

Support, Stabilize
And Sustain
Coloradans To
Afford Their
Energy Needs



2021 Annual Report
Energy Outreach Colorado

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FROM THE EXECUTIVE DIRECTOR

I've worked in the energy sector for more than 25 years and have experienced the cyclical nature of the industry. The ups and downs naturally have an impact on us all, but more so on the people that we serve at Energy Outreach Colorado (EOC).

Natural gas has been an affordable commodity for many years but that is changing. Many households struggle to afford their home energy costs. Now, heating fuel prices are on a dramatic rise and the risk of disconnection is real.

Income inequality and the energy transformation is creating a crisis for vulnerable households. We see every day that people are not in a strong position to weather the rapid changes in energy costs, the economy, the pandemic.

I have hope. EOC has been there for Coloradans for over 32 years, and there is so much more we will do. This is a strong organization that plans for the hard times. We saw our highest revenue in FY20/2021 and served more than 30,272 households. Thanks to strong partnerships, loyal donors, and an amazing staff, we will be ready to do more.



A handwritten signature in black ink that reads "J Gremmert".

Jennifer Gremmert
CEO & Executive Director

Vision

All Coloradans
can afford their
energy needs

Mission

EOC leads a network
of industry, state,
and local partners
to Support, Stabilize
and Sustain
Coloradans to afford
their energy needs.

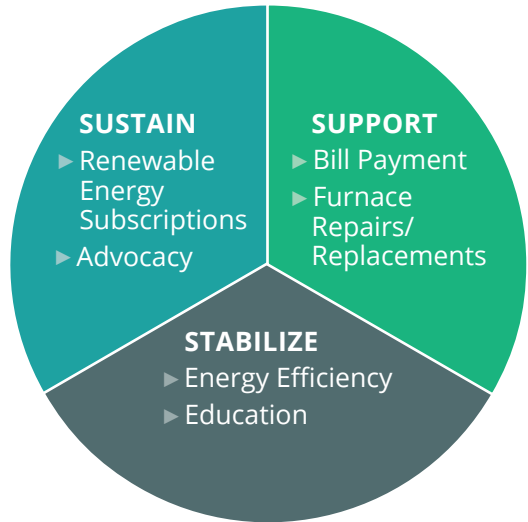
OUR COMMITMENT TO THE FUTURE

Energy Outreach Colorado, through its Board of Directors, embraces the importance of Diversity, Equity, and Inclusion in everything we do, as in our society as a whole. While EOC has always provided its services equitably to all income-qualified Coloradans who come to us for help, in this time especially we recognize the extraordinary requirements that arise from the very difficult year from which we are now just beginning to emerge. We, as a Board and on behalf of the whole EOC family, reaffirm our commitment to provide services to all income-qualified applicants and to advocate on their behalf with the executive, legislative, and regulatory bodies of the State of Colorado. Moreover, we also undertake to expand this commitment to ensure that we proactively seek out opportunities to incorporate both the principles and actions of Diversity, Equity, and Inclusion throughout our organization and the extended network of partners and associates who deliver services on our behalf.

Our goal to ensure that **all** Coloradans can afford the energy they need to power their lives has never changed, and we are working now as we have always done: to continuously improve our commitment to the word "all."

EOC Strategic Planning

Strategic planning is an organization's process of defining its strategy, or direction, and making decisions on allocating its resources to pursue this strategy.



STRATEGIC PILLARS



COMMIT

To statewide impact

PROGRAMS



UNLEASH

Our full potential

OPERATIONS



FOSTER

External relationships

COMMUNICATIONS DEVELOPMENT



PURSUE

Broader horizons

ADVOCACY

2021 – 24 STRATEGIC DIRECTION

- ▶ Improved Participant Experience
- ▶ Metrics
- ▶ Operations
- ▶ Energy Transformation
- ▶ Funding
- ▶ Partnerships
- ▶ Increase in Participants Served

2021 BY THE NUMBERS

The people we have served

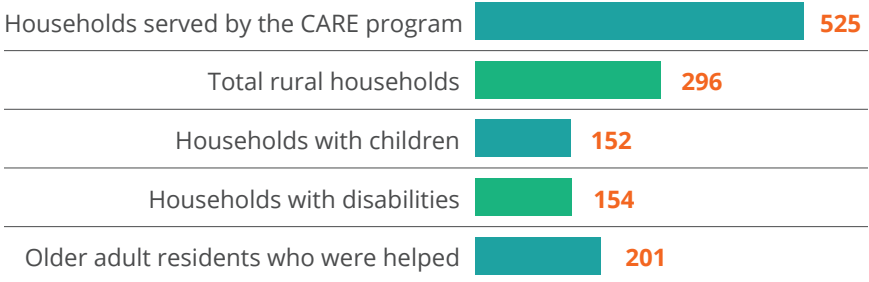


We believe that everyone deserves to be able to afford their home energy costs. In 2021, the energy burden for vulnerable households continued to increase and we saw the number of people struggling with economic hardships, and families who were unable to afford their home energy costs, rise dramatically. Energy Outreach Colorado (EOC) programs have been a lifeline for many households.

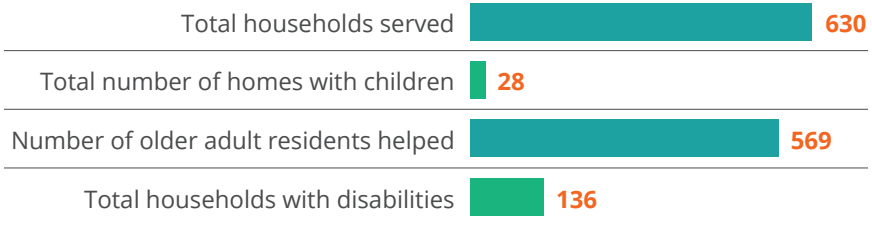


The **Nonprofit Energy Efficiency Program (NEEP)** supported 39 non-profit organizations impacting over 47,000 individuals. By helping non-profits save money through energy savings, they are able to focus on their mission of helping people in need.

Our **Colorado Affordable Residential Energy Program (CARE)** provides energy efficient upgrades at no cost to income-qualifying households. These upgrades provide a critical component to saving on energy costs and providing safety and comfort in a home.



The **Weatherization Assistance Program (WAP)** provides installations to improve the energy efficiency of a home saving on costs. This can include insulation, air sealing, storm windows and doors.



\$96,791.91
 Energy costs saved by our **Community Solar Program**.
 918 new residential subscribers and 13 new nonprofit subscribers were enrolled. Seven Colorado counties were served.
Turn to page 11 for more on EOC's solar program

21,747
 Households statewide supported by the **Bill Payment Assistance Program**

\$4,156,364.54
 Total savings from energy efficiency measures

26,087
 Total Metric Tons of CO₂ saved

2,565
 Households served by our **Crisis Intervention Program (CIP)** by repairing or replacing furnaces and providing heat to homes without. 776 of these households were in rural communities.

Full building upgrade

PARTICIPANT STORY

Trina lives in an 8-story low-income multi-unit rental building for older adults. She has been legally blind her whole life and is very proud of the fact that she can care for herself. She attributes much of this to the fact that she loves where she lives, feels safe and can afford her rent. Through our Multi-Family Building program, we completed an energy retrofit project on this building. The money saved on energy costs will help secure affordable housing costs.

Energy Efficiency Measures Completed

- ▶ LED light bulbs in the tenant's apartment
- ▶ High efficiency plumbing fixtures
- ▶ LED fixtures for the hallways and meeting areas
- ▶ Pipe and tank insulation for boilers and domestic hot water heaters
- ▶ High efficiency hot water heaters and pumps
- ▶ Central space heating plant for the building

Health and Safety Measures Completed

- ▶ Carbon monoxide alarms
- ▶ Bath exhaust fans
- ▶ Duct Cleaning



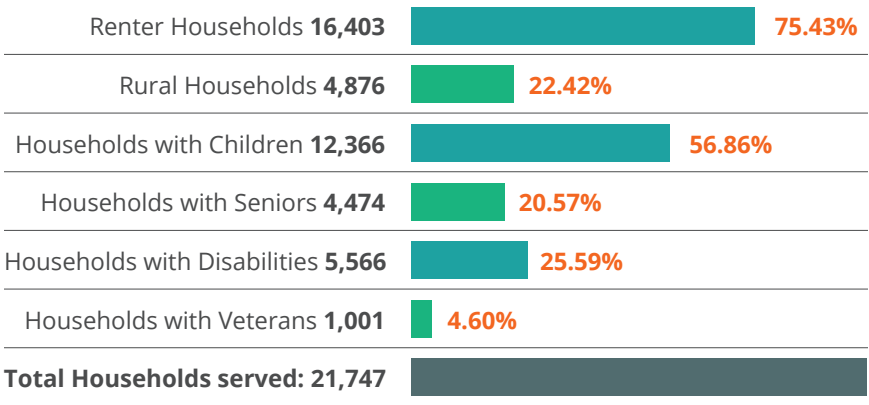
“I’m on my own in life. I feel safe where I live and can take care of myself and Diamond – that’s important to me”

TRINA WITH HER DOG DIAMOND

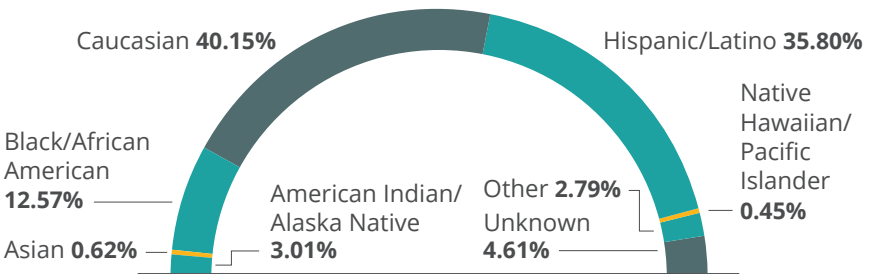
BILL PAYMENT ASSISTANCE PROGRAM

1 in 4 households struggle to afford their home energy costs – the energy burden for under-paid households being 3 times that of higher income households. The EOC Bill Payment Assistance program works in tandem with Low-income Energy Assistance Program (LEAP) to help alleviate some of the burdens that vulnerable Coloradans face.

OUR COMMUNITIES



DEMOGRAPHICS



“I had no idea that there was a way to get help. I am so grateful that EOC helped me get stabilized and back on my feet.”

Joan received assistance through EOC’s Bill Payment Assistance Program

Posada's Elko Family Emergency Shelter

PROGRAM IMPACT STORY

The Posada Elko Family Emergency Shelter provides housing and services for families with children in need. Families are sheltered at the facility for up to two months as their basic needs of food, housing and clothing are met.

The Shelter was in need of critical health and safety energy upgrades and came to EOC for help. The baseboard heaters were in dangerous disrepair and the evaporative coolers and boiler required constant maintenance. The condition of the old equipment was costly to maintain and operate and started to present safety issues.



EOC leveraged funds and resources, and invested \$173,975 to help improve the facility.

Total EOC Scope of work Project Costs = \$173,975

LEAP funded through CEO/WAP: **\$146,375**

Black Hills Electric funded: **\$27,600**

Energy Efficiency Measures Completed

- ▶ Mini-split heat pumps (heating and cooling)
- ▶ Exterior lighting
- ▶ DHW tank & hot water pipe Insulation
- ▶ Attic air sealing
- ▶ Removal of old, damaged baseboard radiant heaters and swamp coolers
- ▶ Doors
- ▶ Windows
- ▶ Drywall repairs throughout
- ▶ Programmable thermostats

Health and Safety Measures Completed

- ▶ Bath exhaust fans w/ built-in heaters
- ▶ New bath fan electrical

Note: This represents EOC's scope of work for this project. Posada of Pueblo raised funds to pay for new kitchens and bathrooms, flooring, fencing, and ADA concrete.

2021 SOLAR PROGRAM

Community Solar Gardens provide an accessible and equitable way for many households to participate in renewable energy programs and be a part of the clean energy transformation. Studies show that nearly half of the homes in the U.S. are not suitable for rooftop solar, but a subscription to a community solar garden offers a solution. EOC is connecting income-qualified households to community solar opportunities in their area and is continuously working to reduce barriers to access.

In 2021, EOC partnered with Xcel Energy to launch the first solar gardens in the nation that are owned by an investor-owned utility and which are 100% dedicated to limited-income households. Located on the site of former coal-fired power plants, these projects now produce clean solar energy and subscribers receive credits on their utility bill every month for the energy produced by their share. These solar subscriptions provide impactful, long-term savings to some of EOC's most energy-burdened households.

Xcel Energy Income-Qualified Community Solar Gardens

Total Capacity: 6 MW

Counties served: Boulder, Broomfield, Denver, Jefferson, Larimer, Weld

Households enrolled: 918

Nonprofits enrolled: 13

Annual energy bill savings per household: \$200 - \$500

Additional funding provided by: Boulder County, City of Boulder, and City and County of Denver



4MW Solar Garden at Valmont Station

Out of the cold

PARTICIPANT STORY

We met Rhonda through a member of her church who had stopped by her house to check on her. The heat wasn't working and Rhonda was wearing her coat. Without the money to repair the furnace, she was living in the cold. Her friend called EOC and we sent a contractor over immediately. The furnace needed to be replaced and Rhonda qualified to have the work done at no cost to her. We were also able to get her caught up on her energy bills and stabilize her situation.



“COVID made me so sad. Stuck in the house and scared I’d get sick. Then I lost my job. Wow”

“I was back on my feet! These folks led me out of depression and into safety. I am so grateful.”

“I never thought it would be me that needed help. I am grateful that EOC is here to help people when we need it most.”

ADVOCACY IN ACTION

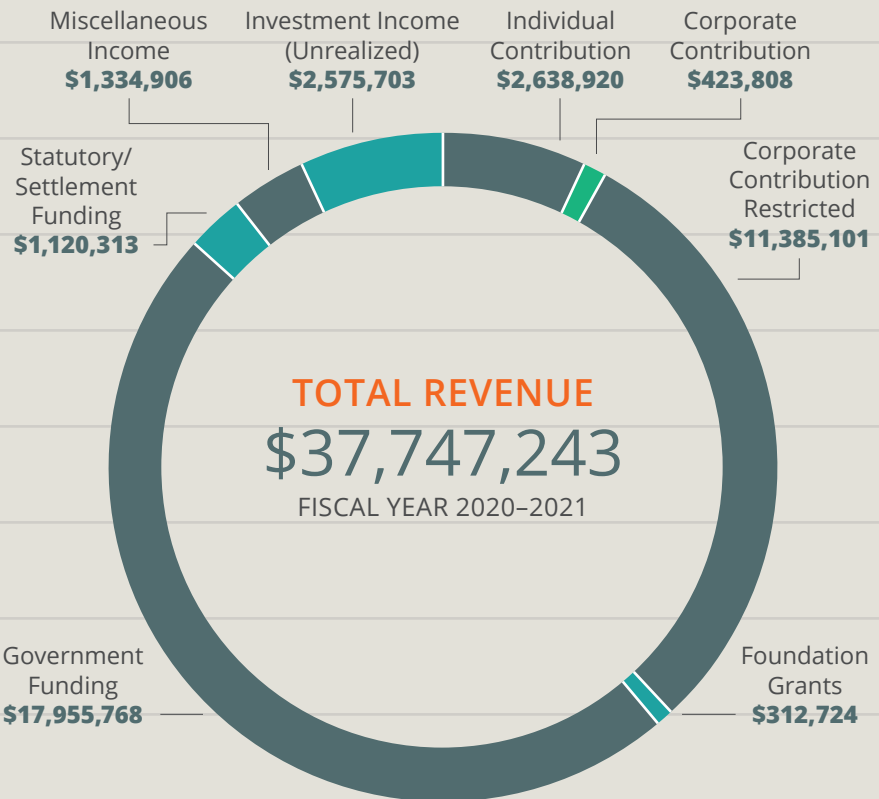
Working with lawmakers and utilities, EOC advocated for HB-1105 which passed in the 2021 legislative session. It provides much-needed additional resources and energy assistance funding for income-qualifying households statewide. House Bill 21-1105 directs utilities to collect a monthly fee from electric and natural gas customers to help support the work of organizations — like EOC — that help keep the lights on for Coloradans in need.

Some Highlights Include

- ▶ Colorado investor-owned utilities will add a \$0.50/month charge to their utility bills beginning in October 2021, rising to \$0.75 in October of 2022, and adjusting for inflation thereafter.
- ▶ These funds will be tracked by Energy Outreach Colorado who will work with the Commission on Low-Income Assistance to distribute it for energy assistance, efficiency, and outreach programs.
- ▶ These funds will be issued to and tracked by Energy Outreach Colorado who will devise a budget to distribute it for energy assistance, efficiency, and outreach programs approved by the Commission on Low-Income Assistance.
- ▶ A portion of the funds will also be used to provide energy assistance to SNAP clients potentially providing more LEAP applicants

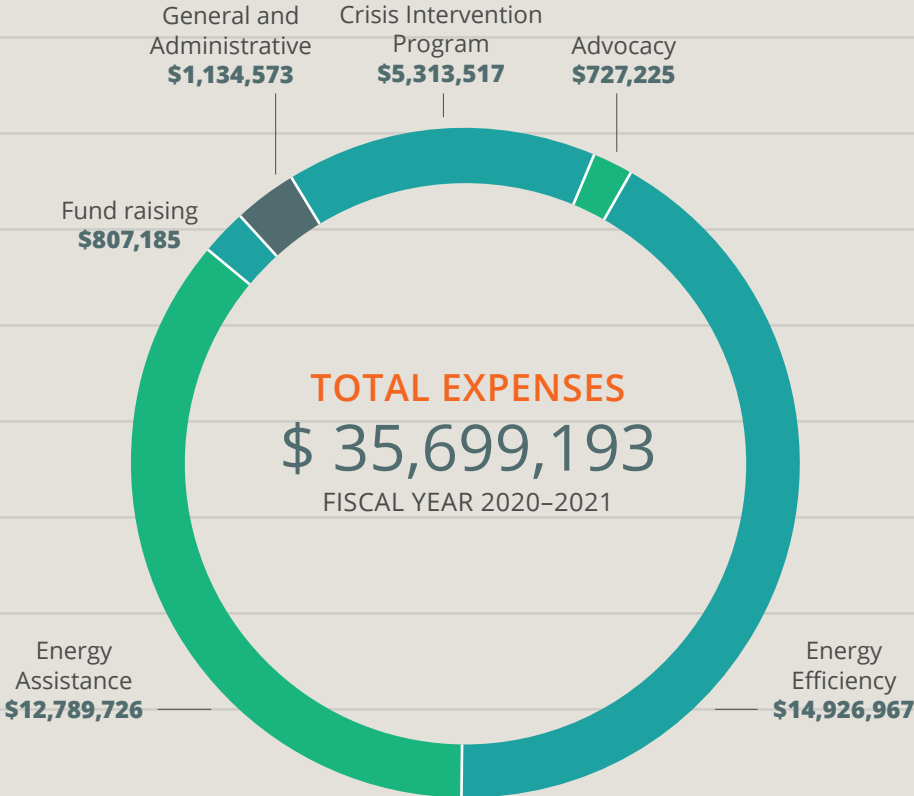


A strong year



Note: These are unaudited numbers.
We anticipate some revenue will be deferred into 2021-2022.

Fiscal year 2020–2021 marked the end of another financially strong twelve months for Energy Outreach Colorado. Because of the funding support of our donors plus our utility, government and industry partnerships, we were able to leverage our resources and serve more households. We are entering fiscal year 2021–2022 with strong momentum and commitment to advancing our mission while remaining strong stewards of every dollar we receive.

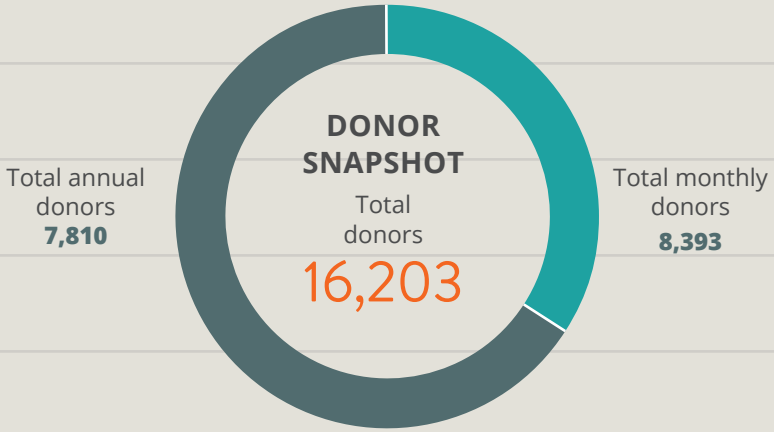


Note: Ending Net Assets were \$21,726,194.

DEVELOPMENT

“It warms our hearts to know that we brought relief to families in need. EOC’s work and mission is so important, and we are happy to be able to support their invaluable work.”

— AN EOC DONOR



Menefee Campaign

In July, EOC launched a campaign to raise funds for a critical heating system upgrade for Menefee Apartments; a 12-unit multi-family property in rural Montezuma County that serves low-income elderly and disabled tenants. The property was operating with only half of the necessary space heating boilers and hot water heaters and because of the high cost, Menefee couldn't afford to replace the equipment on their own. The replacement cost for reliable high-efficiency mechanical equipment totaled \$35,000.



By September, EOC reached the \$35,000 goal.

“With the help of our partners, and caring individuals across the state, we are able to make the heating system improvements for Menefee Apartments and ensure the wellbeing of the residents” said Jennifer Gremmert, Chief Executive Officer at EOC.

Awards and Recognition

Since Energy Outreach Colorado's beginning, we have been recognized both locally and nationally for assisting Coloradans with their home energy needs. This year is no different and marks the 20th year of Energy Outreach Colorado's 4-star rating through Charity Navigator. Along with this achievement, we maintain GuideStar's Platinum Seal of Transparency and Better Business Bureau Accredited Charity status.



Charity Navigator
4-Star rating for 20
consecutive years



**Better Business
Bureau**
Accredited Charity



GuideStar
Platinum Seal of
Transparency

EOC agency partners

Adams 12 Five Star Schools Student and Family Outreach Program
Adams County Human Services
Almost Home, Inc.
Arapahoe County Department of Human Services
Arapahoe County Department of Human Services ERA
Aurora Interfaith Community Services
Aurora Interfaith Community Services
Aurora Public Schools Welcome Center
Brain Injury Alliance of Colorado (BIAC)
Broomfield FISH
Brothers Redevelopment
Catholic Charities – Weld ERA
Catholic Charities – Larimer ERA
Catholic Charities and Community Services of the Archdiocese of Denver, Inc. -All Locations
Catholic Charities Diocese of Pueblo
Center for African American Health (CAAH)
Center for Work Education and Employment (CWEE)
Children's Hospital Colorado
Children's Hospital Resource Connect
City of Arvada
Clear Creek Department of Human Services
Cloud City Conservation Center
Collaborative Healing Initiative Within Communities (CHIC)
Colorado East Community Action Agency

Colorado Health Network
Colorado State University
Community Budget Center
Community Ministry
Community of Caring
Community Partnership Family Resource Center
Community Table
Community United Methodist Church of Pagosa Springs
Cooperating Ministry of Logan County
Crossroads Ministry of Estes Park, Inc.
Crowley County Department of Human Services
Custer County Department of Human Services
Delta Family Center
Denver Indian Center, Inc.
Denver Indian Family Resource Center (DIFRC)
Denver Inner City Parish (DICP)
DPS Office of Family & Community Engagement (FACE)
Emergency Family Assistance Association (EFAA)
Evergreen Christian Outreach (EChO)
Families Forward Resource Center
Family and Intercultural Resource Center
Family Tree
First Mennonite Church of Denver
First Presbyterian Church of Salida
First United Methodist Church of Cortez

Focus Points Family Resource Center
Fremont County Family Center
Goodwill of Colorado
Grand Valley Catholic Outreach
Growing Home
Gunnison/Hinsdale County DHS
Help & Hope Center
Help the Needy
Home Front Military Network
House of Neighborly Service
Housing Solutions for the Southwest
Integrated Family Community Services (IFCS)
Jefferson Center for Mental Health (JCMH)
Jewish Family Service of Colorado
Jovial Concepts
La Junta Associated Charities
La Plata Family Centers Coalition
La Puente Home
Las Animas Helping Hands
LiftUp of Routt County
Loaves & Fishes Ministries of Fremont County
Lupus Foundation of Colorado
Lutheran Family Services, Rocky Mountains
Maiker Housing Partners
Mercy's Gate
Morgan County Family Center
Morgan County Family Center
Mountain Family Center
Mountain Resource Center
Northeast Denver Housing Center

OUR Center
Parker Task Force
Phillips County Department of Human Services
Pine River Shares
Pinon Project
Prairie Family Center
Pueblo County Department of Human Services
Pueblo County Department of Human Services ERA
Reaching Out to Community and Kids (ROCK)
Rocky Mountain Children's Health Foundation (RMCHF)
Rural Communities Resource Center
San Juan County Department of Social Services
Senior Assistance Center
Seniors' Resource Center
Sister Carmen Community Center
Sister Carmen Community Center ERA
South Central Council of Governments
St. Vincent De Paul Society
Teller Senior Coalition
The Action Center
The Family Center/La Familia
The Salvation Army (TSA)
Tri-County Family Care Center
Tri-County Health Network
Tri-Lakes Cares
Volunteers of America Colorado Branch (VOA)
West End Family Link Center
WorkLife Partnership



ENERGY OUTREACH COLORADO

Together We Power Stability

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