

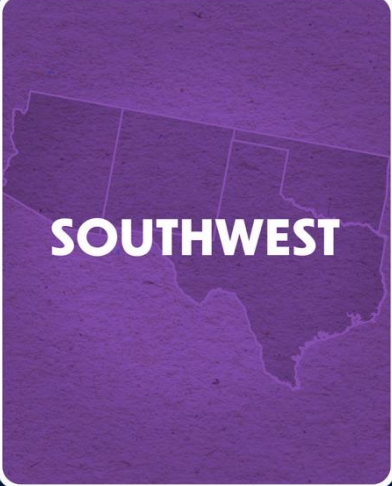
POWERING CUSTOMER SAVINGS

HELPING RESIDENTIAL CUSTOMERS SAVE ON ENERGY COSTS

To begin, select a regional card to explore examples of customer programs across the country.



WEST



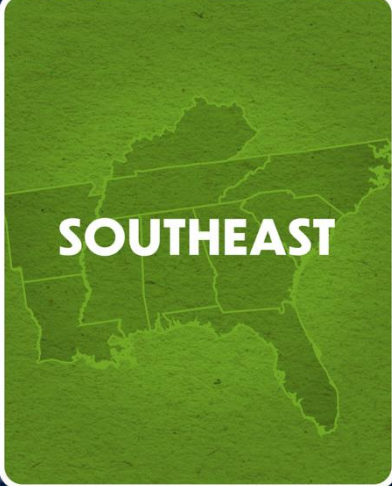
SOUTHWEST



MIDWEST



**NORTHEAST &
MID-ATLANTIC**



SOUTHEAST

OVERVIEW

America's investor-owned electric companies keep customers at the heart of their every decision, investment, and innovation.

We've heard from customers loud and clear: They want to know what we're doing to keep electricity as affordable as possible.

We are working every day to keep costs down and expand the help available to customers. The pages that follow show what that looks like in practice.

Our member companies are on the ground in every community they serve, working directly with customers to connect them to assistance programs, flexible payment options, and the resources that can help. From efficiency initiatives and home energy upgrades to direct bill assistance and flexible payment options, companies work side-by-side with customers to help them understand their options and take advantage of the resources available to them. We know these efforts don't erase the pressure many families feel — but they make a real and measurable difference, and we're expanding them.

EEI and our members are also going after the drivers of rising costs on several fronts. Among other efforts, we're advocating for permitting reform to bring new supply online faster to meet historic energy demand,

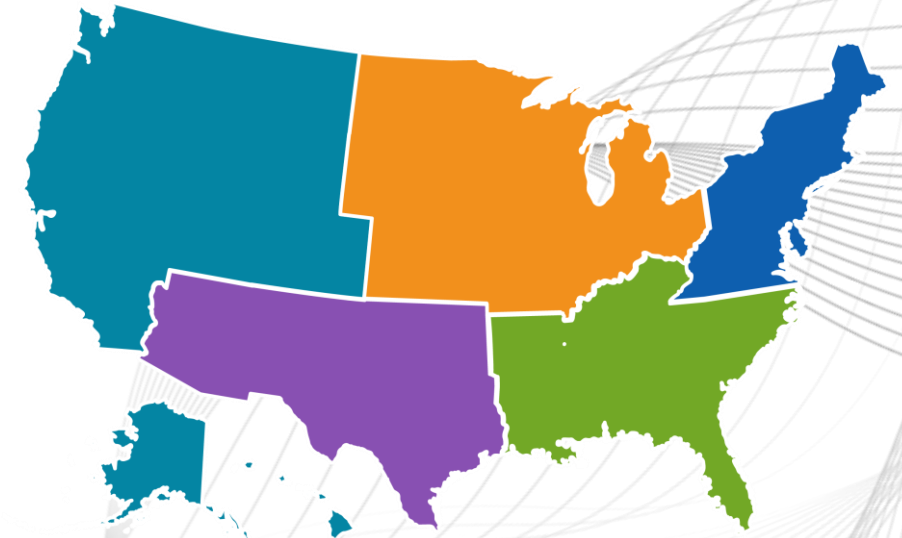
supporting large-load tariff agreements that make sure technology companies and other big users of electricity pay their fair share, and pushing for market reforms in regions like the PJM Interconnection, where more generation is urgently needed. At the same time, electric companies are working to make bills more transparent and to reduce charges they don't control, such as taxes, fees, and government-set surcharges.

We're also making necessary investments in the grid to better withstand severe weather — because building a more resilient system now helps avoid the far greater costs of storm damage and outages down the road, keeping electricity more affordable over the long run.

The programs highlighted in this report reflect a simple truth: We thrive when our customers thrive. We're committed to serving them as we power innovation and America's economic and national security, today and for years to come.



Drew Maloney
President & CEO
Edison Electric Institute





WEST

Bringing energy assistance and savings opportunities directly into communities while reducing barriers that can make it difficult for customers to access available programs.

Explore examples from the member companies below.



**Hawaiian
Electric**



 **PUGET SOUND ENERGY**



WEST ▶ ●●●●●●

HAWAIIAN ELECTRIC

Hawaiian Electric has provided direct bill credits to customers affected by the Maui wildfires and Kona Low storms, including credits of up to \$500 for eligible Maui customers. The company is also working on implementing new programs for customers, in addition to providing a smart renewable energy program for low-to-moderate-income customers and information about wildfire safety.

Kōkua for Maui

Hawaiian Electric is offering customers who need financial assistance on Maui with Take advantage of this opportunity to reduce your balance and make managing your bill easier.

- ◆ For a limited time, you may qualify for a special offer to receive a bill credit to \$200 and \$500.*
- ◆ This one-time credit would be applied to your account in March 2026 (may be applied to your electric bill you receive in April or May, depending on timing).
- ◆ Offer valid to customers with a past due balance of \$1,000 or more.

To take advantage of this offer, simply sign up for a special 24-month payment plan or stay current on your existing payment plan.

Sign up at hawaiianelectric.com/kokuacredit

*This offer is exclusive to Maui customers with unpaid balances of \$1,000 or more on their account as of 12/31/2023. The credit amount will be based on the number and service address and is not transferable. The credit amount will be based on the total funds set aside for this special offer, your past due bill amount, and successful completion of the 24-month payment plan.

Hawaiian Electric

Impacted by Recent Kona Low storms and Need help?

Need to get electrical service reconnected?

For your safety, and to reduce the risk of electrical hazards such as shock or fire, we are asking that you arrange for a licensed electrician to do the following:

- ◆ Inspect your electrical system; and
- ◆ Provide written certification (example included) confirming that all affected components have been properly inspected, any necessary repairs have been completed, and the system is safe to re-energize.

Hawai'i Red Cross

Enhanced Fast Trip and Block Reclosing

Sensors detect a problem and automatically shut off power instantly for safety and to clear hazards.

In wildfire risk areas:

- ◆ Power does NOT automatically turn back on.
- ◆ An inspector must visually inspect the entire line before restoring power.
- ◆ Outages may last longer, especially at night or in remote areas.

Public Safety Power Shutoff (PSPS)

A PSPS is a process to manually and proactively turn off power to protect communities and property in severe and hazardous weather, when the danger of wildfire is high.

Before, during and after a PSPS, we will work closely with emergency responders and critical service providers and keep the public informed.

What happens before, during and after a Public Safety Power Shutoff

PSPS Watch
Up to 24-48 hours before a possible PSPS
Customers in PSPS areas should activate emergency plan, keep home survival kit handy.

PSPS Warning
Inminent to 4 hours before a possible PSPS
A PSPS event is likely. Power may be shut off with little or no notice.

PSPS Outage
During a PSPS
Power is shut off only in high wildfire risk areas for the safety of the community.

Restoration Begins
When it's safe
Crews will restore power once it's safe, which may take hours or even days depending on the extent of damages.

Restoration Complete
PSPS is over
The immediate threat has passed and power has been restored.

PSPS Hotline: 1-844-483-8666 toll-free



WEST ▶

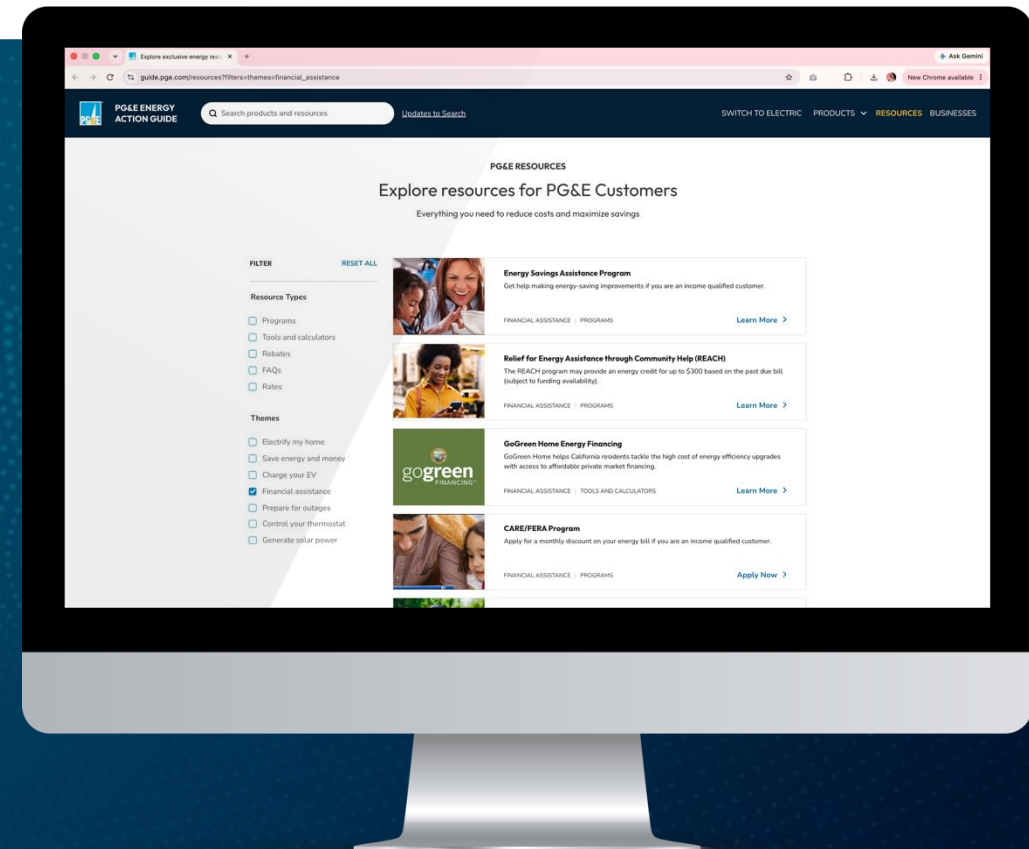


PACIFIC GAS & ELECTRIC

Pacific Gas & Electric has reduced residential bundled electric rates five times since January 2024, bringing residential rates for its most vulnerable customers down 23 percent. For other residential customers, rates have decreased 13 percent over the same period. The company offers several programs to help customers manage energy use and bills and to help income-eligible customers lower their bills through bill credits and discounts.



PG&E's Energy Action Guide helps customers find personalized recommendations, rebates, and energy-saving appliances for their homes. Customers can also participate in PG&E's Home Energy Checkup, a free tool that shows customers how much of their home energy goes to heating, hot water, appliances lighting, and other uses, and gives personalized ways to save energy and money.



WEST ▶

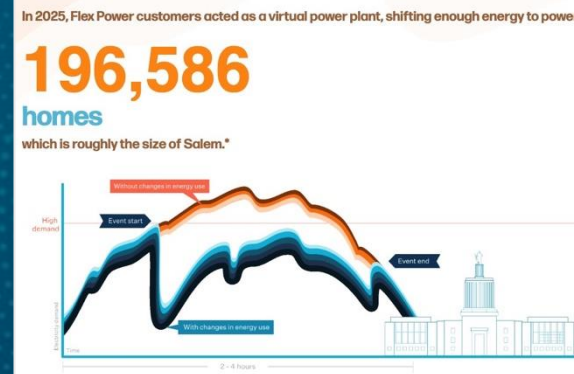


PORTLAND GENERAL ELECTRIC

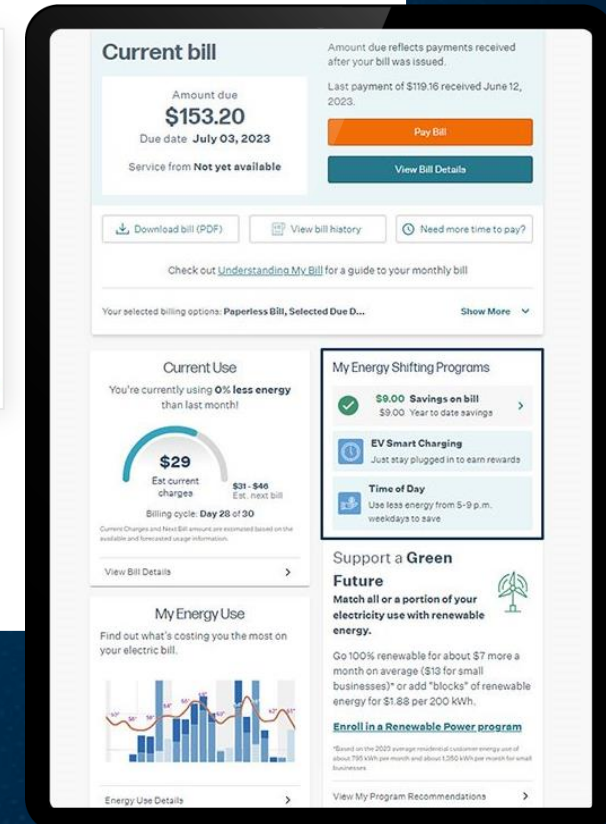
Portland General Electric is helping customers manage energy costs by keeping system costs and prices as low as possible while providing programs that can lower individual bills and support customers in need. The company connects qualifying households with monthly bill discounts, educates customers on how their dollars support grid investments, and uses Flex Power campaigns to encourage customers to help manage energy use during peak demand.



The FlexPower campaign is a multi-channel outreach campaign that highlights how customer participation helps PGE safely and reliably balance the grid during peak demand.



PGE's Customer Dashboard helps customers monitor and manage their energy use, program participation, and bills.



WEST ▶



PUGET SOUND ENERGY

Puget Sound Energy is taking a community-based approach to connecting customers with bill assistance and energy-saving programs, partnering with libraries, food banks, Tribal communities, affordable housing providers, and other trusted organizations. The company also provides multilingual support, paper applications, and one-on-one enrollment assistance to help customers overcome barriers to participation.



PSE Sr. Outreach Manager Zach Kaija tabling at the “Cooked” Event held by Pierce County Human Services in partnership with Tacoma Public Utilities.

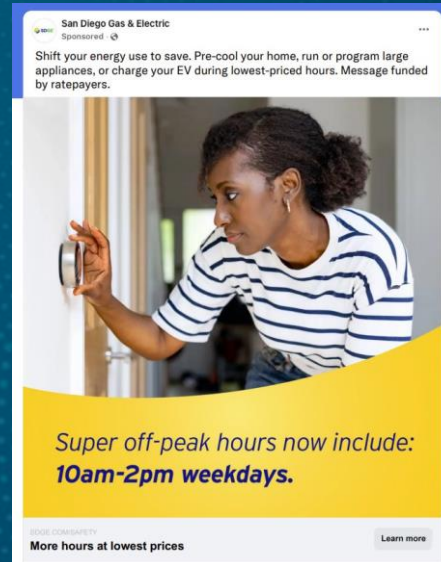


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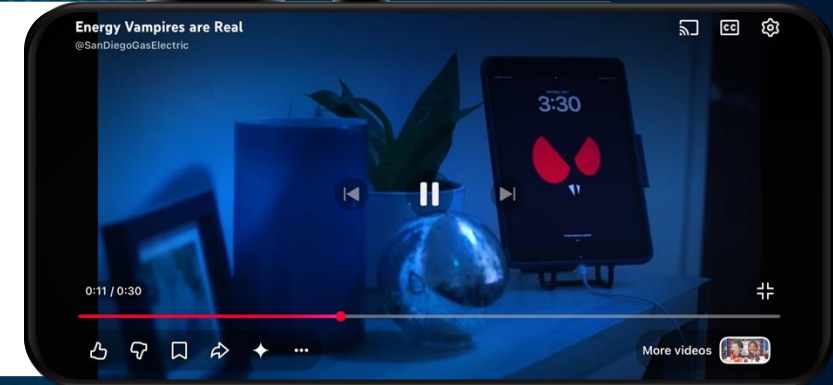


SDG&E

San Diego Gas & Electric helps customers manage energy costs through bill discounts, payment assistance, debt relief, bill management tools, and no-cost home energy improvements. The company also uses educational campaigns, personalized energy insights, and interactive tools like the Energy Vampire calculator to help customers understand their energy use, find ways to save, and manage their monthly bills.



From social media and digital tools to bill assistance and community partnerships, SDG&E delivers support through the channels customers use every day.



WEST ▶

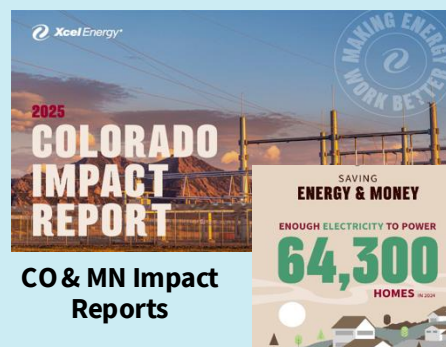


XCEL ENERGY

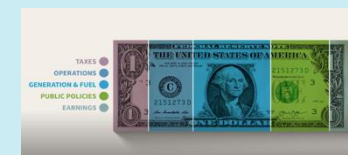
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Energy Assistance & Efficiency Programs



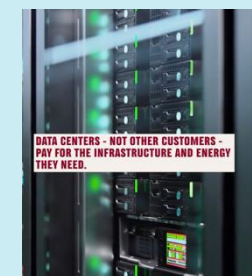
CO & MN Impact Reports



Where Your Dollar Goes



Power Walks Campaign (CO)



Data Center Education



SOUTHWEST

Giving customers clearer information about energy costs and available resources while helping them navigate a changing energy landscape.

Explore examples from the member companies below.



SOUTHWEST ▶

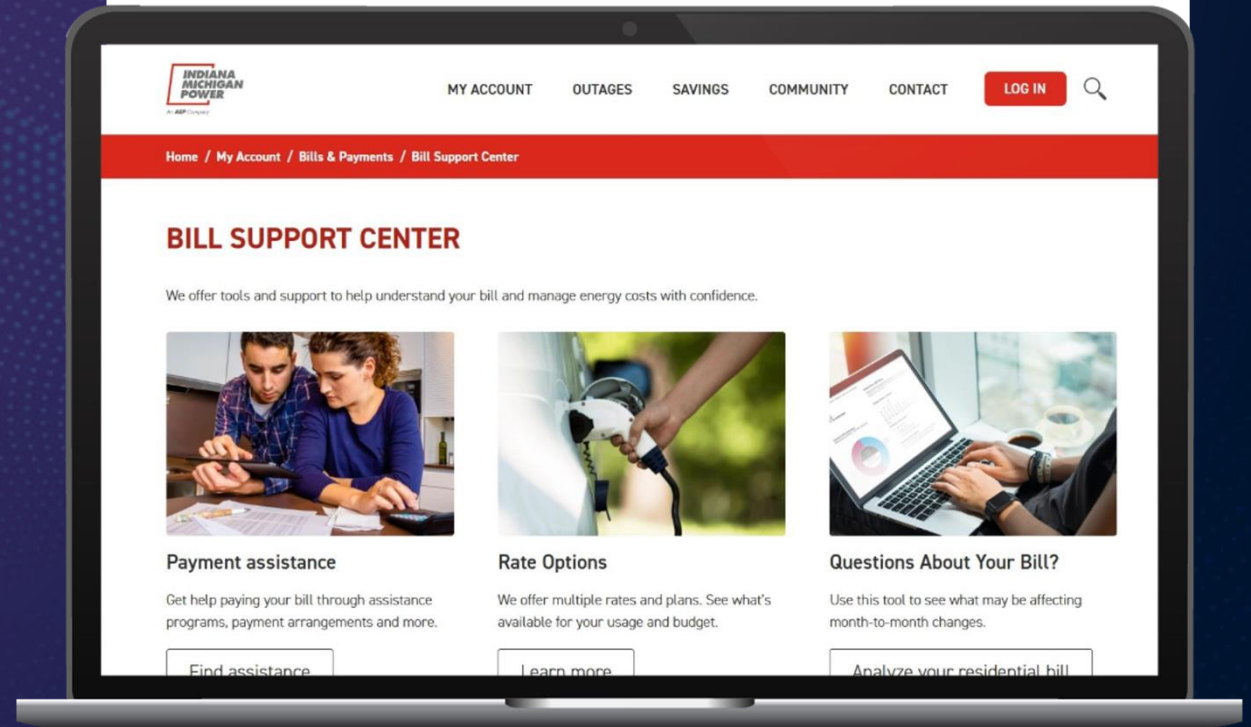


AMERICAN ELECTRIC POWER

American Electric is investing in its system to support record energy demand while protecting existing customers. Large customers are paying for the grid infrastructure that serves them through agreements with AEP's operating companies and innovative rate structures, which are expected to offset up to \$16 billion in costs for existing customers in its vertically-integrated electric companies over the life of the contracts.



Indiana Michigan Power (I&M), an AEP subsidiary, recently filed a plan to reduce Indiana residential customer bills by approximately \$59 million in 2027 and provide three years of stability. I&M also offers resources to help customers better understand their bills and to manage costs through its Bill Support Center, including a bill analyzer tool. Other AEP operating companies across its 11-state service territory are planning to launch similar tools for their customers.

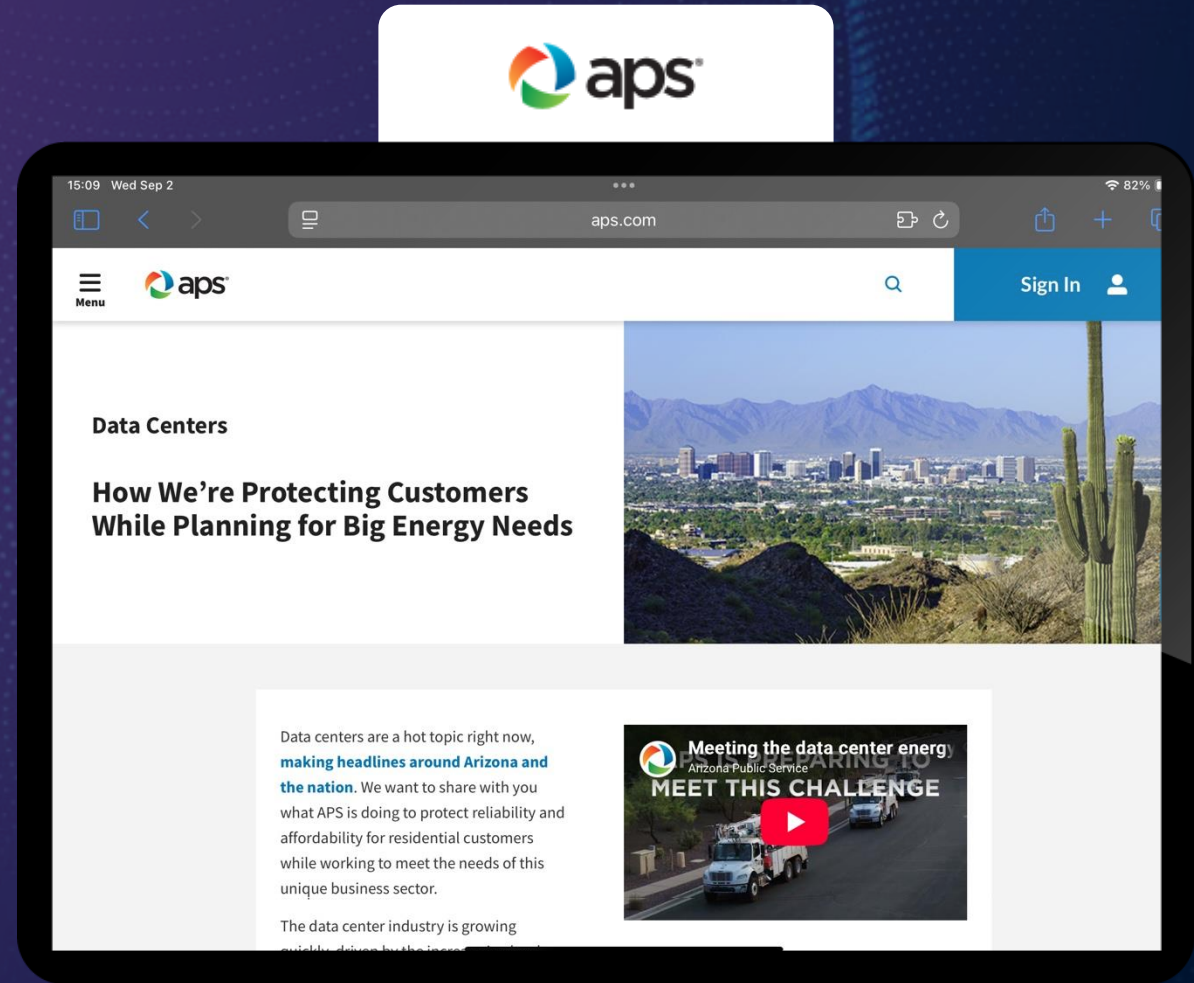


SOUTHWEST ▶



ARIZONA PUBLIC SERVICE

Arizona Public Service's Let's Talk campaign provides customers with straightforward information about programs and services that can help them manage their bills, while Straight Talk addresses misinformation about complex issues such as energy costs and data centers.



SOUTHWEST ▶

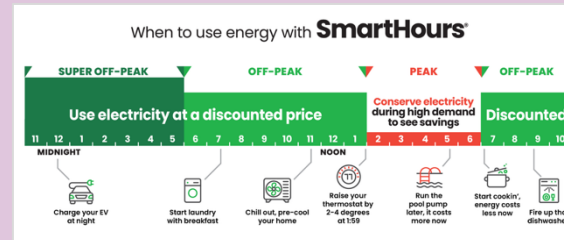


OG&E

OG&E helps customers manage energy costs through energy efficiency, demand response, bill assistance, and energy management tools. Programs such as Lend a Hand, SmartHours, Energy Insights, and Silver Energy provide financial assistance, incentives, and ways to reduce or shift energy use.

OG&E

In 2025, participants in OG&E's SmartHours program helped achieve nearly 98 megawatts of peak demand reduction during high-demand periods, while OG&E's Residential Energy Efficiency Program delivered more than 37.5 million kilowatt-hours of energy savings.



Is your home leaking money?

Let OG&E seal in your savings with up to **\$3,000*** in home energy efficiency upgrades for no added cost to eligible customers with a total household income under \$60,000. Whether you own or rent, our Energy Efficiency Program can help you save up to **30%** on your monthly bill. All you have to do is sign up, seal and save!

- MISC. TUNE-UP
- SEALING WINDOWS & DOORS
- ATTIC INSULATION
- DUCT INSPECTION & SEAL

AND MORE

Sign up, seal and save! See what you qualify for at ogee.com/enrollEE

OG&E
We Energize Life

877-898-1759 (TOLL-FREE)

* The value of energy efficiency upgrades may vary by household and is influenced by several factors, including, but not limited to, square footage, type of appliances (gas or electric), age of the home, and eligibility criteria such as income level. A Home Energy Auditor must conduct an assessment to determine which upgrades may be available for your home. Terms and Conditions may apply.

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OG&E Sponsored

Get personalized energy solutions tailored to your business's unique needs with valuable incentives and ongoing support.

Your business powers the community.
We're here to power you.

Reduce Your Energy Costs
Small business savings

20 10 Comments 250 Shares

Like Comment Share

Lend a Hand
OG&E

Advanced A/C Tune-Up from OG&E benefit your business?

Equipment lifespan and performance energy efficiency by 30% effort and humidity control

17 on the cost of an Advanced A/C Tune-Up with OG&E.

Advanced A/C Tune-Ups for businesses

Schedule an A/C Tune-Up
We'll cover the costs

20 10 Comments 250 Shares

Like Comment Share

SOUTHWEST ▶



PNM

PNM continues to connect customers with tools, programs, and resources that can help lower energy costs and manage monthly bills. Through online energy-saving tips, personalized usage information, payment arrangements, and financial assistance resources, customers can access support tailored to their individual needs. The company also provides programs and incentives that help customers improve energy efficiency and reduce household energy use over time.



To make it easier for customers to find the right solutions, PNM offers a variety of resources in one place, including energy-saving recommendations, bill management options, and assistance programs for customers experiencing financial hardship. By helping customers better understand and manage their energy use, PNM is working to deliver practical solutions that support both affordability and reliability.



SOUTHWEST ▶

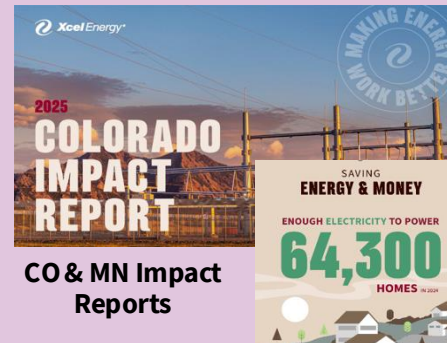


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Energy Assistance & Efficiency Programs



CO & MN Impact Reports



Where Your Dollar Goes



Power Walks Campaign (CO)



Data Center Education



MIDWEST

Helping customers manage costs while pairing affordability efforts with innovative approaches to ensure that new energy demand pays its fair share of grid investments.

Explore examples from the member companies below.



MIDWEST ▶

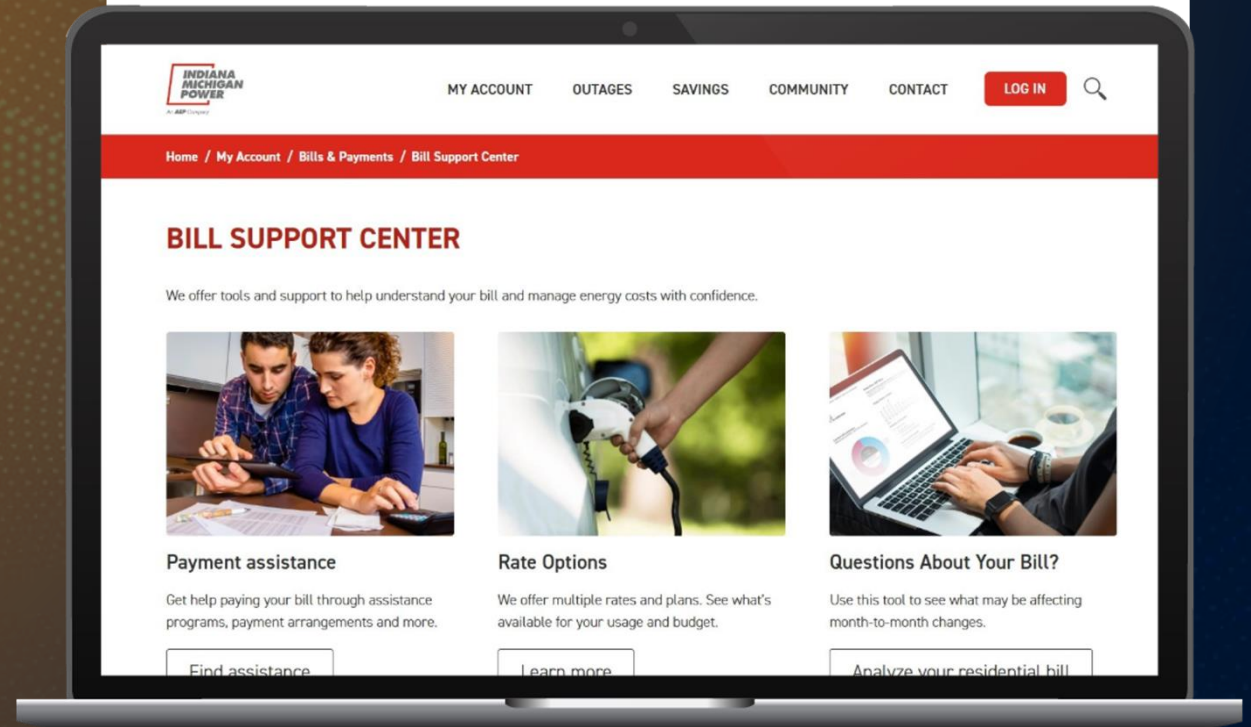


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MIDWEST ▶

AMEREN

Ameren is providing customers with a range of resources, programs, and educational initiatives focused on managing energy costs, improving efficiency, and delivering reliable service. Through its energy assistance and budget billing programs and “Efficiency is for Everyone” awareness efforts, Ameren connects customers with assistance, rebates, smart technology, and tools to help manage their energy use and expenses. The company also educates customers about their bills and electric supply costs, while highlighting the people and investments behind the reliable infrastructure customers depend on every day.



Customer Affordability

Reliability and Infrastructure



Rate Education and Transparency

Energy Efficiency

MIDWEST ▶



DOMINION ENERGY

Dominion Energy offers programs and resources to help customers who need immediate support while also improving the energy efficiency of their homes. Additional resources include budget billing, energy alerts, and payment arrangements to help customers better manage their energy costs.

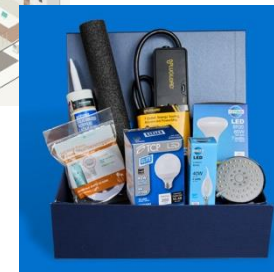


The Sparrow family benefited from Dominion Energy's EnergyShare program. The company made upgrades to the home's energy system to make it more energy efficient and lower their energy bills. Through EnergyShare, the company will conduct energy system maintenance and upgrades and also provide energy bill assistance to qualified customers.

Chesapeake couple gets home energy upgrades through Dominion's EnergyShare program



A couple in Chesapeake got major upgrades to their home's energy system on Tuesday, helping them save long-term through the Energy Share program.



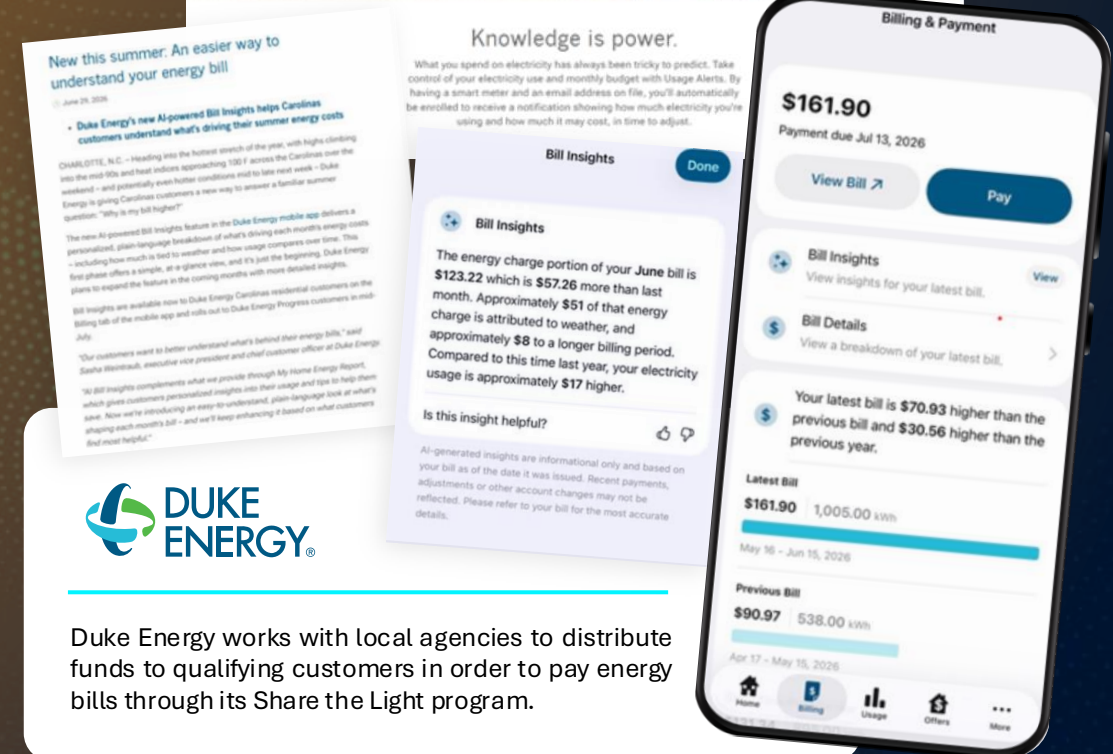
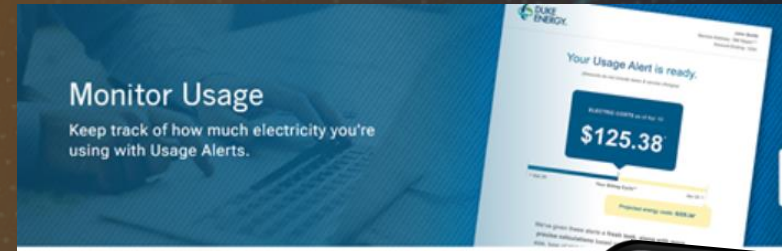
Peak Time Rebates, which provides rewards (in the form of bill credits) to customers who voluntarily reduce their energy use during times of peak demand.

Virginia Energy Audit, in which customers complete an energy audit online and get energy saving recommendations and a kit of energy-efficient products at no cost that they can install in their home, delivered right to their door.

MIDWEST ▶ ●●●●●●

DUKE ENERGY

Duke Energy helps customers manage energy use and gain more control over monthly bills through bill assistance, flexible payment options, energy efficiency programs, digital tools, and personalized insights that support cost management and long-term savings. The company also offers free home energy assessments, weatherization services, rebates, smart technology incentives, and demand response programs that help customers reduce energy use and make informed energy decisions while continuing to deliver reliable service.



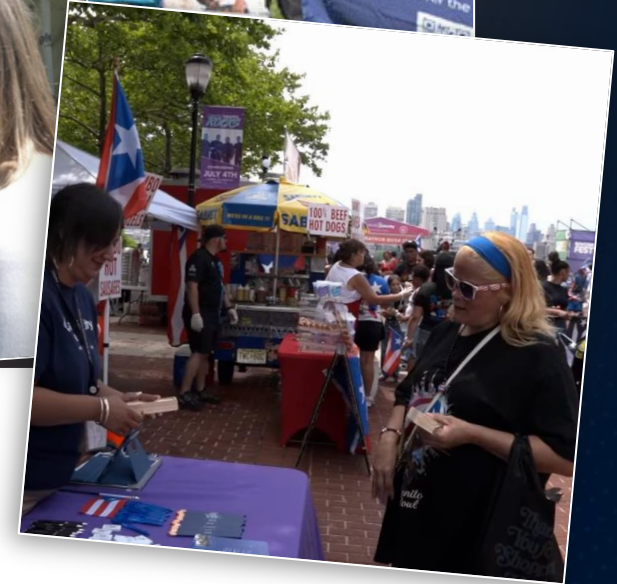
Duke Energy works with local agencies to distribute funds to qualifying customers in order to pay energy bills through its Share the Light program.

MIDWEST ▶



EXELON

The **Exelon** Promise is an ongoing initiative to highlight efforts to make energy bills as low as possible through direct customer relief, transmission security agreements, and long-term policy reforms. It includes the company's \$60 million Customer Relief Fund, which delivered assistance through trusted nonprofit partners to help families and businesses facing financial hardship.



Exelon has taken the Promise on the road across the company's local jurisdictions, engaging directly with customers, community partners, and local media at community events and with Exelon employees on the job.

MIDWEST ▶



XCEL ENERGY

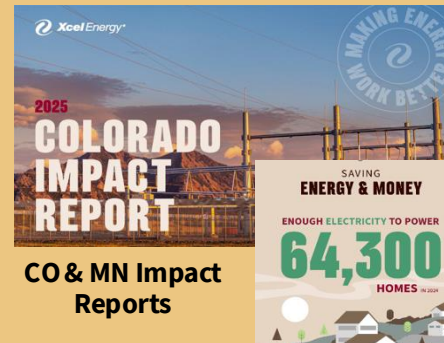
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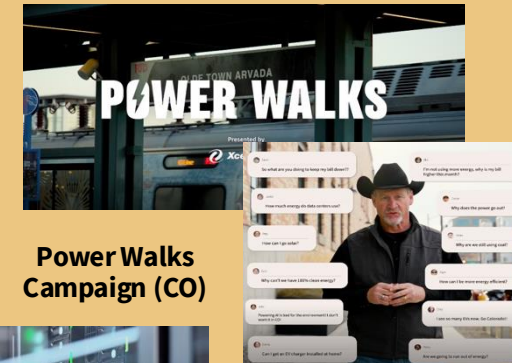
Energy Assistance & Efficiency Programs



Where Your Dollar Goes



CO & MN Impact Reports



Power Walks Campaign (CO)



Data Center Education

A dark blue map of the Northeast and Mid-Atlantic United States, showing state boundaries and major water bodies. The text "NORTHEAST & MID-ATLANTIC" is overlaid in large, white, bold, sans-serif capital letters.

NORTHEAST & MID-ATLANTIC

Supporting customers through direct financial relief, cost savings, and protections that help ensure new energy demand does not unfairly increase costs for existing customers.

Explore examples from the member companies below.



NORTHEAST &
MID-ATLANTIC ▶

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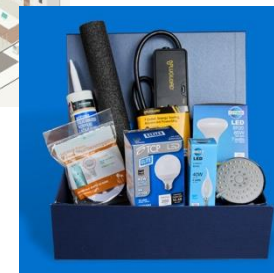


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NORTHEAST &
MID-ATLANTIC ▶

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Connect to Caring

Meet with a Consumer Advocate at the Camden Life Center



Our Consumer Advocate will be available to meet to discuss options for managing your energy bill and help you find solutions, including:

- Energy Advocacy Program (EAP)
- Payment Plan
- Budget Plan
- Energy Assistance
- Gas & Electric Discounts

We are open 9 a.m. to 5 p.m., 7 days a week. Call the following toll-free number to schedule an appointment:

1-800-452-4527

For additional assistance, visit www.ngrid.com or call 1-800-452-4527 or visit ngrid.com/hereforyou

nationalgrid

Here for You All Summer Long

When summer temperatures rise, energy bills can rise too. We're here to help you manage your summer energy costs with savings plans and personalized solutions.

WALSHVILLE
[Camden Life Center](#) • [Baltimore](#) • [Baltimore Harbor](#) • [Baltimore Harbor](#) • [Baltimore Harbor](#)



Help Manage Your Energy Bill

We've analyzed your current bill and made custom plans to help you manage it. Talk with a Budget Plan, which spreads the payments – so you can Budget Plan what you can afford to pay each month. Or choose a Payment Plan, which lets you make predictable monthly bills.

Find Assistance

Call us for help but Budget assistance shouldn't be.



Camden Life Center
 30 Main Street
 Camden, NJ 07102

July 21, 2020
 12:00 PM – 3:30 PM

More Info

nationalgrid

3 Ways to Save This Summer

Get smart deals and keep savings plans with programs we designed to help you cope.

- 1. No-Cost Service**
Energy Management
 Discover more to improve your energy use, including smart appliances, and take advantage of benefits of weatherizing your home.
- 2. Earn Rewards with Pre-Paid**
Smart Rewards
 Get up to \$100 when you enroll in the Smart Rewards program and use one of our smart appliances.
- 3. Save on Cooling**
Pre-Paid Smart Rewards
 Explore smart ways to save the summer, smart appliances on condition, or even on the Smart Rewards.

Scan the QR code or visit ngrid.com/hereforyou



National Grid

Learn more at ngrid.com/hereforyou

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SOUTHEAST

Supporting customers through financial assistance, flexible bill management, energy efficiency, and tools that make energy costs more predictable and manageable.

Explore examples from the member companies below.



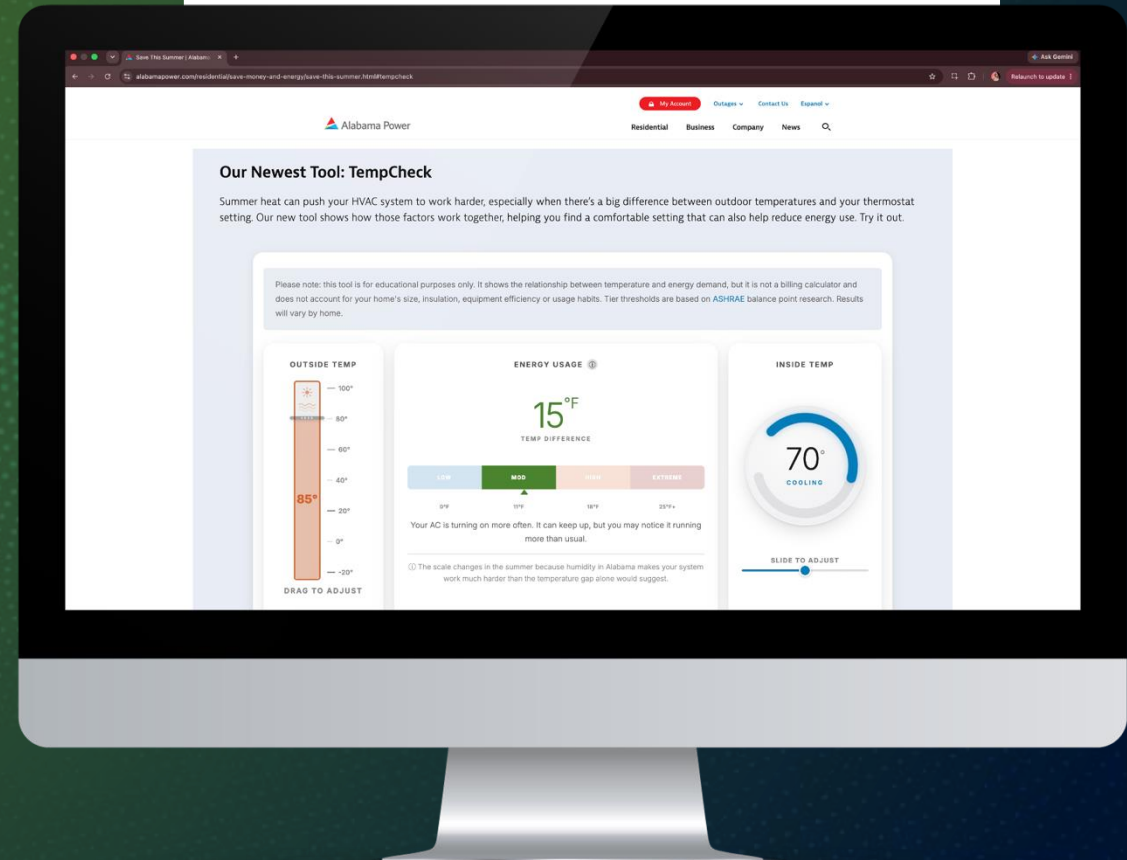
SOUTHEAST ▶



ALABAMA POWER

SOUTHERN COMPANY

Alabama Power's TempCheck tool helps customers understand how outdoor temperatures and thermostat settings affect their energy use, while its Energy Answers campaign provides straightforward explanations about rates, bills, and reliability.



SOUTHEAST ▶



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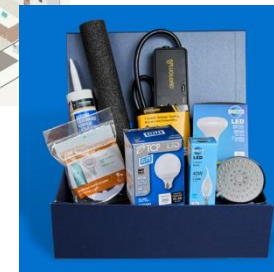


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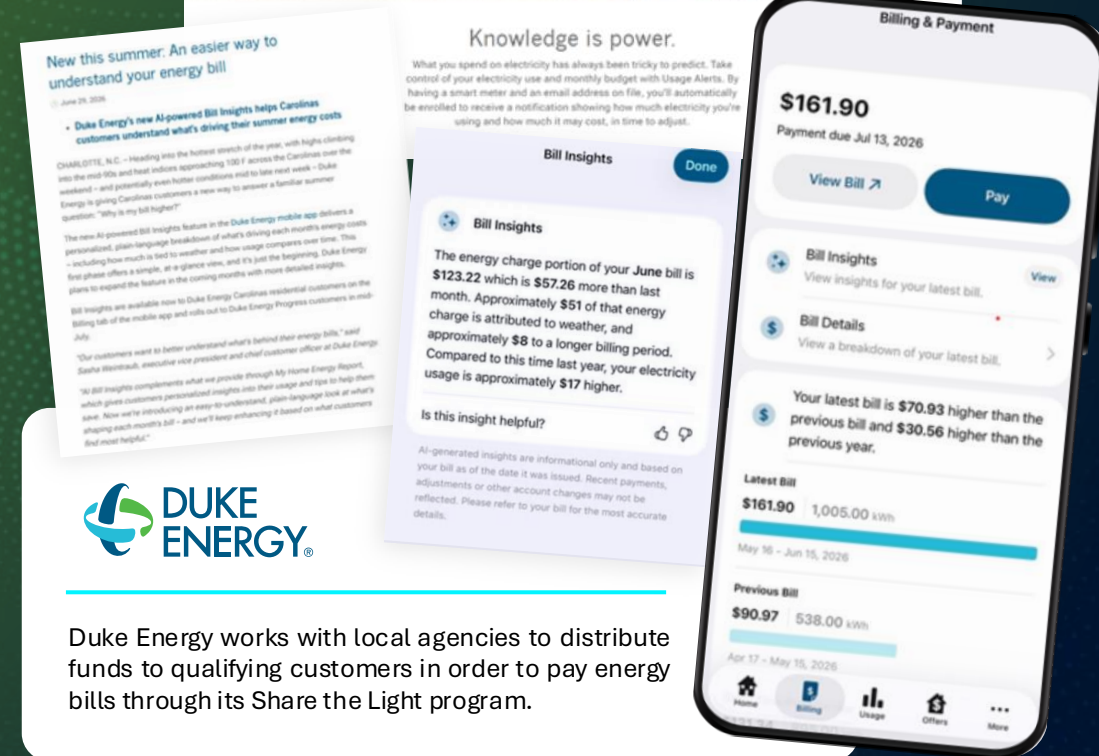
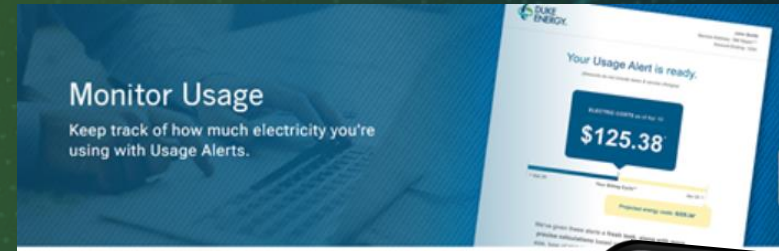
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SOUTHEAST ▶



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Duke Energy works with local agencies to distribute funds to qualifying customers in order to pay energy bills through its Share the Light program.

SOUTHEAST ▶



ENTERGY

Entergy's year-round Bill Toolkit gives customers options such as Level Billing, which keeps bills around the same cost each month, and payment arrangements. Across its service area, the company also hosts customer assistance events and works with local organizations to connect residents with resources while strengthening communities through charitable giving and employee volunteerism.



Entergy invests millions into its seasonal Beat the Heat initiative, which provides vulnerable customers with bill support, fans, weatherization, and energy efficiency kits.



SOUTHEAST ▶

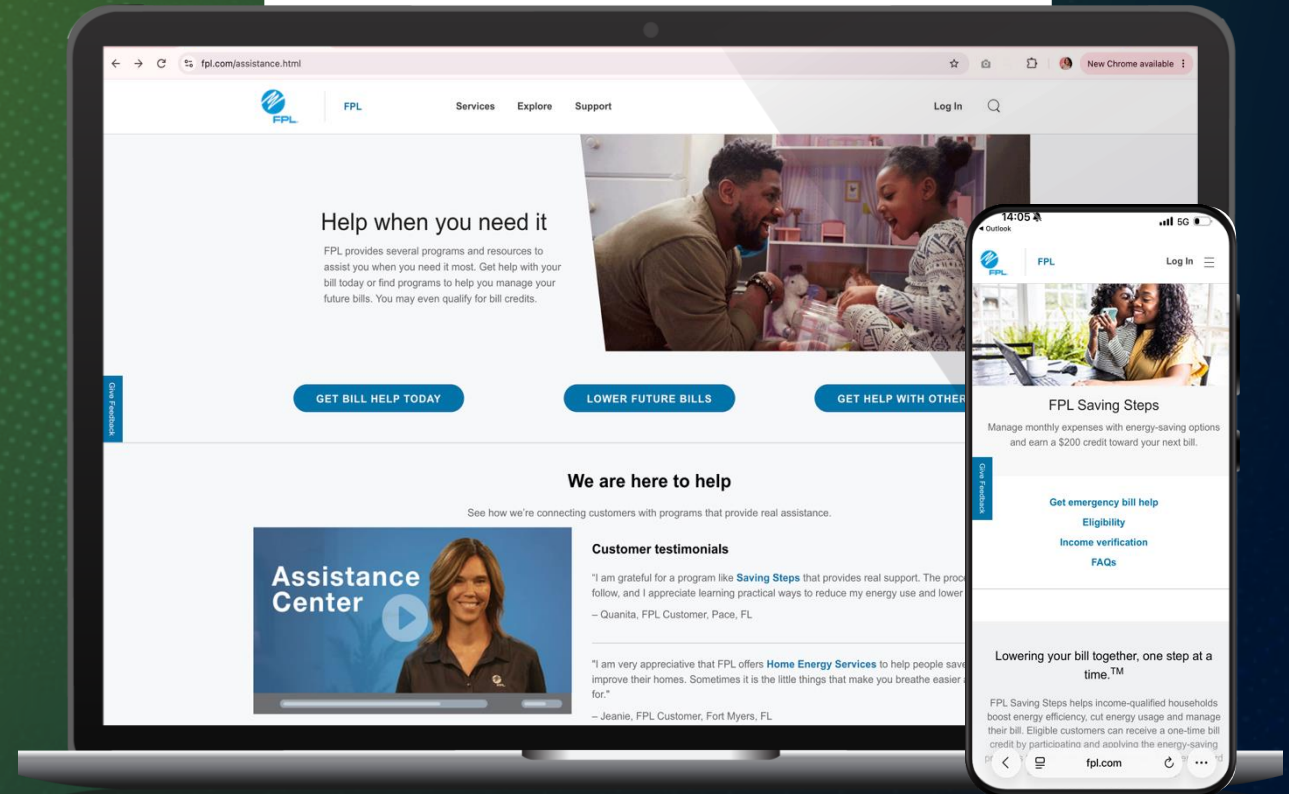


FLORIDA POWER & LIGHT COMPANY

Florida Power and Light works to keep costs as low as possible through fuel-efficient generation. The company also provides energy efficient programs, bill assistance, and flexible payment options to help customers manage their costs. Programs include \$200 bill credits through Saving Steps, energy-efficiency upgrades through Community Energy Saver, emergency bill assistance, and budget billing to help customers manage monthly costs.



FPL's Care to Share program offers emergency assistance for eligible customers, including bill payment help and electrical repair assistance.



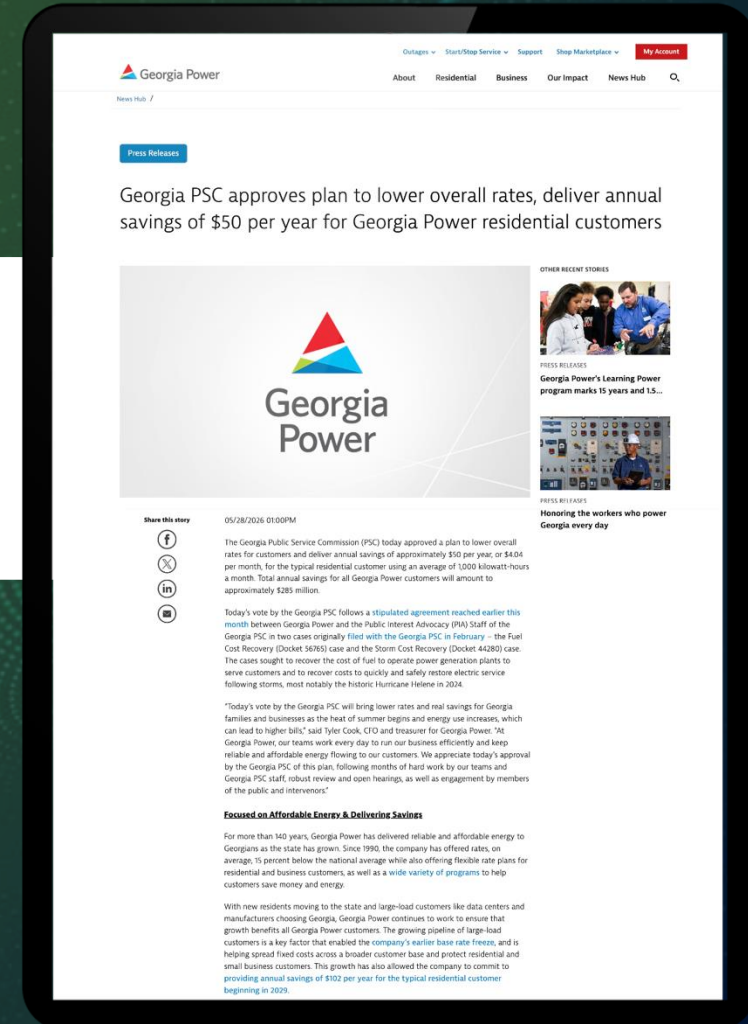
SOUTHEAST ▶



GEORGIA POWER

SOUTHERN COMPANY

Georgia Power is providing approximately \$285 million in annual customer savings, including about \$50 per year for the typical residential customer, while also freezing base rates for three years. The company also offers tools that help customers monitor usage and identify ways to make their homes more efficient.



SOUTHEAST ▶



MISSISSIPPI POWER

SOUTHERN COMPANY

Mississippi Power partnered with Single Stop to offer a free benefits screener that helps customers identify whether they qualify for assistance with energy bills and other household needs, including groceries, childcare, and health care.



Mississippi Power

