, top ten fuel oil vendors, and top ten other vendors, based on the numbers of LIHEAP assisted households within their state

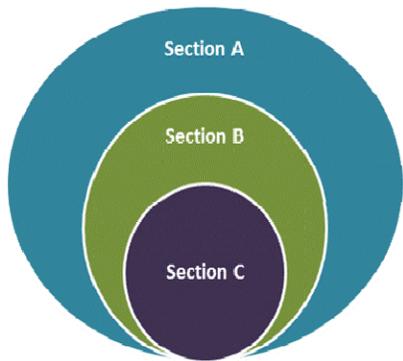
Grantees may opt to collect data from additional vendors (beyond the largest). However, any grantee wishing to use *less* than the required number of vendors in any of the fuel categories must contact OCS to obtain prior approval. (Note: Some grantees have fewer than five electric or natural gas vendors. Other grantees have fewer than ten fuel oil vendors.)

Part I Data Requirements

The following outlines the data required to complete Part I of the Performance Measures Report form. For more information, including strategies and best practices for data collection, grantees should visit the LIHEAP Performance Measures Website at: <https://liheappm.ncat.org/user>.

SECTION A

Section A includes all households who received LIHEAP bill payment assistance during the reporting period. Bill payment assistance includes any LIHEAP benefits used to pay a share of household energy bills. This includes heating, cooling, and crisis assistance.



Section A— All Bill Payment Assisted Households

Section B— Bill Payment Assisted Households
with Available Energy Bill Data

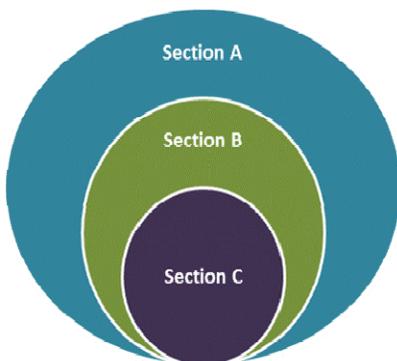
Section C— *Highest Burden* Bill Payment Assisted Households
with Available Energy Bill Data

As stated above, Part I should not include those households who received only weatherization or energy related home repair (including equipment repair and replacement) or households who received only a nominal LIHEAP benefit through the SNAP “Heat or Eat” program.

Section A also asks Grantees to break Bill Payment Assisted Households out by Main Heating Fuel type. To obtain this data, grantees will need to ask each household to identify their main heating fuel type at the time of application.

SECTION B

Section B includes only those households from Section A for which the grantee can obtain the average annual energy bill (12 months of usage) for both main heating fuel and electricity.



Section A— All Bill Payment Assisted Households

Section B— Bill Payment Assisted Households
with Available Energy Bill Data

Section C— *Highest Burden* Bill Payment Assisted Households
with Available Energy Bill Data

LIHEAP Bill payment assistance households that do not have complete energy billing data (e.g., because they do not have 12 months of billing history or the grantee does not have an agreement with the vendor) should not be counted in Section B.

As noted above, grantees are only required to collect annual bill data for those bill payment-assisted households whose main fuel and electricity are provided by a top five natural gas company, top five electric company, top ten propane vendor, top ten fuel oil vendor, or top ten “other” vendor, based on the numbers of LIHEAP assisted households within their state.

LINE B1: Number of Households with Complete Bill Data. Line B1 requires grantees to report the number of bill payment assisted households for which they can obtain the average annual energy bill (12 months of billing history) for both main heating fuel and electricity. As noted above, grantees are only required to collect annual bill data for those bill payment-assisted households whose main heating fuel and electricity are provided by a “top five/ten” vendor

Similar to other data in this report, grantees are first asked to report the total number of bill payment assisted households with complete annual bill data, and then break these households down by main heating fuel type.

LINE B2: Average Annual Household Income: Line B2 requires grantees to report average annual household income for those households with 12 months of both main fuel and electric bill data (as reported on Line B1). Average annual household income should be calculated in the same way it is calculated for the annual LIHEAP Household Report Form, using gross income. Zero income households should be included in this calculation. Grantees are asked to report the average annual income for all households with complete annual bill data, and then further break this data out by main fuel type.

LINE B3: Average Annual Total LIHEAP Benefit per Household: Line B3 requires grantees to report the total average annual per household LIHEAP Bill Payment Assistance Benefit(s) for those households with 12 months of both main fuel and electric bill data (as reported on Line B1). This should include any heating, cooling, crisis, and supplemental assistance used to help pay household energy bills (this includes utility deposits).

In some states, households received multiple bill payment assistance benefits during the program year. For example, a household may have received both a regular heating assistance benefit and a crisis benefit. *In these cases, grantees will first need to add together the bill payment assistance benefits each household received,* and then calculate the average total LIHEAP benefit per household.

Grantees are asked to report the average bill payment assistance benefit for all households with complete annual bill data, and then break this data out by main fuel type.

LINE B4: Average Annual Main Heating Fuel Bill Data: Line B4 requires grantees to report the average annual main heating fuel bill for those households who have 12 months of main fuel and electric bill data (as reported in B1). To report this data, grantees will need to collect complete annual bill information (12 months) from each bill payment-assisted household’s main fuel vendor. This data includes all required customer payments, such as monthly service charge, usage charge, and taxes. However, expenditures should exclude optional charges such as appliance repair contracts, equipment purchases, and other special services.

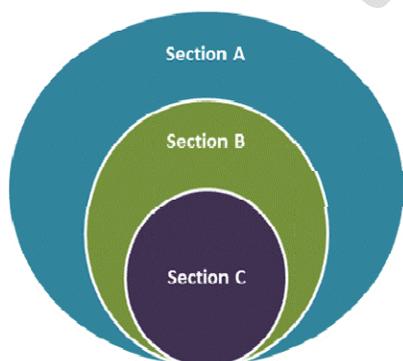
There may be variation among grantee timeframes for collecting 12 month billing histories. For example, many grantees find it optimal to collect bill data from vendors at the end of the program year (e.g., request made to vendors in October 2015 for customer bill data from October 2014 through September 2015). However, other grantees collect customer bill data from vendors at the time of LIHEAP intake—which may result in 12 months of billing data that falls across more than one program year. States may consider alternative timeframes for obtaining 12 months of billing history, as long as methods are consistent and approved by OCS.

LINE B5: **Average Annual Electricity Bill:** Section B5 requires grantees to report the average annual electricity bill for those households who have 12 months of main fuel and electric bill data (as reported in B1). To report this data, the grantee will need to collect annual bill information (12 months) from each bill payment-assisted household’s electricity vendor. This data includes all required customer payments, such as monthly service charge, usage charge, and taxes. However, expenditures should exclude optional charges such as appliance repair contracts, equipment purchases, and other special services. For households whose main fuel is electricity, only the electric bill will need to be collected.

The remaining fields in Section B are **auto-calculated** for the grantee based on the data entered above.

- **Total Annual Residential Energy Bill:** Line B6 automatically adds together the average annual Main Heating Fuel and Electricity bill data to calculate average annual residential energy bill.
- **Average Annual Energy Burden before Receiving LIHEAP:** Line B7 automatically divides the average annual residential energy bill by the average annual income to calculate average annual energy burden before LIHEAP benefits were awarded.
- **Average Annual Energy Burden after Receiving LIHEAP:** Line B8 automatically subtracts the average annual LIHEAP benefit amount from the annual residential energy bill—then divides the adjusted annual energy bill by the average annual income to calculate energy burden *after* LIHEAP.
- **Percentage Point Change in Energy Burden:** Line B9 automatically calculates the percentage point difference between pre-LIHEAP and post-LIHEAP energy burden.
- **Percentage Point Change in Energy Burden:** Line B10 automatically calculates the percentage difference between pre-LIHEAP and post-LIHEAP energy burden.

SECTION C



Section A— All Bill Payment Assisted Households

Section B— Bill Payment Assisted Households
with Available Energy Bill Data

Section C— Highest Burden Bill Payment Assisted Households
with Available Energy Bill Data

Section C contains the same data elements as Section B. However Section C only includes (highlights) those households from section B with the highest energy burden.

To pull out the highest burden households from Section B, grantees will first need to identify the home energy burden of each household reported in Section B. These households can then be sorted, and those with the top 25% energy burden are counted in Section C.

To calculate home energy burden for each household reported in Section B1, the grantee will need to use their database (or a spreadsheet tool like Excel or Access) to add together each household's Main Heating Bill + Annual Household Electricity Bill and divide by the household's Average Annual Income. Those households with the top 25% of energy burden will be reported in Section C. Grantees who need assistance with this step should contact APPRISE or their OCS Liaison for assistance.

LINE C1: High Burden Households. Line C1 asks grantees to report the number of high burden households with complete energy bill information, and then the number of high burden households by main heating fuel type.

LINE C2: Average Annual Household Income for High Burden Households: Line C2 asks grantees to report average annual household income for those high burden households identified on Line C1. Grantees are asked to report the average annual income for all high burden households, as well as the average annual income of high burden households within each main fuel type.

LINE C3: Average Annual LIHEAP Bill Payment Assistance Benefit for High Burden Households: Line C3 requires grantees to report average annual LIHEAP Benefit for those high burden households identified in line C1. Grantees are asked to report the average bill payment assistance benefit for all high burden households, as well as the average bill payment assistance benefit of high burden households within each fuel type.

LINE C4: Average Annual Main Heating Fuel Bill Data for High Burden Households: Line C4 requires grantees to report the average annual main heating fuel bill (12 months) for those high burden households identified in Line C1.

LINE C5: Average Annual Electricity Bill for High Burden Households: Section C5 requires grantees to report the average annual electricity bill for those high burden households identified in Section C1.

The remaining fields in Section C are **auto-calculated** for the grantee based on the data entered above.

- **Total Annual Residential Energy Bill for High Burden Households:** Line C6 automatically adds together the average annual Main Heating Fuel and Electricity bill data to calculate average annual residential energy bill for high burden households.
- **Average Annual Energy Burden of High Burden Households before Receiving LIHEAP:** Line C7 automatically divides the average annual residential energy bill by the average annual income to calculate average annual energy burden of high burden households before receiving LIHEAP.
- **Average Annual Energy Burden of High Burden Households after Receiving LIHEAP:** Line C8 automatically subtracts the average annual LIHEAP benefit amount from the annual residential energy

bill—then divides the adjusted annual energy bill by the average annual income to calculate energy burden for high burden households *after* receiving LIHEAP.

- **Percentage Point Change in Energy Burden among High Burden Households:** Line C9 automatically calculates the percentage point difference between pre-LIHEAP and post-LIHEAP energy burden among high burden households.
- **Percentage Point Change in Energy Burden among High Burden Households:** Line C10 automatically calculates the percentage difference between pre-LIHEAP and post-LIHEAP energy burden among high burden households.

SECTION D

Section D uses information collected in Sections A-C to automatically calculate the **Benefit Targeting Index**. This index measure tells us whether high energy burden households receive higher LIHEAP benefits than average households. A Benefit Targeting Index of over 100 means that high energy burden households receive a greater LIHEAP benefit than average households.

For more information about how to interpret the targeting index, please see pages 38-40 of the FY 2009 Home Energy Notebook available at:

http://www.acf.hhs.gov/sites/default/files/ocs/fy2009_liheap_notebook.pdf

SECTION E

Section E uses information collected in Sections A-C to automatically calculate the **Energy Burden Reduction Index**. This index **tells us whether high energy burden households have a larger share of their energy bill paid with LIHEAP than average households**. An Energy Burden Reduction Index of over 100 means that high energy burden households are seeing more of their energy burden reduced with LIHEAP than average households.

For more information about how to interpret the targeting index, please see pages 38-40 of the FY 2009 Home Energy Notebook available at:

http://www.acf.hhs.gov/sites/default/files/ocs/fy2009_liheap_notebook.pdf

PART II. RESTORATION OF HOME ENERGY SERVICE

One core purpose of LIHEAP is to ensure that low-income households have access to necessary home energy services. By restoring services to clients who do not currently have access to home energy, the program is eliminating a significant risk to the health and safety of low-income households.

Part II of the Performance Measures Report form uses data provided by grantees to measure the impact of LIHEAP on restoration of home energy service.

Which Households Do I Count in Part II?

For both Parts II and III, grantees should count all LIHEAP households identified in the LIHEAP Household Report and Grantee Survey.

For some grantees, this may be different than those households counted in Part I of this report. This is because Part I only includes households who received Bill Payment Assistance—whereas Parts II and III also account for weatherization and equipment repair/replacement benefits.

What Household Information is Necessary to Complete Part II?

The data fields in Part II of the Performance Measures Report form require specific information regarding the current status of household home energy service. Many grantees already ask households to report whether or not they currently have home energy service at the time of LIHEAP application. However, to complete this report, grantees would need to go a step further to determine and record whether the household:

- Household does not have service because they are disconnected.
- Household does not have service because they are out of fuel.
- Household does not have service because they have inoperable equipment (*inoperable includes red-tagged equipment, or equipment that if powered on, will result in injury or death*).

Once this status is known and recorded, a grantee can then track whether a LIHEAP benefit resulted in restoration of home energy service.

It is important to note that in many cases, repair or replacement of inoperable heating/cooling equipment may be administered by LIHEAP Weatherization contractors. Therefore, grantees may need to coordinate with their Weatherization partners to identify inoperable equipment that was repaired or replaced using LIHEAP funds.

Part II Data Requirements

The following outlines the data required to complete Part II of the Performance Measures Report form. For more information, including strategies and best practices for data collection, grantees should visit the LIHEAP Performance Measures Website at: <https://liheappm.ncat.org/user>.

SECTION A

LINE A1: Number of All Occurrences of LIHEAP Assisted Households that had Energy Service Restored after Disconnection: Line A1 requires grantees to report on the number of occurrences for which LIHEAP assistance led to the restoration of a household's energy service after a disconnection. (Note: Households for whom the primary energy service was restored should be counted even if they were able to heat or cool their home in another way). The total number of occurrences is an auto-calculated sum of occurrences for each applicable fuel type.

LINE A2: Number of All Occurrences of LIHEAP Assisted Households that had Fuel Delivered after the Home Ran out of Fuel: Line A2 requires grantees to report on the number of occurrences for which LIHEAP resulted in delivery of fuel after a household had no fuel. (Note: Households for whom the primary fuel was delivered should be counted even if they were able to heat their home in another way.) The total number of occurrences is an auto-calculated sum of occurrences for each applicable fuel type.

LINE A3: Number of All Occurrences of LIHEAP Assisted Households that received Repair or Replacement of Inoperable Equipment: Line A3 requires grantees to report the number of occurrences of households who had inoperable heating or cooling equipment repaired or replaced with LIHEAP funds. (Note: Households for whom the primary equipment was repaired or replaced should be counted even if they were able to use other equipment to heat or cool their homes.) The total number of occurrences is an auto-calculated sum of occurrences for each applicable fuel type.

PART III. PREVENTION OF LOSS OF HOME ENERGY SERVICE

By preventing the loss of home energy service to at-risk households, LIHEAP can eliminate the costs associated with service restoration (e.g., reconnection charges) and can minimize health and safety risks.

Part III of the Performance Measures Report form uses data provided by grantees to measure the impact of LIHEAP on preventing loss of home energy service.

Which Households should be counted in Part III?

For both Parts II and III, grantees should count all LIHEAP households identified in the LIHEAP Household Report and Grantee Survey.

For some grantees, this may be different than those households counted in Part I of this report. This is because Part I only includes households who received Bill Payment Assistance—whereas Parts II and III also account for weatherization and equipment repair/replacement benefits.

What Household Information is Necessary to Complete Part II?

The data fields in Part III of the Performance Measures Report form require specific information regarding current status of home energy service, and more specifically, whether or not a household is at risk of losing their home energy service. Situations where a LIHEAP benefit would prevent a loss of home energy service include:

- **Households with a Utility Past Due or Disconnect Notice:** At the time of application, households would be asked whether they currently have a past due or disconnect notice from their energy supplier.
- **Households with Limited Fuel:** If applicants heat with a delivered fuel (e.g., fuel oil, propane, or wood) and do not have a past due notice, the grantee would ask questions at the time of application to determine whether or not the household is at “imminent risk” of losing their home energy service.

In the case of delivered fuels, “imminent risk” should be defined by the grantee based on local conditions, and should correspond with existing state definitions used to determine home energy emergencies (as outlined in the grantee’s State Plan).

- **Households in need of Equipment Repair/Replacement:** The grantee would determine at the time of application (or home energy audit) whether a LIHEAP household has currently operable heating or cooling equipment that needs to be repaired or replaced to prevent loss of home energy service. It is up to the grantee to determine whether a household is at “imminent risk” of losing their home energy service if heating or cooling equipment is not repaired or replaced. The definition of “imminent risk” outlined in the grantee’s State Plan).

Part III Data Requirements

The following outlines the data required to complete Part III of the Performance Measures Report form. For more information, including strategies and best practices for data collection, grantees should visit the LIHEAP Performance Measures Website at: <https://liheappm.ncat.org/user>.

Section A

LINE A1: Number of All Occurrences of LIHEAP Assisted Households that had a Utility Past-Due or Disconnect Notice and Receipt of LIHEAP Benefits Resulted in Continuance of Home Energy Service: Line A1 requires grantees to report the number of occurrences of households that had a past due or disconnect notice at the time of application and receipt of LIHEAP benefit(s) resulted in continuance of home energy service. *Households who are already disconnected should not be counted in this section.* The total number of occurrences is an auto-calculated sum of occurrences for each applicable fuel type.

LINE A2: Number of All Occurrences of LIHEAP Assisted Households that were at Imminent Risk of Running out of Fuel and Receipt of LIHEAP Benefit Resulted in Delivery of Fuel: Line A2 requires grantees to report the number of occurrences of households that were at imminent risk of running out of fuel at the time of LIHEAP application and receipt of LIHEAP benefit(s) resulted in the delivery of fuel. *Households who are already out of fuel should not be counted in this section.* The total number of occurrences is an auto-calculated sum of occurrences for each applicable fuel type.

LINE A3: Number of All Occurrences of LIHEAP Assisted Households where Repair/Replacement of Operable Home Energy Equipment prevented loss of Home Energy Service: Line A3 requires grantees to report the number of occurrences of households for which LIHEAP Heating/Cooling equipment repair or replacement prevented loss of home energy service. Households whose heating or cooling equipment is inoperable (or red-tagged) at the time of application or home energy audit should not be counted in this section. The total number of occurrences is an auto-calculated sum of occurrences for each applicable fuel type.

PAGE 2—OPTIONAL DATA

Page 2 contains optional data elements. Optional data submitted by grantees will be used for more detailed analysis of energy burden reduction.

PART I. ENERGY BURDEN (OPTIONAL MEASURES)

SECTION A:

LINE A1: **Average Annual Electricity Usage:** Line B11 allows grantees to report average annual electricity usage for bill-payment assisted households. This data will be used for more detailed analysis of home energy burden reduction.

LINE A2: **Average Annual Main Heating Usage:** Line B12 allows grantees to report average annual main heating fuel usage for bill-payment assisted households. This data will be used for more detailed analysis of home energy burden reduction.

SECTION B:

LINE B1: **Average Annual Electricity Usage among High Burden Households:** Line C11 allows grantees to report average annual electricity usage for high burden households. This data will be used for more detailed analysis of home energy burden reduction.

LINE B2: **Average Annual Main Heating Usage among High Burden Households:** Line C12 allows grantees to report average annual main heating fuel usage for high burden households. This data will be used for more detailed analysis of home energy burden reduction.

SECTION C:

LINE C1: **Electricity as Supplemental Heating Fuel:** Line F1 includes the unduplicated number of LIHEAP bill payment-assisted households that use electricity as a supplemental heating fuel. Grantees should report this data for all households, as well as for households within each main heating fuel type.

LINE C2: **Wood as Supplemental Heating Fuel:** Line F2 includes the unduplicated number of LIHEAP bill payment-assisted households that use wood as a supplemental heating fuel. Grantees should report this data for all households, as well as for households within each main heating fuel type.

LINE C3: **Other Supplemental Heating Fuel:** Line F3 includes the unduplicated number of LIHEAP bill payment-assisted households that use fuels other than electricity and wood for supplemental heating fuel. Grantees should report this data for all households, as well as for households within each main heating fuel type.

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assisted households with central air conditioning. Grantees should report this data for all households, as well as for households within each main heating fuel type.

LINE C5: Window/Wall Air Conditioner: Line F5 includes the unduplicated number of LIHEAP bill payment-assisted households with Window/Wall AC (including evaporative coolers). (Note: If a household was already counted as having Central Air Conditioning, they should not be included here.) Grantees should report this data for all households, as well as for households within each main heating fuel type.

PART II. RESTORATION OF HOME ENERGY SERVICE (OPTIONAL MEASURES)

LINE A: Number of All LIHEAP Assisted Households that had Energy Service Restored: Line A allows grantees to report on the unduplicated number of households for which LIHEAP assistance led to the restoration of energy service. Households that had home energy service(s) reconnected with LIHEAP funds more than one time in FFY 2015 should only be counted once. (Note: Households for whom the primary energy service was restored should be counted even if they were able to heat or cool their home in another way).

PART III. PREVENTION OF LOSS OF HOME ENERGY SERVICE

LINE A: Number of All LIHEAP Assisted Households where Receipt of LIHEAP Benefits Resulted in Continuance of Home Energy Service: Line A allows grantees to report on the unduplicated number households where receipt of LIHEAP benefit(s) resulted in continuance of home energy service. Households where loss of home energy service was prevented more than one time in FFY 2015 should only be counted once. *Households who are already disconnected should not be counted in this section.*

NOTES

This section of the report should be used by grantees to provide notes or clarification regarding reported data. Wherever possible, grantees should include the section number of the item(s) being referenced.