

	2020	2021	2022	2023	2024
Program dates and status					
Date program started	4/1/2008	4/1/2008	4/1/2008	4/1/2008	4/1/2008
Program effective date	4/1/2008	4/1/2008	4/1/2008	4/1/2008	4/1/2008
Date next evaluation report due	5/31/2022	5/31/2022	5/31/2022 (Per Order issued 1/18/2023 in Docket No. G011/M-22-248, the Commission discontinued GAP three-year evaluation Reports and instead required five-years of historical data in each GAP annual report. MERC submitted its first annual evaluation with five years of historical data on March 31, 2023).	3/31/2025 (Per Order issued 1/18/2023 in Docket No. G011/M-22-248, the Commission discontinued GAP three-year evaluation Reports and instead required five-years of historical data in each GAP annual report).	3/31/2026 for the period 1/1/2025-12/31/2025 and including 5-years of historical data
Date last evaluation completed	Filed 5/31/2019 for the period 1/1/2015 through 12/31/2018	Filed 5/31/2019 for the period 1/1/2015 through 12/31/2018	Filed 5/31/2022 for the period 1/1/2019 through 12/31/2021	Filed 5/31/2023 for the period 1/1/2022 through 12/31/2022 and including 5 years of historical data	Filed 3/29/2024 for the period 1/1/2023-12/31/2023 and including 5 years of historical data
Last evaluation docket number	G-011/M-19-369	G-011/M-19-369	G-011/M-22-248	G-011/M-23-85	G-011/M-24-39
Status of program (pilot or permanent)	Permanent	Permanent	Permanent	Permanent	Permanent
Date pilot program ends, if applicable	Not applicable	Not applicable	Not Applicable	Not Applicable	Not Applicable
Date of last Evaluation Order	1/17/2020	1/17/2020	1/18/2023	9/7/2023	8/14/2024
Program administrator	The Salvation Army	The Salvation Army	The Salvation Army	The Salvation Army until 03/23/2023 MERC from 03/24/2023 forward	MERC
Participant benefits					
Description of affordability benefit - maximum payment as % of household income	6%	6% / revised to 3% prior to year end 2021.	3%	3%	3%
Description of arrearage forgiveness benefit - repayment period	24 Months	24 Months	24 months	24 months	24 months
Average annual income per participant	\$11,193.87	\$9,330.51	\$19,012.08	\$15,166.01	\$7,289.00
Average annual bill per participant	\$655.16	\$775.05	\$1,186.14	\$1,074.33	\$750.85
Average arrearage balance per participant	-\$1,050.00	-\$480.78	-\$392.40	-\$351.48	-\$444.09
Average annual affordability benefit per participant	\$443.09	\$556.87	\$280.79	\$439.75	\$506.23
Average annual arrearage forgiveness benefit per customer	\$76.42	\$106.69	\$17.75	\$32.65	\$45.16
Average total benefit per participant	\$449.12	\$562.64	\$282.75	\$445.51	\$514.78
Cost and Cost Recovery					
Annual budget	\$750,000.00	\$750,000; The Commission approved MERC's proposal to temporarily suspend the \$750,000 annual spending cap	N/A; The Commission approved MERC's proposal to temporarily suspend the \$750,000 annual spending cap	N/A; The Commission approved MERC's proposal to temporarily suspend the \$750,000 annual spending cap	N/A; The Commission approved MERC's proposal to temporarily suspend the \$750,000 annual spending cap
Actual revenue	\$2,686,903.29	\$2,633,595.46	\$2,290,933.72	\$2,883.59	-\$846.69
Annual cost	\$629,009.33	\$704,867.82	\$363,602.03	\$767,923.57	\$959,558.61
Surcharge (\$/therm)	\$0.00905/therm	\$0.00905/therm	\$0.00905/therm through 7/31/2022; \$0.00000/therm effective 8/1/2022	\$0.00000/therm	\$0.00000/therm
Annual cost of surcharge for average residential customer who uses 900 therms of	\$8.15	\$8.15	\$4.75 (Based on 7 months with surcharge in 2022 and 75 therms/month)	\$0.00	\$0.00
Customer classes assessed the GAP surcharge	Firm Service Customers	Firm Service Customers	Firm Service Customers	Firm Service Customers	Firm Service Customers
Tracker balance as of year-end	\$2,280,485.46	\$4,435,340.43	\$6,632,861.90	\$6,112,668.97	\$5,464,538.69
Participation					
% of LIHEAP customers that participated in GAP	9.62%	8.54%	7.9%	10.7%	0.0%
Number of participants enrolled as of year-end	1,174	617	1,048	1,566	1,477
Number of participants enrolled and receiving benefits at some time during the year	1,304	1,183	1,208	1,714	1,864
Whether a waiting list occurred at any time during the year	No	No	No	No	No
If so, the number of customers on the waiting list and for how long	N/A	N/A	N/A	N/A	N/A
Impact on disconnection rates					
Disconnection rates - non-GAP LIHEAP baseline					
GAP participants	0.00%	0.00%	0.08%	0.00%	0.21%
Non-GAP LIHEAP customers	0.57%	0.43%	7.22%	7.97%	6.68%
Non-LIHEAP residential customers	0.13%	0.36%	1.64%	1.91%	1.39%
Disconnection rates - pre-program baseline					
GAP participant cohort	0%	0%	0.54%	0.00%	2.08%
GAP participants cohort before they were enrolled in GAP	0%	0%	0.18%	0.93%	2.08%
Impact on payment frequency					
Dollars paid ÷ dollars requested					
Non-GAP LIHEAP Baseline					
GAP participants	53%	90%	61%	69%	52%
Non-GAP LIHEAP customers	95%	113%	93%	102%	96%
Non-LIHEAP residential customers	96%	92%	94%	103%	93%
Pre-Program Baseline					
GAP participant cohort	80%	125%	79%	91%	70%
GAP participant cohort before they were enrolled in GAP	87%	108%	94%	93%	100%
Number of payments made paid ÷ number of payments requested					
Non-GAP LIHEAP baseline					
GAP participants	151%	229%	107%	101%	129%
Non-GAP LIHEAP customers	89%	83%	73%	79%	74%

	2020	2021	2022	2023	2024
Non-LIHEAP residential customers	91%	90%	91%	92%	91%
Pre-program baseline					
GAP participant cohort	82%	88%	96%	93%	71%
GAP participant cohort before they were enrolled in GAP	75%	91%	96%	88%	78%
Impact on arrears					
% Customers in arrears					
Non-GAP LIHEAP baseline					
GAP participants	6%	7%	9%	8%	7%
Non-GAP LIHEAP customers	35%	31%	31%	31%	29%
Non-LIHEAP residential customers	15%	15%	17%	16%	17%
Pre-Program baseline					
GAP participant cohort	26%	19%	11%	12%	19%
GAP participant cohort before they were enrolled in GAP	21%	14%	6%	8%	13%
Dollar amount of arrears					
% Change in dollar amount of arrears (non-GAP LIHEAP baseline)					
GAP participants	-64%	-236%	-12%	-71%	-72%
Non-GAP LIHEAP customers	55%	-48%	-68%	-67%	-48%
Non-LIHEAP residential customers	74%	-38%	-39%	-49%	-30%
Dollar amount of arrears (pre-Program baseline)					
GAP participant cohort	\$3,421.68	\$3,542.37	\$26,171.89	\$34,985.68	\$18,851.35
GAP participant cohort before they were enrolled in GAP	\$2,927.91	\$1,736.88	\$10,302.58	\$31,436.26	\$12,015.27
Complaints					
Number of complaints	0	0	0	2	2
Nature of complaint(s)	N/A	N/A	N/A	Ineligibility and payment plan information	Missed payment reminders and removal from GAP (See Section F of MERC's 2024 Annual Report).
Retention					
GAP participant retention rate	89%	52%	87%	91%	79%
Impact on collection activity					
Brief description of effect of GAP on collection activity	Section J (page 16 of Annual Report)	Section J (page 16 of Annual Report)	Section C.3 of MERC's 2022 Annual Report	Section C.3 of MERC's 2023 Annual Report	Section C.3 of MERC's 2024 Annual Report
Coordination with other programs					
Page(s) of report where coordination efforts described	Section K (page 16-18 of of Annual Report - Docket No. G011/M-21-224)	Section K (page 16-18 of Annual Report - Docket No. G011/M-22-154)	Section C.4 of MERC's 2022 Annual Report	Section C.4 of MERC's 2023 Annual Report	Section C.4 of MERC's 2024 Annual Report