

2020		2021		2022		2023		2024	
Program dates and status									
Date program started	5/1/2007	5/1/2007		5/1/2007		5/1/2007		5/1/2007	
Program effective date	1/1/2017	1/1/2017		1/1/2017		1/1/2017		1/1/2017	
Date next evaluation report due	5/31/2022	5/31/2022		Discontinued, PUC Jan. 18, 2023 Order in Docket G-008/M-22-256		Discontinued, PUC Jan. 18, 2023 Order in Docket G-008/M-22-256		Discontinued, PUC Jan. 18, 2023 Order in Docket G-008/M-22-256	
Date last evaluation completed	5/31/2019	5/31/2019		5/31/2022		5/31/2022		5/31/2022	
Last evaluation docket number	G-008/M-19-367	G-008/M-19-367		G-008/M-22-256		G-008/M-22-256		G-008/M-22-256	
Status of program (pilot or permanent)	Permanent	Permanent		Permanent		Permanent		Permanent	
Date pilot program ends, if applicable	N/A	N/A		N/A		N/A		N/A	
Date of last Evaluation Order	1/17/2020	1/17/2020		1/18/2023		1/18/2023		1/18/2023	
Program administrator	Energy CENTS Coalition	CenterPoint Energy		CenterPoint Energy		CenterPoint Energy		CenterPoint Energy	
Participant benefits									
Description of affordability benefit - maximum payment as % of household income	4%	4%		3%		3%		3%	
Description of arrearage forgiveness benefit - repayment period	12 months	12 months		12 months		12 months		12 months	
Average annual income per participant	\$13,303	\$13,391		\$16,575		\$17,727		\$21,042	
Average annual bill per participant	\$838	\$910		\$1,029		\$1,419		\$1,011	
Average Pre-Program Arrears	\$377	\$388		\$540		\$710		\$603	
Average annual affordability benefit per participant	\$317	\$417		\$858		\$953		\$561	
Average annual arrearage forgiveness benefit per customer	\$224	\$184		\$35		\$67		\$209	
Average total benefit per participant	\$541	\$601		\$892		\$1,020		\$770	
Cost and Cost Recovery									
Annual budget	\$5,000,000	\$5,000,000		\$7,000,000		\$7,000,000		\$10,000,000	
Actual revenue	\$664,135	\$2,747,373		\$3,355,417		\$3,762,044		\$11,204,443	
Annual cost	\$3,454,632	\$3,060,560		\$5,038,105		\$6,253,000		\$7,078,050	
Surcharge (\$/therm)	0.00000 Jan - Sep / 0.00236 Oct - Dec	0.00236 Jan - Sep / 0.00264 Oct - Dec		0.00264 Jan - Sep / 0.00210 Oct - Dec		0.00210 Jan - Sep / 0.00709 Oct - Dec		0.00709 Jan - Sep / 0.00764 Oct - Dec	
Annual cost of surcharge for average residential customer who uses 900 therms of gas per year	\$0.55	\$2.21		\$2.22		\$3.38		\$6.54	
Customer classes assessed the GAP surcharge	Firm Customers (Residential, Commercial A, Commercial/Industrial - B, Commercial/Industrial - C, and Large General Service	Firm Customers (Residential, Commercial A, Commercial/Industrial - B, Commercial/Industrial - C, and Large General Service		Firm Customers (Residential, Commercial A, Commercial/Industrial - B, Commercial/Industrial - C, and Large General Service		Firm Customers (Residential, Commercial A, Commercial/Industrial - B, Commercial/Industrial - C, and Large General Service		Firm Customers (Residential, Commercial A, Commercial/Industrial - B, Commercial/Industrial - C, and Large General Service	
Tracker balance as of year-end	(\$1,897,654)	(\$1,742,516)		(\$59,828)		\$2,431,127		(\$1,695,265)	
Participation									
% of LIHEAP customers that participated in GAP*	41%	37%		30%		30%		45%	
Number of participants enrolled as of year-end	8,547	7,381		7,374		6,323		11,896	
Number of participants enrolled and receiving benefits at some time during the year	9,179	7,794		7,551		8,012		17,632	
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	0.8%	0.3%		3.2%		12.0%		11.7%	
Non-GAP LIHEAP customers	1.2%	1.5%		7.7%		14.4%		9.9%	

Non-LIHEAP residential customers	0.3%	0.7%	2.4%	3.4%	3.3%
Disconnection rates - pre-program baseline					
GAP participant cohort	Year 2020 GAP Participants <i>prior to</i> enrolling in GAP during Year 2020.	Year 2021 GAP Participants <i>prior to</i> enrolling in GAP during Year 2021.	Year 2022 GAP Participants <i>prior to</i> enrolling in GAP during Year 2022.	Year 2023 GAP Participants <i>prior to</i> enrolling in GAP during Year 2023.	Year 2024 GAP Participants <i>prior to</i> enrolling in GAP during Year 2024.
GAP participants cohort before they were enrolled in GAP	0.0%	0.24%	2.73%	10.47%	7.92%
Impact on payment frequency					
Dollars paid ÷ dollars requested					
Non-GAP LIHEAP Baseline					
GAP participants	33%	32%	27%	39%	32%
Non-GAP LIHEAP customers	36%	36%	36%	42%	21%
Non-LIHEAP residential customers	89%	83%	88%	92%	82%
Pre-Program Baseline					
GAP participant cohort	2020 GAP Participants: 12 Months Prior	2021 GAP Participants: 12 Months Prior	2022 GAP Participants: 12 Months Prior	2023 GAP Participants: 12 Months Prior	2024 GAP Participants: 12 Months Prior
GAP participant cohort before they were enrolled in GAP	19%	20%	20%	30%	17%
Number of payments made paid ÷ number of payments requested					
Non-GAP LIHEAP baseline					
GAP participants	60%	73%	73%	61%	25%
Non-GAP LIHEAP customers	50%	47%	21%	30%	26%
Non-LIHEAP residential customers	91%	92%	81%	80%	81%
Pre-program baseline					
GAP participant cohort	2020 GAP Participants: 12 Months Prior	2021 GAP Participants: 12 Months Prior	2022 GAP Participants: 12 Months Prior	2023 GAP Participants: 12 Months Prior	2024 GAP Participants: 12 Months Prior
GAP participant cohort before they were enrolled in GAP	49%	44%	44%	20%	25%
Impact on arrears					
% Customers in arrears					
Non-GAP LIHEAP baseline					
GAP participants	35%	27%	24%	38%	35%
Non-GAP LIHEAP customers	28%	31%	31%	33%	25%
Non-LIHEAP residential customers	10%	11%	9%	17%	11%
Pre-Program baseline					
GAP participant cohort	Active GAP participants (with arrears) at January 2020, who remained an active GAP Participant in January 2020 through December 2020.	Active GAP participants (with arrears) at January 2021, who remained an active GAP Participant in January 2021 through December 2021.	Active GAP participants (with arrears) at January 2022, who remained an active GAP Participant in January 2022 through December 2022.	Active GAP participants (with arrears) at January 2023, who remained an active GAP Participant in January 2023 through December 2023.	Active GAP participants (with arrears) at January 2024, who remained an active GAP Participant in January 2024 through February 2025.
GAP participant cohort before they were enrolled in GAP	445 (customer count that meets the criteria above)	533 (customer count that meets the criteria above)	366 (customer count that meets the criteria above)	668 (customer count that meets the criteria above) <sub>1</sub>	18 (customer count that meets the criteria above)
Dollar amount of arrears					
% Change in dollar amount of arrears (non-GAP LIHEAP baseline)					
GAP participants	-7%	-19%	-73%	-106%	-28%
Non-GAP LIHEAP customers	46%	-8%	-45%	-4%	48%
Non-LIHEAP residential customers	46%	-9%	-39%	-62%	32%
Dollar amount of arrears (pre-Program baseline)					
GAP participant cohort	Active GAP participants (with arrears) at January 2020, who remained an active GAP Participant in January 2020 through December 2020.	Active GAP participants (with arrears) at January 2020, who remained an active GAP Participant in January 2020 through December 2020.	Active GAP participants (with arrears) at January 2021, who remained an active GAP Participant in January 2021 through December 2021.	Active GAP participants (with arrears) at January 2023, who remained an active GAP Participant in January 2023 through December 2023.	Active GAP participants (with arrears) at January 2024, who remained an active GAP Participant in January 2024 through February 2025.
GAP participant cohort before they were enrolled in GAP	20%	-19%	-73%	<sup>2</sup> -44%	-39%
Complaints					
Number of complaints	1	1	5	3	6

Nature of complaint(s)	Account balances and general GAP information (Section 18 of annual filing).	Billing Issue (Section 18 of annual filing).	Billing and GAP Program Questions (Section 18 of annual filing).	Billing and GAP Program Questions (Section 18 of annual filing).	Billing and GAP Program Questions (Section 18 of annual filing).
Retention					
GAP participant retention rate	73%	66%	58%	64%	84%
Impact on collection activity					
Brief description of effect of GAP on collection activity	The 2020 Report includes information on areas of collection activity including an improvement in the payment frequency compared to pre-GAP payment behavior (Section 9), and a greater percentage reduction in arrears compared to LIHEAP non-GAP customers (Section 12). These facts support the conclusion that GAP reduced collection activity for the Company.	The 2021 Report includes information on areas of collection activity including an improvement in the payment frequency compared to pre-GAP payment behavior (Section 9), and a greater percentage reduction in arrears compared to LIHEAP non-GAP customers (Section 12). These facts support the conclusion that GAP reduced collection activity for the Company.	The 2022 Report includes information on areas of collection activity including an improvement in the payment frequency compared to pre-GAP payment behavior (Section 9), and a greater percentage reduction in arrears compared to LIHEAP non-GAP customers (Section 12). These facts support the conclusion that GAP reduced collection activity for the Company.	The 2023 Report includes information on areas of collection activity including an improvement in the payment frequency compared to pre-GAP payment behavior (Section 9), and a greater percentage reduction in arrears compared to LIHEAP non-GAP customers (Section 12). These facts support the conclusion that GAP reduced collection activity for the Company.	The 2024 Report includes information on areas of collection activity including an improvement in the payment frequency compared to pre-GAP payment behavior (Section 9), and a greater percentage reduction in arrears compared to LIHEAP non-GAP customers (Section 12). These facts support the conclusion that GAP reduced collection activity for the Company.
Coordination with other programs					
	Pages 18 - 20 (Section 22 of annual filing).	Section 22 of annual filing.	Section 22 of annual filing.	Section 24 of annual filing.	Section 24 of annual filing.

<sub>1</sub> - 2023 incorrectly listed as 1637;  
Corrected to 668 as of June 2025  
<sub>2</sub> -2023 incorrectly listed as -106%;  
corrected to -44% as of June 2025