

Powering Community.



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Consumer Protection in the Low-Income Market

- Programs aim to maximize benefit to LI households
- Vulnerability of the population & history of predatory financing (sub-prime, high interest, etc.)
- Clear communication on financing
- Ensure high quality workmanship
- Minimize risks (liens, credit impact)
- Unique marketing challenges; multi-lingual, multi-cultural





SASH TPO Requirements



SASH Program TPO standards:

- SASH customers receive at least 50% of the savings, as compared to standard utility rates
- Protects against abuses from subprime financing, escalating payments, and high interest loans
- Prohibit liens on homes
- Standardize financial terms for low-income customers where possible