



Spending Down LIHWAP Quickly and Efficiently: Lessons from the Field

Agenda

- **Promise Background**
- **Promise LIHWAP Approach**
- **Utility Feedback/Customer Experience**
- **Q&A**

Promise simplifies moving money between governments and the people that rely on their services

- Promise's technology **accelerates** the outreach, enrollment and disbursement of **financial assistance programs**
- Our team is a combination of **technology experts** and **leaders from the public sector**
- We build world class service experiences for the public sector



nationalgrid



CITY OF RICHMOND
DEPARTMENT OF PUBLIC UTILITIES



PROMISE:

Ease for State + Ease for Utility + Ease for Customer

Ease for State

- Promise owns full process
- Established VA Relationships
- Fast Distribution of funds

Ease for Utility

- Relationships
- Fast distribution
- Light IT integration

Ease for Customer

- Low barriers to participation
- LIHWAP form efficiency
- Easy platform
- Technology equalizes reach

Virginia: From Outreach to Payment Within Days

1

Outreach &
Verification

Promise reaches pre-qualified customers through SMS and live customer support interface and **verifies eligibility**

2

Approval

Promise collects applications from customers and verifies against utility provided information. Promise reviews / approves according to agency's criteria

3

Payment

Agency sends a list of authorized customers and funding to Promise to distribute to utilities. **Promise distributes payments to utilities** with a list of approved customers

Implementation Approach

Week 1:

- Promise/VA-DSS program kick-off
- VA-DSS data exchange
- Outreach and education to utilities of LIHWAP



Week 2:

- Utility integration with Promise
- Promise and VA-DSS finalize LIHWAP eligibility criteria/business rules
- Finalize LIHWAP reporting parameters
- Finalize Promise portal design

Week 3:

- Call center activation
- Finalize utility integrations
- Finalize outreach strategy

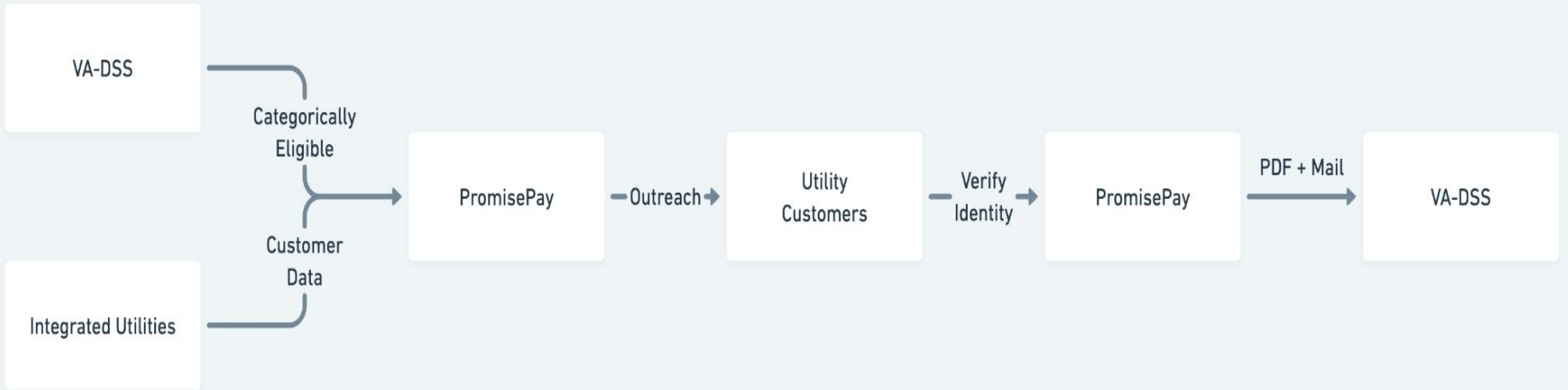


Week 4:

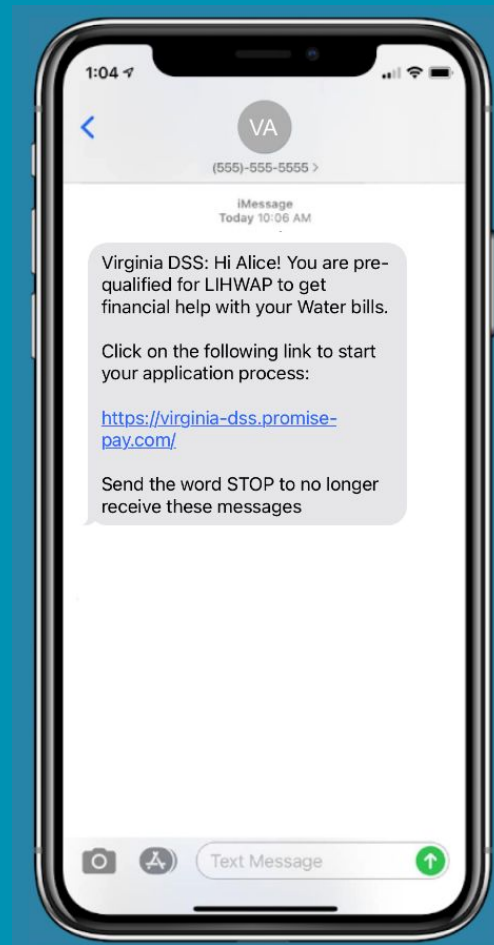
- Finalize reporting metrics
- Accepting Applications

LIHWAP Approach

Categorically Eligible / Integrated



Welcome SMS



Utility Feedback on Virginia LIHWAP

VA LIHWAP has been one of the most effectively run assistance programs I have seen in my 30 plus years working in the utility industry. Through proactive communication, a strong technical team, and sound action plans, Promise has been extremely successful in the timely distribution of much-needed funding. As the Director of Chesterfield County Utilities and the President of VAMWA, I can share that this has been an incredibly efficient process for the Utilities and for our customers.

George B. Hayes, P.E. Director of Utilities,
Chesterfield County

VA LIHWAP is one of the best run assistance programs I have seen in my 25 years working in a utility. Customers are calling and excited. It's the reason that I came into public service in the first place.

Jill Morrison, Chief of Customer Care, HRSD

Affecting Lives



Relief Distribution

Sample Call

Q&A

LIHWAP Approach

Virginia DEMO