

Energy Talk **In Depth**

Focus on: **Customer Affordability**



TOP STORY

Customer Affordability

As EEI's member companies—America's investor-owned electric companies—continue to lead a profound clean energy transition, customer affordability remains a priority. Across the nation, electric companies are committed to developing and implementing innovative ways to save customers money while continuing to provide resilient clean energy.

Member company investments, paired with federal funding available through the Inflation Reduction Act, have increased the number of customers who are able to take advantage of new technologies, like smart thermostats, and upgrade their appliances to more energy-efficient models. New pricing programs, like time-of-use rates, further enable customers to realize electric bill savings.

Ensuring the clean energy transition is equitable and that it continues to serve all customers across the nation is paramount for EEI's member companies.

Read on to learn more about how EEI's member companies are helping customers save energy and money.



SPOTLIGHT ON

Time-of-Use Rates and Smart Meters

More than 80 EEI member companies in more than 40 states offer time-of-use (TOU) rates for residential customers, where energy prices increase or decrease at set times during the day to account for peak load periods. Customers on TOU rates can have more control over their monthly energy bills by simply shifting the timing of when they operate energy-consuming devices like dishwashers to off-peak times. Combining TOU rates with enabling technology like smart thermostats and smart water heaters can further help customers lower their bills via credits for participation in demand-response programs.

Smart meters collect energy usage data to inform TOU rates and enable customers to participate in demand-response programs. Data from smart meters help customers better understand their energy usage and how they may benefit from TOU programs.

The Edison Foundation estimates that more than 135 million smart meters will be installed in the United States by 2025. More than 73 percent of U.S. households and businesses had a smart meter in 2021, and, in 2022, more than 15 million households and businesses participated in TOU programs.

Learn more about smart meters from the [Edison Foundation](#).



Use Your Power to Find Energy Savings

CUSTOMERS FIRST

EEI Launches New Website to Link Customers to IRA Tax Credits and Rebates

The Inflation Reduction Act (IRA) provides several clean energy tax credits and rebates to customers looking to make energy-saving upgrades. Renters and homeowners can take advantage of credits and rebates for better home insulation, high-efficiency appliances, and more.

EEI has created a website dedicated to helping customers understand the potential tax credits and rebate programs available to them through the IRA.

Visit [FindEnergySavings.org](#) to learn how to save money while also saving energy.



SPONSORED CONTENT

UEIC Exec Roundtables: Navigating Success, Shaping Future

Amidst a changing grid, customer expectations, and climate goals, electric companies are embracing innovative solutions. UEIC, co-hosted with Berkshire Hathaway Energy, offers industry leaders a pivotal platform for shared insights, collaboration, and customer-focused AI exploration, marrying strategic discourse with actionable energy solutions. [Join us September 20-21 in Las Vegas.](#)



INTERCONNECTIONS

Transmission and an Electrified Future

In a recent *Electric Perspectives* column, EEI Executive Vice President of the Business Operations Group and Regulatory Affairs Phil Moeller wrote about EEI member companies' focus on expanding transmission to support electrification across the economy.

"Through their investments in our nation's transmission system, EEI's member companies are helping to lower the cost of delivering energy, optimizing energy grid performance, reducing congestion, enabling the deployment of new technologies, and enhancing reliability and resilience."

Read more in [Electric Perspectives](#).



CUSTOMER-CENTRIC

Supporting Customers in Need

The Low Income Home Energy Assistance Program (LIHEAP) is a federal initiative that provides short-term aid to low-income residents and families to reduce the costs associated with home energy bills, energy crises, weatherization, and minor energy-related home repairs.

Throughout August—and all year long—EEI and our member companies have emphasized the importance of supporting LIHEAP. Unlike some federal assistance programs that see their funding increase with need, like Social Security or food stamps, LIHEAP funding must be appropriated annually by Congress. EEI and the National Energy and Utility Affordability Coalition (NEUAC) are working together to advocate for Congress to maintain—and to increase—LIHEAP funding.

Learn more about this vital program and its impact on American families in [NEUAC's LIHEAP Action Toolkit](#).



POWERING CHANGE

Our Clean Energy Journey

Brian Wolff, chief strategy officer and executive vice president of public policy and external affairs for EEI, recently wrote in *Electric Perspectives* about the work of EEI's member companies to ensure the clean energy transition is both affordable and reliable.

"Too often, the policies of past decades were framed as 'trade-offs'—compromises between reliability and affordability, or between saving money and saving the planet," he wrote. "Our clear and bold vision for a responsible, equitable clean energy transformation also includes continued focus on developing programs and services to help our customers save energy and manage their bills."

Read more in [Electric Perspectives](#).



PROMOTING ENERGY EFFICIENCY

Tips for Customers to Save Energy and Money

Customers can save energy and money while keeping their homes comfortable by making simple, energy-efficient changes. Energy efficiency not only benefits customers, it also can help reduce carbon emissions.

Here are three simple ways customers can save energy:

- Replace incandescent light bulbs with LED bulbs to reduce lighting electricity usage by 85 percent.
- Consider installing a smart thermostat, which can be programmed to set the temperature higher or lower when you're not at home to save energy and then to set it at a more comfortable temperature before you return.
- Make sure to replace or clean air filters for your heating and cooling system at least once a month. Clogged filters can lead to lower energy efficiency.

For more energy-saving tips, read EEI's booklet, [More Than 100 Ways to Improve Your Electric Bill](#).