Question:

Please provide the income qualifications and other requirements for participating in the Energy Smart residential low-income programs. Please also provide how this information is made available to the public (i.e. ENO website, online bill pay, inserts provided in mailed utility bills, etc.).

Response:

The standard for the income-qualified program is 200% of the federal poverty level. Residents who fall at or below this level may participate in the income-qualified program. This information is available to the public on the Energy Smart website at the link below.

https://www.energysmartnola.info/home-owners/iqw

Energy Smart personnel participate in multiple marketing and outreach events during the program year, which provide information about all Energy Smart programs, including income-qualified program. ENO has also advertised the Energy Smart program through emails to customers and in digital banner ads on the Company’s website.