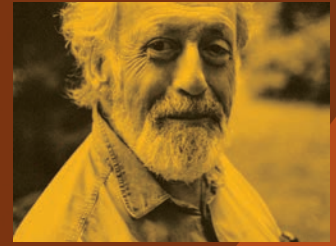


Xcel Energy Energy Outreach Colorado 2021 Impact Report



Xcel Energy and Energy Outreach Colorado (EOC) have a longstanding partnership that demonstrates the impact that two organizations can have when they collaborate to fulfill the same goal: *to help Coloradans afford their energy costs*. Through bill payment assistance, energy efficiencies, and education, we are providing critical support and resources to Coloradans in need.

The impacts of the funding that EOC received from Xcel Energy in 2021 are outlined in this report. These results highlight the effect we have had on families, older adults, veterans and communities across the state. Without this partnership, many households would have experienced life-threatening situations that were averted through EOC programs that are supported by Xcel Energy.

Taking Control of Energy Usage

A partner agency told us about Sonja, a monolingual Spanish speaker who read the educational material and called for utility bill assistance. She was confident that she could keep her energy bill down — she just needed to get caught up. A year later she is still using the energy saving practices she learned and calls the agency often to let them know she has mastered her energy techniques. Sonja said: “This material changed my life. I have not needed energy assistance help again.”

NEW IN 2021

Transportation

In the Fall of 2021, EOC was awarded a new contract with Xcel Energy managing the Income Qualified Multifamily Electric Vehicle Charger program. We are providing end-to-end implementation for affordable multi-family properties as well as income-qualification and outreach for income-qualified small businesses, workplaces and fleets, and community charging hub offerings.

Energy Savings Kits

EOC partnered with Xcel on a last minute project to get energy savings kits out to the community during the holiday season. EOC helped distribute 2,970 kits through non-profit human service organizations. This project helped save an additional 692,062 kWh, and 87 kW.

2,970

Number of Energy savings kits distributed by EOC in partnership with Xcel Energy last year.

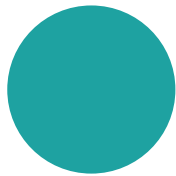


2021 Program Summaries

The EOC and Xcel Energy collaboration provided the following impacts:

BILL PAYMENT ASSISTANCE PROGRAM

In 2021, 11,443 households received bill payment assistance. Living in these homes were:



16,171
Children



6,318
Adults over the
age of 60



3,928
Homes at an
uncomfortable
temperature



2,656
Disabled
participants



1,871
Households that
at times had to go
without food to pay
their bills



364
Veterans

NONPROFIT ENERGY EFFICIENCY PROGRAM (NEEP)

When nonprofit organizations struggle to afford their energy costs, they are distracted from being able to focus on providing important services to our communities. With Xcel Energy's support, we were able to install critical energy efficiency upgrades for 35 nonprofit organizations. Organizations included those that provide food equity/relief, health services, shelters, education, and more.

Funding spent

\$945,141	Total spent on Electric, 108% above goal
\$255,497	Total spent on Gas

Energy saved

2,468,823	Net Gen Kilowatt Hours (kWh) saved, 145% above goal
400	Net Gen Kilowatts (kW) saved
7,601	Dth of natural gas saved, 190% above goal

EDUCATION

The Education Program is supported by Xcel Energy to provide important energy conservation information and behavior modifications that can help participants reduce their energy costs.

In 2021, 2,252 individuals and 26 non-profit organizations received energy education support.

The program created and delivered

- ▶ 5,849 text messages to past program participants
- ▶ Created four new awareness campaigns around energy use for individuals
- ▶ Produced a step-by-step educational guide for all energy programs that can benefit income qualified customers to be used by human service agencies
- ▶ Created apartment-specific energy educational material to inform tenants about their home energy usage control



SINGLE-FAMILY PROGRAM

The need for energy assistance continues to grow. Thanks to our partnership with Xcel Energy, EOC has been able to provide critical energy efficiency services to vulnerable Coloradans.

Who did we serve?

6 Other utilities partnered with us in Xcel Energy's single fuel service territory

1,479 Electric participants

1,987 Gas participants

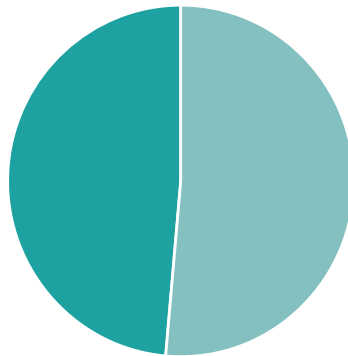


MULTI-FAMILY PROGRAM

With Xcel Energy's support and funding, EOC provided 42 multi-family properties with a total of 3,321 units important energy efficiency upgrades, which contributed to a reduction in energy costs. The money saved helps ensure that building owners can afford to keep rents affordable and their tenants remain housed.

Funding spent

\$894,134
Total spent on Electric
93% of goal



\$838,973
Total spent on Gas
162% above goal

Energy saved

1,851,937
Net Gen Kilowatt Hours (kWh) saved

257
Net Gen Kilowatts (kW) saved

9,537
Dth of natural gas
111% above goal

Electrification as a solution for a customer in need

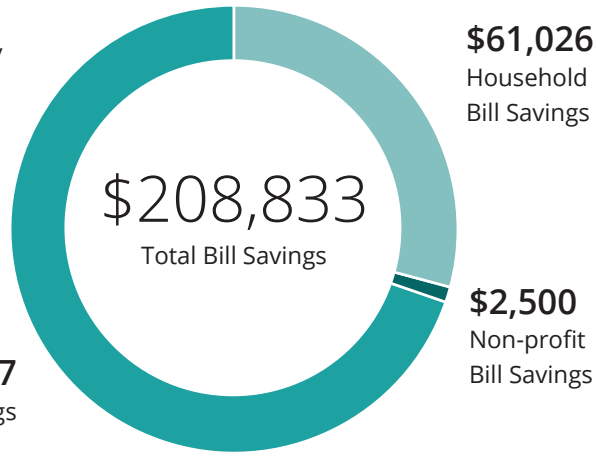
Nancy was living on a fixed income, and her son had experienced a COVID-related job loss. When the family's under-slab gas line ruptured, they could not afford the unique and high-cost repair. Then they called EOC. With Xcel's support, we helped the family through the CARE Program. We replaced the combustion appliances with all-electric appliances and installed energy efficiency upgrades to help offset the higher operating costs. We installed a 5-head mini-split system to provide heating and cooling and leveraged local funding to install an electric water heater. Finally, we improved Nancy's attic insulation, and reduced the home's air leakage by 28%.

"No one would help us until I found EOC. I am so grateful." — **NANCY F.**



SOLAR PROGRAM

In 2021, EOC partnered with Xcel Energy to launch the first solar gardens in the nation owned by an investor-owned utility and 100% dedicated to limited-income households. These solar subscriptions provide impactful, long-term savings to some of EOC's most energy-burdened households.



\$145,307

City & County-provided Bill Savings

Who did we serve

967
Income-qualified households were assisted with Community Solar Gardens

9
Non-profit organizations were assisted into Community Solar Gardens

Through the Solar Program, we have been able to enroll many of Xcel Energy's most cost-sensitive customers into community solar gardens. Our solar subscribers see savings every month in addition to a one-time bill assistance payment. These savings are particularly significant for households that do not qualify for LEAP or rent their home. Community solar subscriptions are an important way to provide energy burden relief for vulnerable households.

Removing a backpack full of bricks

"I'm overwhelmed by this blessing. I can't begin to explain the relief I feel knowing you are able to help me. It feels like a backpack full of bricks was just removed from my shoulders. I hope you understand the significance of the work you're doing. You are the conduit for miracles. Thank you." – AGNES J.

From the CEO and Executive Director

The partnership between Xcel Energy and Energy Outreach Colorado is an innovative and impactful partnership that has delivered critical energy assistance, energy efficiency, consumer education and renewable energy programs to income-qualified households statewide. We remain committed to working together on this important mission.

Jennifer Gremmert
CEO and Executive Director

