



**ENERGY
OUTREACH
COLORADO**
Together We Power Stability

2020 IMPACT REPORT

Energy Outreach Colorado and Xcel Energy

This successful partnership demonstrates the innovation and impact that two organizations can have when they are willing to collaborate as partners to fulfill the same goal: **to help Coloradans afford their energy costs.** Through energy efficiencies, education, and communication we are helping residents manage their energy needs. By working together we are able to make a sizeable impact that provides comfort for so many.

Through funding received from Xcel Energy

The impact of the funds that Energy Outreach Colorado (EOC) has received from Xcel Energy has been tracked and is outlined in this report. Beyond the data, however, the impact on the lives of so many families, elderly, veterans, and communities is immeasurable. Without this partnership, many households would have experienced life-threatening situations that were averted through EOC programs that are supported by Xcel Energy. Here is a summary.

LAST YEAR

In the past year, EOC and Xcel Energy collaborated on the following projects:

- The **Pay it Forward Program** was launched. This allows your residential rate customers to donate their Saver Switch or AC Rewards rebates directly to Energy Outreach Colorado. Since the program launched, over \$55,000 has been raised to provide an average of \$149,000 worth of energy efficient measures for 51 homes.
- Xcel Energy and EOC designed a DSM plan that will have larger impacts on your income qualified customers.
- Xcel Energy and EOC's commitment to community solar gardens has resulted in the placement of 103 income qualified households in developer owned gardens.

PEOPLE SERVED

▶ **11,427**

Household bills were paid by the bill payment assistance program

▶ **3,719**

Single family energy efficiency participants

▶ **32**

Nonprofits served through the Nonprofit Energy Efficiency Program (NEEP)

▶ **54**

Buildings received services through the Multi-Family Weatherization Program



11,427 Households received bill payment assistance. Who are they?

- Total of 36,107 individuals living in these households
- 1,992 went without food to pay their bills
- 3,688 keep their home at an uncomfortable temperature
- Over 16,000 children
- Over 2,200 people aged 60+

Energy Outreach Colorado is proud to partner with Xcel Energy in delivering income qualified energy assistance, energy efficiency, consumer education and renewable energy programs across Colorado. Now more than ever, we understand the critical nature of affordable, reliable and accessible home energy and we remain committed to working together to ensure that everyone can thrive.

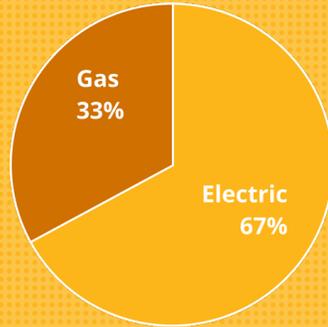
- Jennifer Gremmert, Executive Director

MULTI-FAMILY WEATHERIZATION PROGRAM

Xcel Energy's funding unlocked the ability for EOC to serve 54 properties with 3,316 units with energy efficiency upgrades. By reducing the energy use of a building, the money that owners are saving can be passed along to residents – ensuring that rents can remain affordable.

Funding spent

- ▶ **\$1,079,251**
Total spent on Electric
- ▶ **\$534,880**
Total spent on Gas



Energy saved

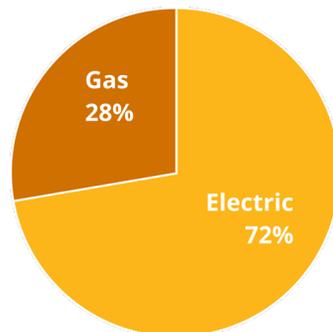
- ▶ **1,835,325**
Net Gen Kilowatt Hours (kWh) saved
- ▶ **321**
Net Gen Kilowatts (kW) saved
- ▶ **6,324**
Net Gen Decatherms (Dth) saved

NONPROFIT ENERGY EFFICIENCY PROGRAM

With your support, we helped many nonprofit organizations afford their energy costs by installing important energy efficiency upgrades. In many cases, these cost savings made it possible for the organizations to continue operating through a very challenging year when their services were more critical than ever. A few of the nonprofits served in 2020 with funding from Xcel Energy include: Urban Land Conservancy, Jewish Family Service, Belay Enterprises, ARC Thrifts Stores, Colorado Homeless Families, and Savio House.

Funding spent

- ▶ **\$1,153,499**
Total spent on Electric
- ▶ **\$458,304**
Total spent on Gas



Energy saved

- ▶ **1,710,012**
Net Gen Kilowatt Hours (kWh) saved
- ▶ **380**
Net Gen Kilowatts (kW) saved
- ▶ **4,772**
Net Gen Decatherms (Dth) saved





SOLAR PROGRAM

The need for income qualified Coloradans to have affordable home energy is something that Xcel Energy and EOC have worked closely on for many years. Together, we have worked for years to find sustainable solutions including community solar subscriptions that help families remain safe in their homes. With the enrollment of participants in EOC's Solar Program, our organizations took an important step toward providing yet another option for people to achieve energy security.

▶ 103

Income Qualified Households Placed in Community Solar Gardens

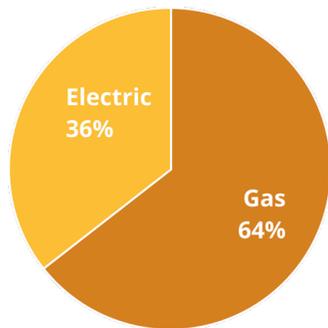
SINGLE FAMILY PROGRAMS

The need for single-family assistance continues to grow and thanks to our partnership, EOC provided critical energy efficiency services to Colorado's most vulnerable residents. By improving the energy efficiency of homes, we are able to pass along savings to 3,719 customers and reduce overall energy use.

Funding spent

▶ **\$1,513,111**
Total spent on Electric

▶ **\$2,694,161**
Total spent on Gas



Energy saved

▶ **19,987,964**
Net Gen Kilowatt Hours (kWh) saved

▶ **2,692**
Net Gen Kilowatts (kW) saved

▶ **49,123**
Net Gen Decatherms (Dth) saved



"The windows they put in are amazing - no more drafts. Plus it is wonderful to control the temperature with the programmable thermostat. I have cut my energy bills in half - it is easier to afford my bills without stress. We are so grateful that you guys helped us out and that is was completely free to me."

- Kaitlyn, Single mother with two children



BILL PAYMENT ASSISTANCE PROGRAM PROFILE

Marie O. is a 74 year-old disabled homeowner who has lived in the same house in Adams County for over 60 years. She lives on a fixed income and her older home is very hard to keep warm. Marie has numerous health issues and is unable to withstand living in a cold home. Her daughter Sarah contacted Salvation Army when she realized that her mother's past due energy bill was much more than she could afford. They gave Energy Outreach Colorado a call.

EOC helped get Marie back on her feet through the Bill Payment Assistance program. Xcel Energy then helped her get on a manageable monthly payment plan that she can afford and relieve her worries about her future bills. Marie can now continue to live independently in her warm home.

MULTI-FAMILY WEATHERIZATION PROGRAM PROFILE

A partner agency contacted EOC about Cornerstone Apartments; a 50 unit permanent supportive housing apartment complex in downtown Denver that was experiencing high electric bills. Owned and operated by the nonprofit Archway Housing, Cornerstone Apartments is affiliated with the neighboring shelter, St. Francis Center. After touring the building, EOC created and installed a comprehensive lighting retrofit that included upgrading all in-unit lighting, the common area and exterior lighting, and lighting in the adjoining St. Francis casework offices.

A total of 706 new energy saving lights were installed, plus 33 lighting sensors. The estimated energy savings is 119,700 kWh, 50 kW and \$13,000 is expected to be saved per year as a result of this project. These savings help secure affordable housing costs for residents and help St. Francis worry less about their bills so they can concentrate on the services they provide.



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