ATTACHMENT A

Energy Access Plan Engagement Report

SUSTAINABILITY

City of Phoenix

September 2025

Executive Summary

On January 15, 2025, the Phoenix City Council approved a target to increase energy assistance participation by 25% by 2030. This target is part of the Phoenix Energy Access Plan (EAP), which addresses energy burden—the percentage of a household's income spent on energy bills. Spending more than 6% is considered high. Currently, over 82,345 exceed this threshold, with 96% classified as low-income. Energy assistance programs provide bill support and energy efficiency services to help reduce this burden.

Between January and May 2025, the Office of Sustainability (OOS), in partnership with city departments and nonprofits—Pinnacle Prevention, Unlimited Potential, and GLOBO—hosted 10 community workshops, conducted outreach, and provided interpretation services to inform the EAP. Feedback from more than 170 participants revealed **12 key themes**, centered on **affordability, access, and trust**. Section 2 presents **proposed actions** addressing these concerns, aligned with the Global Covenant of Mayors Common Reporting Framework.

Residents expressed strong interest in discount programs, retrofits, and weatherization, but cited barriers such as limited availability, complex eligibility requirements, and insufficient support. To manage high bills and indoor heat, residents adopt energy-saving habits, such as setting thermostats to higher temperatures, avoiding electricity use during peak hours, and seeking low-cost solutions. Many residents face financial stress from rising costs and inefficient housing, and they have called for long-term solutions such as backup power and resiliency hubs. There is a strong demand for multilingual education on utility programs and energy use, especially for youth.

While solar energy is supported, residents face high costs, fraud, and a lack of transparency. Advocacy priorities include renter protections, electricity price regulation, and equitable access to programs. However, trust in institutions remains low. Residents supported tree planting and green spaces for shade and cleaner air, along with efficient, diverse transit options. During the EAP community workshop voting activities, participants prioritized energy bill assistance and discount programs, followed closely by rebates, weatherization, and solar options. Results highlight a preference for financial relief and energy efficiency support. Section 1 presents a detailed description of engagement results.

The next step for the OOS is to collaborate with internal departments and external stakeholders to evaluate the feasibility and impact of proposed actions, prioritizing those with the greatest potential for scalability, community benefit, and alignment with the EAP-approved target. Selected actions will be refined into smaller, actionable steps to support effective implementation. Plan implementation is expected to start in 2026.

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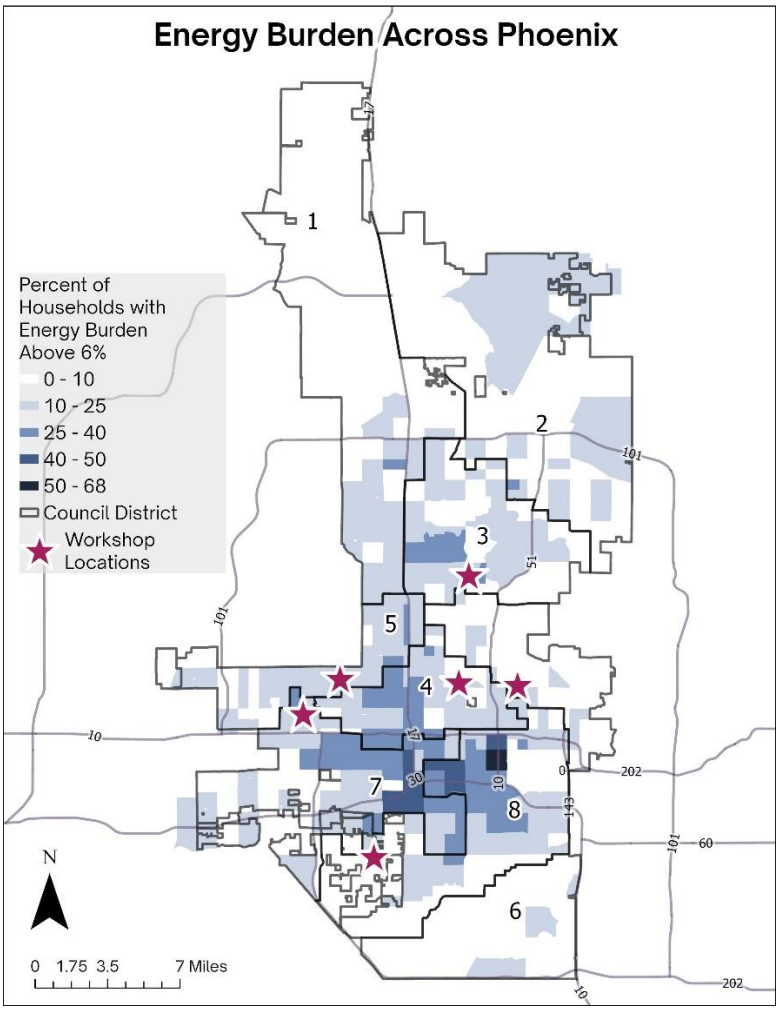
Challenge

Many households in Phoenix experience **energy poverty**, meaning they either lack access to or cannot afford the energy needed for essential daily activities like cooling, heating, and cooking. This is often measured through **energy burden,** the percentage of a household's income spent on energy bills. When this burden exceeds 6%, it is considered high; above 10%, it becomes severe. Beyond the numbers, energy burden is also reflected in lived experiences, such as delaying the use of air conditioning, receiving disconnection notices, or lacking access to efficient appliances.



Map 1. Energy Burden Across Phoenix Districts (Data from Ma & Vimont, 2024)

The issue of energy burden is especially urgent in Phoenix, where extreme heat is becoming increasingly intense and prolonged. Rising temperatures and elevated nighttime heat pose serious health risks, particularly for low-income households that struggle to afford cooling or repair broken air conditioning (AC) units. In 2023, most indoor heat-related deaths in Maricopa County occurred in homes without functioning air conditioning (Batchelor et al., 2024). Addressing energy poverty is not just about lowering bills; it's about protecting health, reducing stress, and ensuring all residents can live safely and comfortably in their homes.

Map 1 above displays the City of Phoenix, its eight districts, and the major highways. It highlights the concentration of households experiencing high and severe energy burdens across the City—darker blue shades indicate a higher percentage of affected households. The stars on the map represent the locations of the workshops featured in this report.

Workshop Locations Throughout the City of Phoenix

The following sites hosted the Energy Access Plan (EAP) workshop series:

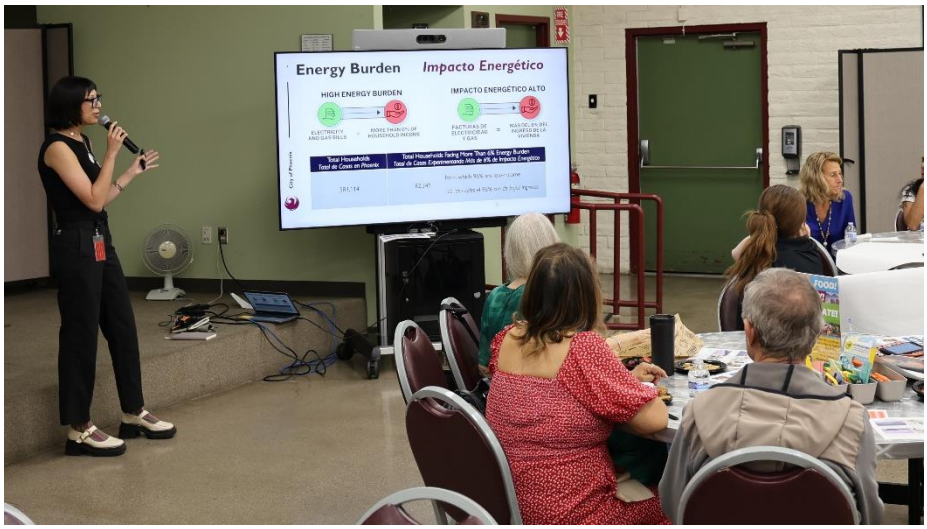
1. 3 virtual sessions
    a. Online Climate Action Plan – Energy Workshop
    b. Online English EAP Workshop
    c. Online Spanish EAP Workshop
2. District 3 - Sunnyslope Community Center (EAP Workshop)
3. District 4 - Steele Indian School Park (EAP Workshop)
4. District 5 - Maryvale Community Center (EAP Workshop)
5. District 6 - Devonshire Community Center (EAP Workshop)
6. District 7 - Desert West Community Center (Climate Action Plan – Energy Workshop)
7. District 8 - Cesar Chavez Community Center (EAP Workshop)
8. District 8 - Cesar Chavez (Climate Action Plan – Youth Workshop)

Community Engagement Principles

The OOS is committed to actively engaging with residents and community members across all eight City Council districts. Its goal is to develop an equitable and inclusive Energy Access Plan that addresses energy affordability and the energy burden experienced by Phoenix residents. The office's engagement efforts are guided by the following three principles:

1. **Informing the Community.** The OOS is committed to ensuring that residents across Phoenix are well-informed about the purpose, goals, and scope of the Energy Access Plan. Through presentations, workshops, and public communications, the office aims to foster awareness and transparency throughout the planning process.
2. **Consulting and Seeking Ideas through Community Voices.** The OOS recognizes the vital role of community leadership in shaping effective and equitable energy solutions. Its engagement efforts have focused on gathering residents' experiences, perceptions, and ideas related to energy burden. Through facilitated activities, OOS has actively sought input on how to achieve greater energy affordability. The office is committed to maintaining an ongoing dialogue that encourages continuous feedback and collaboration.
3. **Incorporating Community Input.** Ideas and recommendations gathered through workshops, webinars, and advisory meetings directly inform the strategies and actions

outlined in the final Energy Access Plan. While the OOS recognizes that not all feedback may be fully implemented, particularly when suggestions fall outside the scope of the City's authority, it remains committed to integrating community input wherever possible.



Workshop Structure

The 1.5-hour workshops were designed to foster collaborative exploration of energy affordability issues and solutions, emphasizing participant engagement, creativity, art, and inclusivity. The following bullet points illustrate the structure of the workshops:

- **Welcome & Introduction**
  - Icebreaker and welcome table with community resources provided by Salt River Project and Arizona Public Service.
  - The OOS presented the concept of energy burden and introduced the Energy Access Plan.
- **Interactive and Artistic Activities to Identifying Barriers and Solutions**
  - Using magazines, markers, and art supplies, participants created a group collage to visually express challenges related to energy burden. Participants also brainstormed and illustrated potential solutions.
- **Voting for Solutions**
  - **Individual Voting:** Using a printed voting sheet, participants selected their top 3 preferred solutions from 5 predefined options and one open-ended "Other" option. The voting activity was only conducted during the EAP workshops.
  - **Group Voting:** Participants used three stickers to vote on flip charts representing the most appealing ideas, including the "Other" category.
  - **Options in the voting activity were:**

        - **Solar Options**: affordable and reliable solar options for residents' homes.
        - **Bill Assistance:** programs that help with utility and electricity bills, such as Arizona Public Service (APS) Crisis Bill Assistance.
        - **Weatherization:** energy efficiency improvements that enhance the home envelope, like insulation.
        - **Discount Programs:** utility discount plans like APS Energy Support or Salt River Project (SRP) Economy Price Plan.
        - **Rebates:** financial incentives for energy-efficient upgrades, such as replacing appliances.
        - **Other:** a write-in option for attendees to suggest additional ideas not listed above.
- **Wrap-Up**
    - A collective review of the voting results and final reflections.
    - Final comments and reflections from participants.

The City collaborated with three nonprofit organizations—Pinnacle Prevention, Unlimited Potential, and GLOBO—to facilitate workshops, conduct outreach to invite participants, and provide interpretation services.

Language Accessibility

The workshops were conducted in both English and Spanish, ensuring inclusivity through:

- Seven in-person sessions with interpretation support.
- Online workshops with:
    - One session offering simultaneous interpretation.
    - Two sessions conducted entirely in English and Spanish.

Data Analysis

The OOS team collected all facilitator notes, post-its, collages, and other materials containing participants' comments to create a database for analysis. All data was compiled into an Excel spreadsheet and classified into themes. Through an interactive process and group discussions, all comments were synthesized into 12 categories. This task involved developing a data dictionary to define each category and produce the results presented in this report.

1. Results

Table 1 presents the number of participants who attended each EAP workshop:

Date	Venue	District	Number of Participants
1/30/2025	Online - CAP Energy Workshop	N/A	23
4/23/2025	Desert West Community Center	7	12
5/13/2015	Cesar Chavez Community Center	8	23
5/20/2025	Steele Indian School Memorial Hall	4	9
5/20/2025	Cesar Chavez - Youth	8	18
5/22/2025	Online - Spanish	N/A	22
5/27/2025	Devonshire Senior Center	6	21
5/29/2025	Maryvale Community Center	5	26
5/8/2025	Sunnyslope Community Center	3	23
6/12/2025	Online - English and Spanish	N/A	16
		Total	193

Table 1. EAP Workshop Attendance by Location

1.1 Voting Results

The following graphs display the results from both individual and group voting activities. The first graph shows the number of votes captured at each workshop, while the second graph presents the number of votes each option received for the energy program options initially suggested by the OOS team.

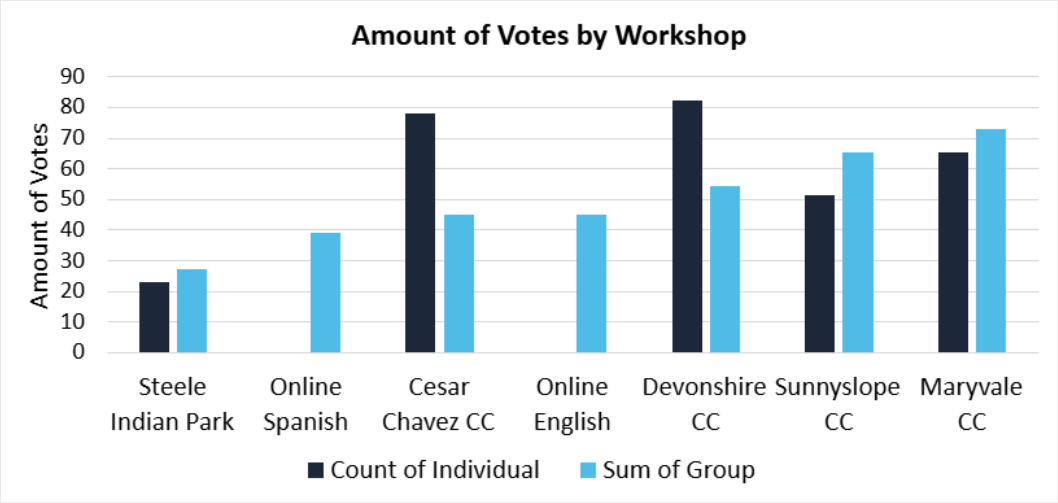


Figure 1. Total Votes Recorded Across EAP Workshops

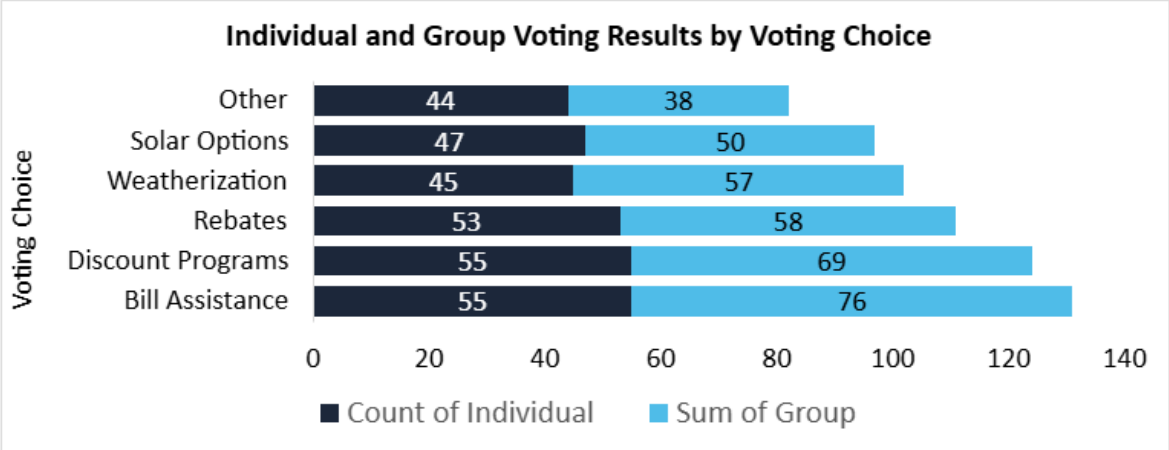


Figure 2. Summary of Voting Results from All EAP Workshops

The voting results, as shown in Figure 2, reflect strong interest across all proposed energy program options. Bill Assistance and Discount Programs received the highest number of

individual votes (55 each), followed closely by Rebates (53), Solar Options (47), Weatherization (45), and Other (44). In terms of group votes, Bill Assistance again led with 76 votes, followed by Discount Programs (69), Rebates (58), Weatherization (57), Solar Options (50), and Other (38).

The definitions of each group are explained below in Table 2. These results highlight a consistent preference for financial relief and support programs among participants.

Voting Option Definitions	
Options	**Option Definition**
Solar Options	Affordable and reliable solar options for residents' homes.
Bill Assistance	Programs that help with utility and electricity bills, such as APS Crisis Bill Assistance.
Weatherization	Energy efficiency improvements that enhance the home envelope like insulation.
Discount Programs	Utility discount plans like APS Energy Support or SRP Economy Price Plan.
Rebates	Financial incentives for energy-efficient upgrades, such as replacing appliances.
Other	A write-in option for attendees to suggest additional ideas not listed above.

Table 2. Voting Options and Definitions Shared with Participants During Workshops

Figure 3 presents the number of recorded votes in the "Other" category, which includes participant-submitted ideas beyond the five pre-defined options. These responses are grouped into two classifications: those related to Energy and those addressing Other Topics, such as food, trees, improved street lighting, and more. The most frequently mentioned themes across both categories included retrofits and appliances, trees, the high cost of electricity and other living expenses, and the need for education for both adults and youth.

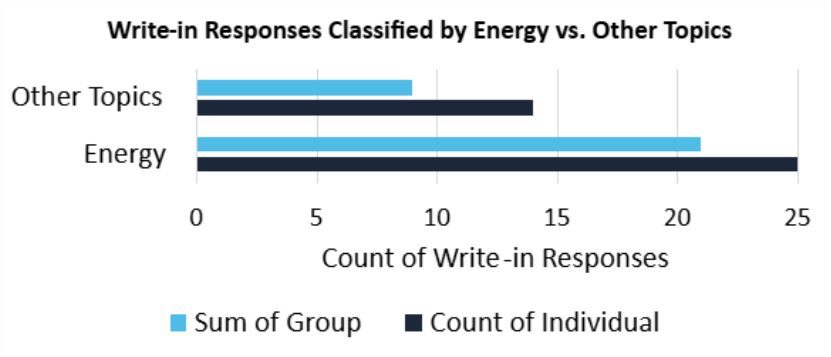


Figure 3. Breakdown of 'Other' Category Write-in Responses by Topic

Table 3 below provides a detailed breakdown of all categories and the number of comments received under the "Other" responses. It's important to note that some participants selected the "Other" option but did not provide a written response; these entries were categorized as 'No response.'

Type of Comment in the “Other” Category	Count
Retrofit and Appliances	9
Trees	8
No Response	7
High Electricity Bills and Cost of Living	7
Adult and Youth Education	7
Personal Habits	6
Lack of Trust	5
High Cost of Solar	4
City Maintenance (lighting and green spaces)	4
Incentives for Weatherization	3
Affordable Rent and Energy Efficient Appliances	2
Discount Programs	2
Elderly Support	2
Grand Total	**66**

Table 3. Detailed Classification of 'Other' Write-in Comments

1.2 Qualitative Results

Results were organized by themes. The graph to the right shows the first two categories used to classify comments: Barriers and Solutions. The analysis included 161 comments or data points that discussed barriers to energy affordability, while 435 entries presented solutions to energy burden and affordability. This suggests that participants were primarily focused on finding solutions. This could be because they are already well aware of the barriers they face and are actively proposing ways to overcome them. Figure 5 below organizes the data into themes that go beyond the barrier/solution binary and highlights participants' interests in the energy issues and solutions they encounter at home.

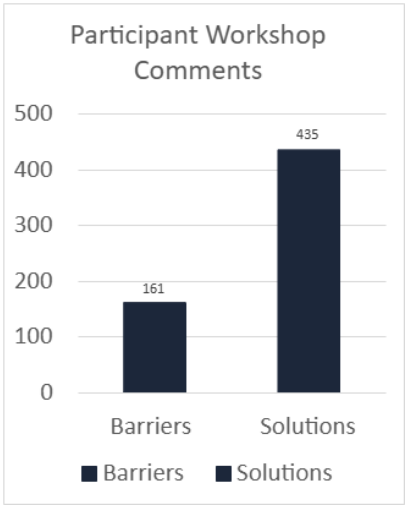


Figure 4. Qualitative Results by Barriers and Solutions

Each theme is explained in detail on the following pages. Each section includes a table showing the total number of observations identified within the theme (**total observations**), as well as the number of instances in which the theme appeared across different workshop venues (**workshop presence**). Additionally, each section provides a narrative exploring the topics, themes, sentiments, and emotions shared by participants during these sessions.

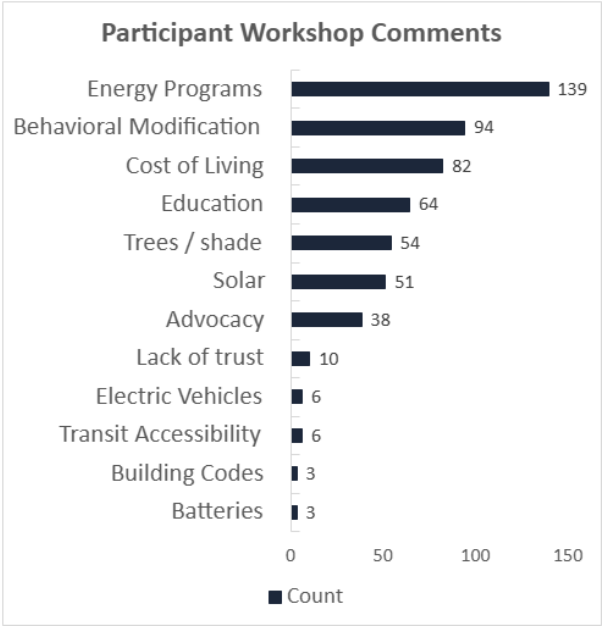


Figure 5. Key Themes Identified Through Qualitative Analysis

Energy Programs

Electricity Bill Discount / Assistance Programs were comments that expressed interest and the need for programs that alleviate the urgency of residents to pay for their electricity bills. One comment emphasized the need for such programs, specifically during heat waves.

Weatherization comments include expressed interest in getting energy audits and financial aid and subsidies to secure insulated windows and doors, double windows, window tint,

blackout curtains, window screens, foam insulation, white roofs, and incentives for weatherizing older homes. Others mentioned the need to have larger windows to leverage natural light and the need for a new electrical installation.

Retrofits include financial support programs to replace older appliances and reduce the costs of energy-efficient alternatives, such as LED bulbs, cooling or air conditioning (HVAC) systems, electrified appliances, window screens, and smart thermostats. These initiatives are particularly beneficial for low-income residents.

"Discount Programs are Not Enough" includes comments from residents expressing concerns about the limited availability of such programs. They often feel that these programs do not adequately support low-income households, especially when eligibility is based on tax returns. Additionally, the financial assistance provided is often insufficient to make a significant impact on their economic situation. Residents also report feelings of stress and anxiety, even when participating in these programs, particularly those that merely defer their debt throughout the year.

“Take Advantage of Discount Programs” includes comments that express the interest of residents to apply to such programs.

The last two comments highlight the need for more grants to **fund** discount programs and the perception among residents that **a lack of participation** in these programs could lead to their cancellation.

Theme	Total Observations	Workshop Presence
Retrofit Subsidies	65	8
Weatherization	47	8
Bill Discount/Assistance	12	3
Programs Are Not Enough	8	4
Take Advantage of Programs	5	4
Need for Increased Funding	1	1
Lack of Program Participation	1	1
Energy Programs Total	139	9

Behavioral Modification

Conservation includes using fans instead of AC to cope with the indoor heat and avoid high electricity bills, setting thermostats to higher temperatures (78-83 degrees), especially when residents are not at home, and lowering the temperature of water heaters during summer. It also involves closing doors and windows to avoid air leakages, using cold water and full loads when doing laundry, line drying clothes outside, unplugging electronics, turning off lights when not in use, leveraging daylight during the day, changing AC filters, and putting foil in windows to reflect sunlight and prevent heat from getting inside the home.

Time of Electricity Use details efforts to avoid using electricity during peak hours, scheduling turning off/on electronics, or setting laundry when electricity is less expensive based on the electricity plan each household has.

Cooking includes comments that explain how residents choose to cook outside, early in the day, and even prepare cold meals to avoid the house heating up during the hottest hours of the day.

Showering explains how residents try to have quick showers with cold water to avoid using hot water, thereby saving energy and water.

Theme	Total Observations	Workshop Presence
Conservation	57	9
Time of Electricity Use	14	6
Cooking	12	4
Showering	11	4
Behavioral Modification Total	94	9

Cost of Living

This theme describes how residents feel their **electricity bills are too high**. They express having to decide between paying for groceries, clothing, insurance, and medical expenses. They also mentioned that their **salaries** are not sufficient to cover all their bills, and comments highlighted the impact of indoor heat on their families, especially children and the elderly. One comment suggested that with lower electricity bills, residents would be able to save for a vehicle, allowing them to move freely and at their convenience. Some expressed

that their **salaries** are not enough to cool down their entire homes, with bills sometimes exceeding $400. Saving money is an impossible task.

Participants also mentioned how **everything has become more expensive**, and they feel that their **house is leaking money**. This theme includes two comments addressing the challenges of living in an **older house** with hot walls and an energy-draining AC, and one comment that supports avoiding the purchase of large houses that are difficult to cool. Feelings of **anxiety, anger, shock, stress, dread, and frustration** were present across this theme as well. Finally, one comment alluded to the need for increasing resiliency or the need for backup power during blackouts.

Theme	Total Observations	Workshop Presence
Cost of Living	83	8

Education

Utility Programs include comments that express the residents' interest in workshops or events where SRP and APS share the programs they offer. Residents shared that they are unaware of the programs available, what they include, who qualifies, etc. They also expressed that such events could dispel misinformation.

Energy Use and Savings comments request information about how to improve the efficient use of energy in residents' houses, time-of-use plans, demand charges, and cooling methods that do not require significant investments but reduce the cost of electricity.

Education-Other includes sharing information about recycling, Virtual Power Plants, climate change, electricity sources, and brainstorming/support sessions to find collective solutions.

Youth refers to comments that express interest in conducting workshops with young people to discuss conservation measures and increase awareness of topics related to energy conservation, water, and the environment, especially at schools.

Language Services detail the importance of offering workshops, events, and information in languages other than English, with an emphasis on the Spanish-speaking community.

Theme	Total Observations	Workshop Presence
Education: Utility Programs	19	7
Education: Energy Use and Savings	11	6
Education: Other	14	5
Education: Youth	11	5
Education: Language Services	9	5
Education Total	64	9

Trees and Shade

This theme includes general support for planting more shade-producing trees. Comments also emphasized the need to plant more trees and create green spaces in neighborhoods, around residents' houses, and to avoid cutting trees. Participants reported high pollution and a lack of trees in their residential areas. Residents also expressed the need for native landscaping and green space maintenance. Three comments expressed the need for shade structures.

Theme	Total Observations	Workshop Presence
Trees / Shade	54	10

Solar

Solar Incentives/Expense comments express general support for solar while also acknowledging that it requires a big up-front investment. The need for financial incentives for residential solar was highlighted.

Solar Other includes the use of Land "Land trade-off", batteries and solar, community solar and supply chain and jobs.

Solar Fraud includes comments about unusually high solar costs from residents who have purchased a solar system. The lack of information about the financial process and costs has exacerbated the problem. Others shared that solar companies have gone bankrupt, but the debt has remained. They expressed frustration and concern about this situation. Additionally, some residents mentioned that they do not perceive benefits in having solar because they need to pay more than their actual electricity bill.

Solar Utility Scale includes comments that express the need for larger solar projects led by government agencies. For example: “State needs to work with utility providers to install large-scale solar” and “Do what France did – require solar on parking lots over a certain size. We have the space, and it would generate low-cost energy.

Theme	Total Observations	Workshop Presence
Incentives/Expense	32	9
Solar: Other	8	2
Solar Fraud	6	2
Solar Utility Scale	5	2
Solar Total	51	9

Advocacy

Support Renewables and Energy Conservation includes comments that encourage the City to lead by example in energy conservation, such as “Cities voicing support for the State to make bigger leaps towards larger energy reduction” and working with the State to find solutions, like “Cities working with the State to advocate for larger solutions.” This also includes support for wind, geothermal, hydro, and renewable energy in general. It also included a comment to implement “Time/cost effective solutions.” One participant recommended looking at Oregon's policy framework.

Renter Rights include the concern of some renters that their landlords do not fix their AC units or replace them when they are old and inefficient. A comment also mentioned that the City could advocate for **affordable rent** and energy-efficient appliances. Weatherization programs for renters and solar were also suggested. One comment mentioned that the lack of options for renters makes them feel hopeless. Others mentioned that rents should be cheaper or regulated.

Electricity Price Regulation expressed residents' interest in preventing electricity prices from increasing. They mentioned that electricity prices should not increase and that the City should regulate to ensure that electricity companies do not raise prices to pay for their projects. Residents also stated that the Arizona Corporation Commission (ACC) needs to work with people and that the City should remain vigilant of electricity prices to protect residents. The creation of a watchdog agency was also suggested in this theme.

Eligibility includes support for discount programs, but residents noted that they do not qualify and that these programs should be accessible to everyone. Renters expressed that they do not know if they qualify for the program and feel they do not have a choice. Others expressed the need to shorten the gap in qualification for rebate programs. Elders mentioned the need to tailor programs specifically for them.

Regulate Solar Companies includes comments that explain the need for solar companies to be regulated to avoid the community fraud they have experienced, which has made them feel frustrated and stagnant. One comment mentioned that property taxes for solar should go towards subsidizing solar in homes: "Why aren't our state property taxes going towards solar panels on residents' homeowner roofs if they wish to participate?"

Theme	Total Observations	Workshop Presence
Support Renewables and Energy Conservation	11	4
Renters Rights	9	4
Electricity Price Regulation	8	5
Eligibility	5	3
Regulate Solar Companies	5	3
Advocacy Total	38	9

Lack of Trust

This theme includes comments that expressed a lack of trust in the government, utilities, and solar companies. Residents were doubtful about discount programs: "The discount programs that help to pay the electricity bill... no one helps for free. There's no trust in government officials, and people think there's something behind these programs." Other comments include: lack of transparency, being scared to ask for help, "APS and SRP keep us stuck," "When it comes to residential solar, who can we trust, since there has been so many fly-by-night companies?," "Don't trust any solar that lets your windows be solar heaters and does not offer a battery," and "A lot of times the City commits to addressing this issue, but nothing happens in reality."

Theme	Total Observations	Workshop Presence
Lack of Trust	10	6

Electric Vehicles (EV's)

This theme includes three comments in favor of EVs. One highlights the importance of electric buses, another stresses the need for EV incentives, while a different comment expresses a preference for bicycles over EVs.

Theme	Total Observations	Workshop Presence
EVs	6	5

Transit Accessibility

This theme includes comments that highlight the need for an efficient transit system and diverse transportation options. Another comment notes that South Phoenix has been negatively impacted by the light rail construction.

Theme	Total Observations	Workshop Presence
Accessibility	6	4

Batteries

This theme reflects two comments highlighting the need for recycling options for batteries and the development of new battery technologies.

Theme	Total Observations	Workshop Presence
Batteries	3	2

Building Codes

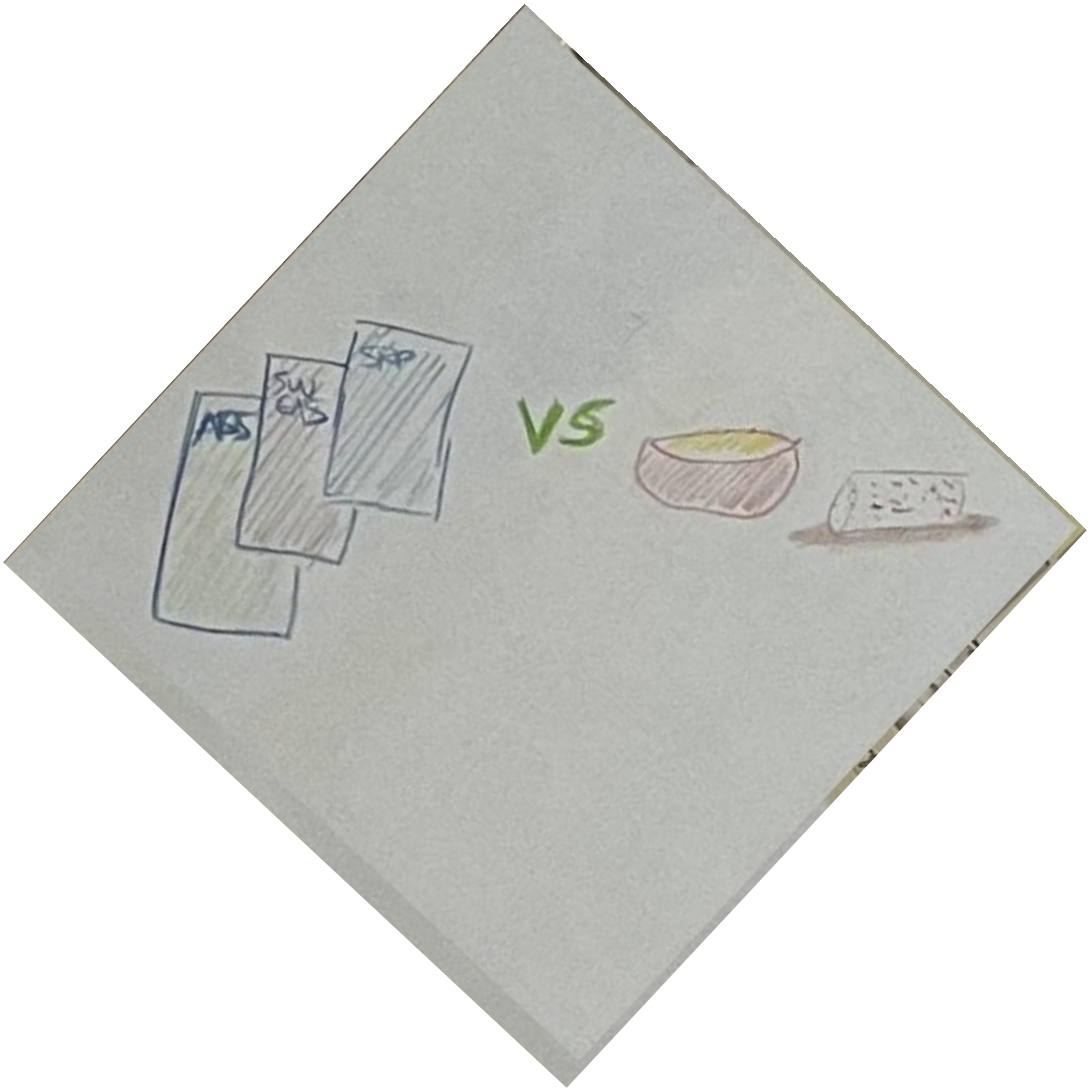
This theme includes comments advocating for the incorporation of building codes to enhance energy efficiency. Another comment emphasizes the importance of building green, building fast, and building right.

Theme	Total Observations	Workshop Presence
Building Codes	3	2

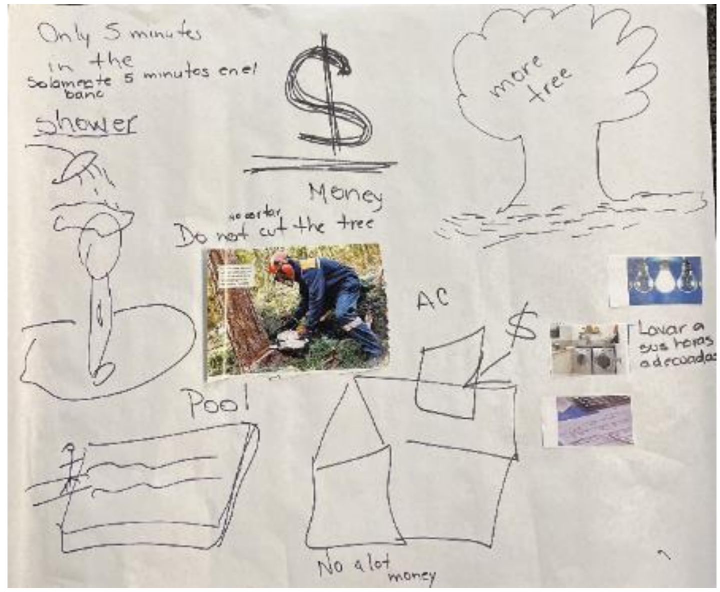
1.3 Example of Vision Boards/ Collages

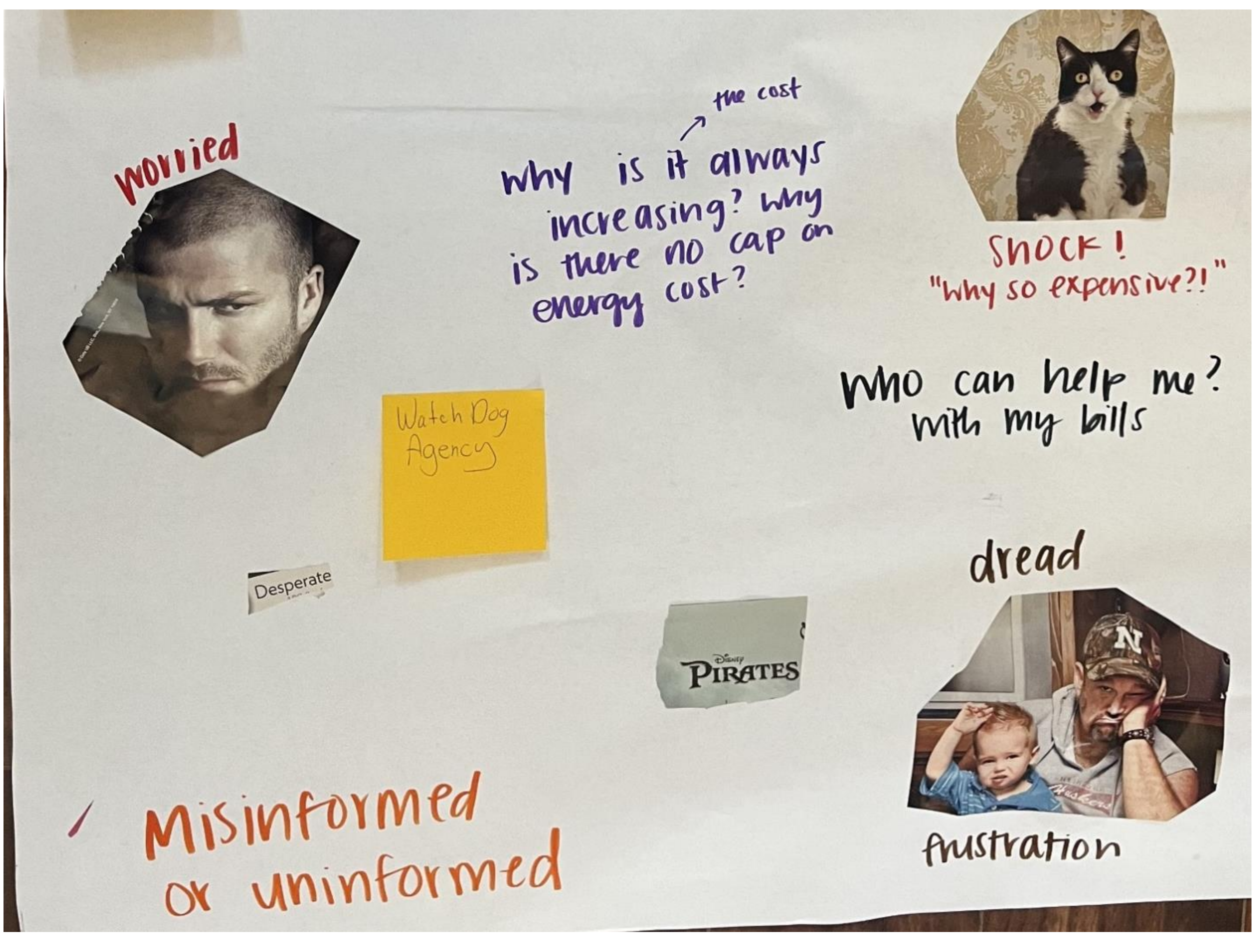
This section presents examples of the collages created by participants during the workshops. These collages reflect some of the main themes discussed in Section 1.2, such as the need for trees around homes, the difficult trade-off between paying bills and buying food, and practical conservation efforts like harvesting rainwater, taking shorter showers, and reusing laundry water.

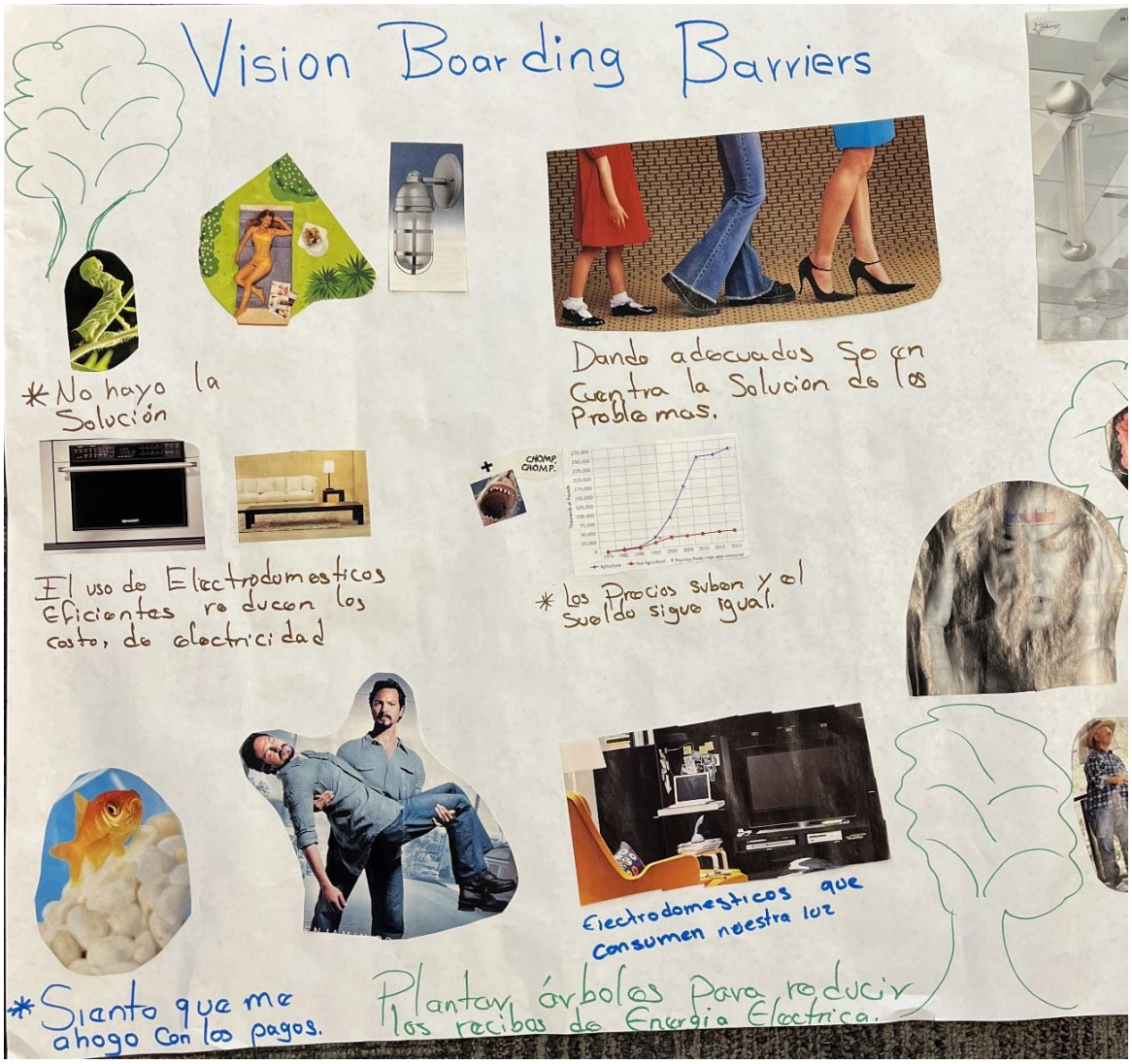
Collages and vision boards also reflect the value of green spaces for family time, interest in retrofitting older homes, and the financial strain caused by electricity bills and air conditioning—often leading to feelings of shock. Additional themes include interest in solar photo voltaic technologies and a desire to grow food, among others.

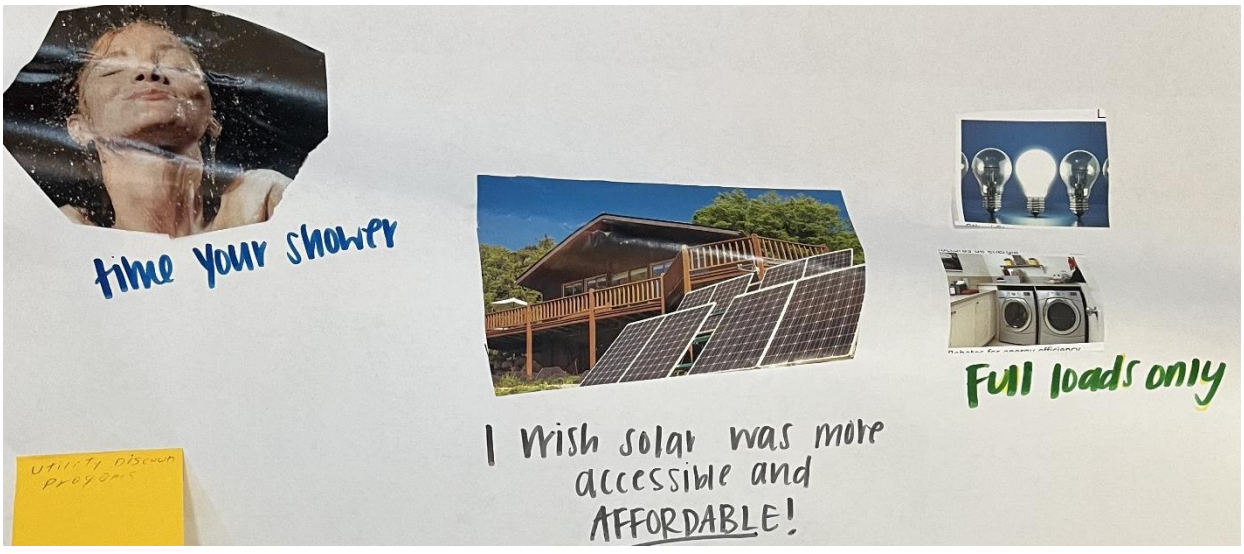



Barreras Collage
*Altos Costos y Sueldos bajos
1.-Plantar árboles enfrente y atras de las Casa
2.- Mayas para las ventanas
3.- Regular las compañias y no hagan fraudes a la comunidad
4.-Insentivos para las Casas de modelos Viejo
5.-Mas areas Verdes y Jardines comunitarios Disfrutar de ellos en familia.
6.-Recolectar el agua de lluvias para los Jardines.
Energia eolica
Tomar baños más Cortos 3 a 5 minutos.
Reciclar el agua de las lavadoras y regar el jardin


Only 5 minutes in the shower
Solamente 5 minutos en el baño
more tree
Money
Do not cut the tree
no cortar
AC
Lavar a sus horas adecuadas
Pool
No a lot money


worried
why is it always increasing? why is there no cap on energy cost?
the cost
Shock!
"why so expensive?!"
Watch Dog Agency
who can help me? with my bills
Desperate
PIRATES
dread
Misinformed or uninformed
frustration


Vision Boarding Barriers
*No hayo la Solución
Dando adecuados Se en Cuentra la Solucion de los Problemas.
El uso de Electrodomesticos Eficientes reducen los costo, de electricidad
CHOMP, CHOMP.
* Los Precios suben y el Sueldo sigue igual.
Electrodomesticos que Consumen nuestra luz
*Siento que me ahogo Con los pagos.
Plantar árboles Para reducir los recibos de Energia Electrica.


time your shower
I wish solar was more accessible and AFFORDABLE!
Full loads only

All images in this section were created by participants of the EAP community workshops.

2. Proposed Actions that Address Community Feedback

The list of actions in this section emerged from the comments and insights shared by workshop participants. Actions were also informed by the Master of Sustainability Leadership capstone project—an OOS partnership with Arizona State University—which analyzed strategies implemented by other U.S. cities to reduce energy poverty among residents. The capstone cohort provided valuable insights into best practices that informed the development of the proposed actions outlined in this report.

While not exhaustive, the following list of activities captures a wide range of potential initiatives the City of Phoenix could undertake to address energy affordability and equity. The activities are organized according to the Common Reporting Framework by the Global Covenant of Mayors (GCOM), under the section *Energy Access and Poverty Assessment*.

As a next step, OOS will share these findings and community feedback with internal departments and key external stakeholders to assess the feasibility of these ideas, their alignment with the Energy Access Plan goals, and their potential for implementation. This process will also involve reflecting on the local government's interest in specific actions, based on time horizon, available capacity, and funding. Departments will be encouraged to self-identify which actions should be prioritized, focusing on those most suitable for both local government and residents, and which offer the greatest potential for impact, scalability, and alignment with the EAP-approved target. Additionally, selected actions will be detailed and broken down into smaller, actionable steps to support effective planning and execution of the EAP.

Proposed Actions (organized by GCOM categories):

Investment & Securing Finance / City-Led Programs

Action 1. Expand the City of Phoenix Weatherization Assistance Program.

This could include allocating additional funding and seeking grants to expand the program in support of energy efficiency retrofits in low-income communities, among other initiatives. Services could include air sealing, efficient lighting, high-efficiency appliances, HVAC repair or replacement, home energy assessments, etc.

Internal Capacity Building & Data Collection

Action 2. Integrate Energy Access, Housing, Heat, Water, and Health Strategies.

To better serve vulnerable communities, the City could adopt a holistic, cross-sector strategy that acknowledges the deep interconnection between energy burden, housing quality, water, and extreme heat. Strengthening building codes is another strategy that

could be pursued. Cross-sector collaboration and referral networks could effectively extend program budgets and enhance accessibility by streamlining services for residents, such as through the development of Resilient Community Hubs and the integration of the Tree and Shade Plan with energy and water initiatives. The City could also consolidate engagement efforts to make the best use of participants' time.

Stakeholder Collaboration

Action 3. Community-Driven Planning and Programs.

The City could adopt a community-driven planning approach that centers resident voices in program design and decision-making. This includes co-creating initiatives with trusted community-based organizations and community members for cultural relevance and accessibility. This also involves using participatory engagement methods to build trust, as well as maintaining transparency through regular updates. The City could also continue expanding its micro-grant offerings to support community-driven initiatives. Establishing a Community Advisory Group composed of diverse local leaders could further strengthen communication, elevate community priorities, and ensure ongoing dialogue between the City and its constituents.

Action 4. Expand Multilingual and Community-Based Energy Education.

The City could enhance a holistic, multilingual, and community-based energy education strategy by creating culturally relevant materials and outreach efforts that extend beyond English and Spanish. Collaborative efforts could include hosting in-person workshops on topics like financial assistance and energy affordability, launching social media campaigns, facilitating webinars in community-preferred languages, and partnering with schools to integrate energy education into youth programs. The curriculum for these efforts could be informed by community input gathered during the EAP engagement efforts.

Action 5. Solar Access and Consumer Protection.

The City could expand solar opportunities for low-income households while enhancing consumer education and safeguards. This includes building on pilot programs, partnering with trusted nonprofits to share vetted vendor lists and consumer protection resources, and offering workshops on solar readiness and financing. Additionally, exploring innovative utility and nonprofit partnership models could also help reduce adoption barriers, prevent fraud, and support informed decision-making.

Action 6. Workforce Development.

To build a diverse and skilled energy workforce, the City could promote awareness of energy-related careers by sharing information on job opportunities, grants, incentives, and training programs. Supporting inclusive workforce development initiatives and partnering with

nonprofits already active in this space could further strengthen pathways to employment and ensure equitable access to emerging green job markets.

Policies & Regulation

Action 7. Support Sustainability Advocacy Structures.

The City could support and amplify resident voices through strategic partnerships and inclusive engagement across energy, food, water, housing, and health sectors. By collaborating with advocacy organizations and government agencies like the Residential Utility Consumer Office (RUCO), the City could help promote renter rights, the regulation of solar companies, prevent electricity price hikes, and expand access to energy programs, while working within its capacity.

3. Credits and Citations

Batchelor, M., et al. (2024). 2023 Heat Related Deaths Report [Report]. Maricopa County Department of Public Health, Office of Epidemiology. https://www.maricopa.gov/ArchiveCenter/ViewFile/Item/5820

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SUSTAINABILITY

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Check out our website:
Phoenix.gov/Sustainability/Energy