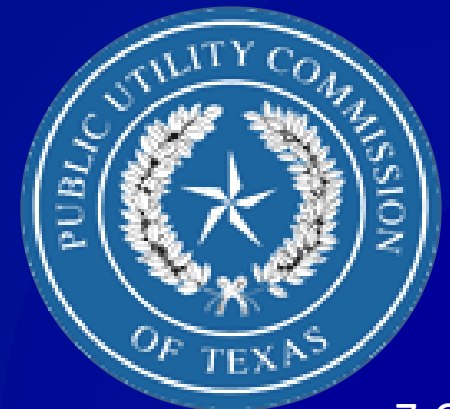


Automatic Enrollment Into LIHEAP and Utility Discount Programs

Jay Stone

Public Utility Commission of Texas

Wednesday, June 16, 2010



The Texas state flag is visible on the left side of the slide, featuring a white star on a blue field and red and white stripes.


Outline

- Introduction
- State Programs Utilizing Automatic Enrollment
- Matching Process
- Results
- Working with TDHCA

The Texas state flag is partially visible on the left side of the slide, showing the blue canton with a white star and the red and white stripes.

Introduction

- Public Utility Commission of Texas
- Program Administrator Texas Universal State Fund – Telephone
- Program Administrator System Benefit Fund – Electric
- 10 yrs as Division Manager Finance and Special Events, City of Austin Parks and Recreation Department

A vertical strip of the American flag is visible on the left side of the slide, showing the blue field with a white star and the red and white stripes.

What Is the purpose of Automatic Enrollment?

- To allow someone inclusion into a program by virtue of being approved in another program

The image shows the Texas state flag on the left side, featuring a white star on a blue field and a white field with a red stripe at the bottom. The rest of the slide has a solid blue background.

State Discount Programs

- Lifeline (Telephone)
- Rate Reduction (Electric)



State Discount Programs

- Enrollment into Lifeline (Telephone)
 - Snap / Food Stamps (Automatic)
 - Medicaid (Automatic)
 - Chip (Automatic)
 - LIHEAP
 - SSI
 - Federal Housing Assistance
 - Household Income less than 150% of Federal Poverty Guidelines

The Texas state flag is visible on the left side of the slide, featuring a white star on a blue field and red and white stripes.

State Discount Programs

- Enrollment into Rate Reduction (Electric)
 - Snap / Food Stamps (Automatic)
 - Medicaid (Automatic)
 - Household Income less than 125% of Federal Poverty Guidelines



The Matching Process

- Each utility company MUST sign a confidentiality agreement.
- Each utility company and the Health and Human Services Commission (HHSC) are set up with a secure FTP site.
- Each utility company and the HHSC prepare files in a comma delimited text file in a predetermined file format.
- Mandatory columns are last name, first name, residence address, city, state, zip code.



The Matching Process

- Once a month, on a predetermined date, each entity places a file of current residential customers on the individuals FTP site. (127 telephone companies with over 7 million records and 59 electric companies with almost 6 million records)
- Once a month, on a predetermined date, the HHSC places a file of eligible program participants on the HHSC FTP site. (almost 6 million records)

The Texas state flag is partially visible on the left side of the slide, showing the blue field with a white star and the red and white stripes.

The Matching Process

- The States Low Income Discount Administrator (LIDA), Solix, Inc. retrieves the files.
- Solix, Inc. includes the self-enrolled participants to the HHSC automatically enrolled participants.

The Texas state flag is partially visible on the left side of the slide, showing the blue field with a white star and the red and white stripes.

The Matching Process

- The matching process begins between the utility files and the HHSC and self-enrollment files to determine approved participants for the discounts.



The Matching Process

Match Criteria (Telephone)

HHSC & Self-Enrolled	Telephone Company
Social Security Number	Social Security Number
Telephone Number	Telephone Number
Full Name and Mailing Address	Full Name and Service Address
Full Name and Residential Address	Full Name and Service Address



The Matching Process

Match Criteria (Electric)

HHSC & Self-Enrolled	Electric Company
Full Name and Social Security Number	Full Name and Social Security Number
Full Name and ESI ID	Full Name and ESI ID
Full Name and Mailing Address	Full Name and Service Address
Full Name and Residential Address	Full Name and Service Address
Social Security Number and Mailing Address	Social Security and Service Address
Social Security and Residential Address	Social Security and Service Address



The Matching Process

Dataflux Sensitivity

Field	Sensitivity
Full Name	80%
Social Security Number	95%
Address	55%
City	85%
State	85%
Zip Code	85%
ESI ID	95%

The Texas state flag is visible on the left side of the slide, featuring a white star on a blue field and a white field with a red stripe at the bottom.

The Matching Process

- After the matching process is completed, output files of approved participants are placed into each utilities' FTP site. Per the State rules, all participants on the output file are due the perspective discounts and shall be applied within 30 days.



Results

- Electric Program
 - 500,000 discounts given each month
 - \$119M appropriated for this years' 5 month program (May-September)
- Telephone Program
 - 850,000 discounts given each month
 - \$148M in discounts will be given this fiscal year between State and Federal Lifeline discounts

The image shows a partial view of the Texas state flag on the left side, featuring a white star on a blue field and a white field with a red stripe. The rest of the slide has a solid dark blue background.

Results

- 86% of the matches for discounts are the result of the Automatic Enrollment feature



Working With TDHCA

- Utilize the list provided by HHSC to identify unique addresses by zip code.
- TDCHA identifies areas by zip code that do not have a waiting list for weatherization service.
- Send letters to identified unique addresses in targeted areas explaining the program and how to register.



Contact Information

Jay Stone, Program Administrator

Public Utility Commission, Fiscal
and Information Services

jay.stone@puc.state.tx.us

Ph: 512.936.7425