

ENERGY OUTREACH COLORADO ENERGY ASSISTANCE NETWORK

SCOPE OF WORK

OVERVIEW

Vendor Information	
Organization Name:	Energy Outreach Colorado
Contact Person:	Luke Iderton
Physical Address:	225 E 16th Ave Ste. 200, Denver, CO 80203
Phone:	(303) 226-5059
Email:	lilderton@energyoutreach.org

Contract Term: 4/1/2020 – 12/31/2021

Contract Amount: \$800,000

Scope of Work

Energy Outreach Colorado’s (EOC) mission is to support, stabilize and sustain Coloradans in affording their home energy needs. Last fiscal year, while the financial hardships created by the COVID-19 outbreak were heavily impacting our participants, EOC served over 32,000 participants with vital energy assistance and efficiency services. As an organization that helps vulnerable residents with energy needs such as a paying utility bills, installing energy efficient heating, cooling, and water heating equipment in our weatherization and crisis response program services – our work ensures that those served are able to stay safe in their home.

The impacts of the COVID-19 outbreak are disproportionately impacting our most vulnerable families across the state. Those living on fixed incomes or lower wages and have little to no savings to fall back on are struggling to afford their most basic needs. We had the pleasure of

Exhibit A-2

hearing feedback from many of our program participants this summer and an overwhelming response was the inability to pay their bill until forced to pay their bill. As this crisis continues, more people are falling behind, and EOC's bill payment assistance numbers increased by 40% over the winter. Energy Outreach Colorado is well positioned to respond to this crisis by providing relief to those affected. EOC will do this by paying energy bills that have accrued and/or increased either due to lost wages, or being home bound and consuming more home energy.

In the short-term, some of our program participants are able to set up payment plans, but the lack of long-term affordability solutions causes additional economic and health stress. Vulnerable residents will need assistance to ease the financial burdens they face and avoid being disconnected from their utilities. Because of that, Energy Outreach Colorado believes it is critical to provide energy bill payment assistance right now as many struggle to find income opportunities in this type of economic environment.

Energy Outreach Colorado will work with local nonprofits, long standing agency partners and utility companies to reach our most vulnerable residents. We will be able to deliver efficient and effective services to support households that cannot and will not be able to afford their home energy during this national crisis.

Approach

Energy Outreach Colorado has a network of nonprofit, community and agency partners. These partners share information about our services with those that come to them in need of other human services. EOC also has a strong online presence, so those seeking information about help online can easily find us. We also operate a call center hotline at 866-HEAT-HELP. Energy Outreach Colorado has an extensive web-based application that is completed by case managers at our nonprofit partner agencies. This application collects income and other personal information including what circumstances a participant is facing at home – such as health risks and being impacted by COVID-19.

EOC maintains a network of 16 nonprofit agency partners across Denver communities where people can seek energy debt relief and other vital human services. We will provide notice of the available funding to our partner agencies, who can also support local participants with the utility assistance application, discuss energy conservation education, and discover energy efficiency program options. Upon the participant's application approval, we will work directly with the participant's utility company to remove any arrears on their accounts.

Objective

The City and County of Denver received federal funds under the CAREs Act enacted as US Public Law 116-136. A portion of these funds were designated as Coronavirus Relief Funds (CRF) under PL 116-136.

Work Tasks, Deliverables, and Timeline

Exhibit A-2

EOC shall expend the funds in accordance with the terms of this scope of work, and any other applicable laws, regulations and requirements.

Reporting

EOC shall submit a detailed report of the funds spent and return any unspent funding to the City and County of Denver (CCD). The format of the reports shall be developed between EOC and CCD, except that CCD shall have sole right of approval of the format.

On January 15, 2022, EOC will submit a report that reconciles the funds received, expended, and unexpended in a format approved by CCD.

EOC will be subject to repay any funds that are deemed disallowed costs by the Federal Awarding Agency or the State. This provision will be enforceable through the records retention period in the grant contract.

Final reports shall include the following elements:

Coronavirus Relief Funds Status:

- Total Coronavirus Relief Funds received
- Total Coronavirus Relief Funds expended
- Total Coronavirus Relief Funds remaining

Client Information and Eligibility Confirmation:

- Unique field for each bill paid (i.e. account number, client ID)
- Met income test (80% AMI in Denver County)
- Affirmation of economic hardship due to COVID-19
- Affirmation that the past due balance is for utility services on or after March 1, 2020

Details of individual payment:

- Dates of payment
- Receiving utility or fuel vendor
- Amount of utility expense
- Amount of utility expense paid by EOC with CRF

Payment Terms – Billing Procedures

The City and County of Denver shall transfer the entire amount of the grant to Energy Outreach Colorado upon execution of this contract.

Testing and Acceptance Criteria

CCD will conduct monitoring of EOC from the January 15, 2022 report. This monitoring will consist of testing compliance with substantiation of authoritative documents to verify the utility service dates are within PL 116-136. Specifically, the substantiation will verify that the utility charges were incurred by the individual after March 1st, 2020. For certain utility customers, bill history may be obtained from the utility to verify this. In the case where bill history is not available, average monthly bill amounts obtained from various utilities will be used to estimate

Exhibit A-2

the customer's incurred charges since March 1st, 2020. CCD will be provided the list of clients to monitor no later February 1, 2022.

If there is greater than 10% disallowed costs discovered during the monitoring process of the initial 1% of clients monitored, CCD will resample 3% of clients. In the event there is a determination of disallowed costs EOC shall be required to repay CCD any amounts of disallowed costs. Disallowed costs may be a result of State monitoring or the federal awarding agency monitoring.

Budget

Program delivery 2021 EOC Energy Assistance Network in Denver	\$720,000
Program Administration Support partner agency and EOC management of funds	\$80,000
Total	\$800,000

Contract Requirements – Agency for Human Rights & Community Partnerships

- Organization staff may be required to meet with an Agency for Human Rights & Community Partnerships representative to debrief, share lessons learned about the contract/grant process, programming impact, etc.
- All modifications to the services and/or budget that exceeds 5% in change or more to any line item must be preapproved in writing by the Agency for Human Rights & Community Partnerships.