



**150%**  
OF GOAL HOMES TREATED

**125 kWh**  
AVERAGE HOME SAVINGS  
PER YEAR

**25 therms**  
AVERAGE HOME  
SAVINGS PER YEAR

# Serving Low-Income Communities

## Through Health, Energy- and Water-Efficient Upgrades

**Low-income residents in disadvantaged communities often benefit the most from energy efficiency programs that incorporate health, but they are typically left behind.**

### THE STORY

A West Coast utility serves several disadvantaged communities whose residents are often left behind when it comes to energy efficiency programs because of deferred maintenance. In California, disadvantaged communities (DACs) are assessed using multiple factors including environmental, geographic, health, and socio-economic factors. Although they would benefit most significantly from home improvements, gaps in funding typically make it difficult to reach this market.

### THE GOAL

The utility aimed to improve the health and safety of their low-income customers by making energy- and water-efficient upgrades to their homes while layering funding from internal and external programs.

### THE SOLUTION AND RESULTS

Franklin Energy proposed a new pilot program called Healthy Home Connect to bridge the gap between deferred maintenance, home health needs, and energy efficiency programs in the utility's low-income communities. The program's unique approach leveraged local funding from several organizations to deliver comprehensive home improvements that created improved health, increased safety, and contributed to utility bill savings. The program installed a wide range of improvements including building shell, flooring, energy- and water-efficient measures, indoor pollution reduction and moisture-reducing measures.

The program ultimately exceeded its goal of 10 homes by enrolling 15 homes and making multi-layered improvements to each home. These improvements reduced participants' energy bills while delivering health benefits such as reducing asthma and allergy triggers. With the pilot proving successful, the utility is now ready to implement the program at a wider scale and impact the lives of more low-income families throughout its service territory.



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