

City of Phoenix

*Meeting Location:
City Council Chambers
200 W. Jefferson St.
Phoenix, Arizona 85003*



City of Phoenix

Agenda

Tuesday, December 9, 2025

2:30 PM

phoenix.gov

City Council Policy Session

If viewing this packet electronically in PDF, open and use bookmarks to navigate easily from one item to another.

OPTIONS TO ACCESS THIS MEETING

Virtual Request to speak at a meeting:

- Register online by visiting the City Council Meetings page on phoenix.gov at least 2 hours prior to the start of this meeting. Then, click on this link at the time of the meeting and join the Webex to speak:

<https://phoenixcitycouncil.webex.com/phoenixcitycouncil/onstage/g.php?MTID=e65b0c0304f36aa58b2718070113f2054>

- Register via telephone at 602-262-6001 at least 2 hours prior to the start of this meeting, noting the item number. Then, use the Call-in phone number and Meeting ID listed below at the time of the meeting to call-in and speak.

In-Person Requests to speak at a meeting:

- Register in person at a kiosk located at the City Council Chambers, 200 W. Jefferson St., Phoenix, Arizona, 85003. Arrive 1 hour prior to the start of this meeting. Depending on seating availability, residents will attend and speak from the Upper Chambers, Lower Chambers or City Hall location.
- Individuals should arrive early, 1 hour prior to the start of the meeting to submit an in-person request to speak before the item is called. After the item is called, requests to speak for that item will not be accepted.

At the time of the meeting:

- Watch the meeting live streamed on phoenix.gov or Phoenix Channel 11 on Cox Cable, or using the Webex link provided above.
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- Watch the meeting in-person from the Upper Chambers, Lower Chambers or City Hall depending on seating availability.
- Members of the public may attend this meeting in person. Physical access to the meeting location will be available starting 1 hour prior to the meeting.

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- Para registrarse para hablar en español, llame al 602-262-6001 al menos 2 horas antes del inicio de esta reunión e indique el número del tema. El día de la reunión, llame al 602-666-0783 e ingrese el número de identificación de la reunión 2554 529 4240#. El intérprete le indicará cuando sea su turno de hablar.
- Para solamente escuchar la reunión en español, llame a este mismo número el día de la reunión (602-666-0783; ingrese el número de identificación de la reunión 2554 529 4240#). Se proporciona interpretación simultánea para nuestros residentes durante todas las reuniones.
- Para asistir a la reunión en persona, vaya a las Cámaras del Concejo Municipal de Phoenix ubicadas en 200 W. Jefferson Street, Phoenix, AZ 85003. Llegue 1 hora antes del comienzo de la reunión. Si desea hablar, regístrese electrónicamente en uno de los quioscos, antes de que comience el tema. Una vez que se comience a discutir el tema, no se aceptarán nuevas solicitudes para hablar. Dependiendo de cuantos asientos haya disponibles, usted podría ser sentado en la parte superior de las cámaras, en el piso de abajo de las cámaras, o en el edificio municipal.
- Miembros del público pueden asistir a esta reunión en persona. El acceso físico al lugar de la reunión estará disponible comenzando una hora antes de la reunión.

CALL TO ORDER

COUNCIL INFORMATION AND FOLLOW-UP REQUESTS

This item is scheduled to allow the City Council to act on the Mayor's recommendation on the Consent Agenda. There is no Consent Agenda for this meeting.

CALL FOR AN EXECUTIVE SESSION

A vote may be held to call an Executive Session for a future date.

REPORTS AND BUDGET UPDATES BY THE CITY MANAGER

This item is scheduled to allow the City Manager to provide brief informational reports on topics of interest to the City Council. The City Council may discuss these reports but no action will be taken.

DISCUSSION AND POSSIBLE ACTION (ITEM 1)

1 City of Phoenix 2025 Energy Access Plan - Citywide

Page 5

Attachments

[Attachment A - Engagement Report.pdf](#)

[Attachment B - Energy Access Plan Draft English.pdf](#)

[Attachment C - Energy Access Plan Draft Spanish.pdf](#)

ADJOURN



City of Phoenix 2025 Energy Access Plan - Citywide

This report presents to the City Council the 2025 Energy Access Plan, which outlines the actions to reduce energy burden for households that are disproportionately impacted by energy costs. The actions in the plan are designed to address energy affordability and protect residents from extreme indoor heat. Unaddressed energy burden can pose serious health risks, including worsened respiratory illnesses, increased stress and anxiety, housing insecurity, and, in extreme cases, indoor heat-related death. The plan includes critical actions that work toward the Council-approved target to enhance Phoenix's participation in low-income energy affordability programs to address energy access, prioritizing public health and safety.

Staff are seeking approval of the 2025 Energy Access Plan.

THIS ITEM IS FOR DISCUSSION AND POSSIBLE ACTION.

Summary

Energy Burden

Energy poverty describes a situation in which a household lacks access to, or cannot afford, the energy (electricity and gas) required for essential needs such as cooling, heating, and cooking. The City of Phoenix measures this through an energy burden calculation, which is the percentage of a household's income that is spent on home energy bills. Households that spend more than six percent of their income on energy bills face a high energy burden. Phoenix's data analysis shows that 14 percent of households in Phoenix experience high energy burden (82,345 out of 584,114). Of those households, 96 percent are low-income. Energy burden can also be reflected in residents' lived experiences. For example, delaying the use of air conditioning to avoid rising costs, receiving disconnection notices, and cooking outdoors to prevent heating the home.

Indoor Heat and Health

Phoenixians depend on cool indoor spaces in their home for safety and comfort. Insufficient indoor cooling at home can pose serious physical and mental health risks to residents. Impacts include worsened respiratory conditions, and increased stress and anxiety. These health impacts can negatively impact physical health and

school/work performance. In 2024, Maricopa County reported 138 indoor heat-related deaths, of which 88 percent occurred in homes with air conditioning (AC) present but not functioning, not in use, or not connected to electricity.

Low-Income Households and Energy Burden

Low-income households, which make up the vast majority of energy-burdened households, are at a disproportionate risk of the negative impacts of high energy prices. Insights from nearly 200 participants recorded in the Office of Sustainability's Energy Access Plan Community Engagement Report (**Attachment A**) revealed the impact of energy burden. High energy bills forced many participants to make the difficult decision between choosing which essential bills to pay such as rent, medical, and grocery bills. This poses a barrier to some residents' ability to repair, replace, or install AC units. Because of Phoenix's extreme heat, low-income households may prioritize paying their energy bills over other necessities to cope with the heat. This can contribute to housing instability, increasing the risk of eviction and displacement for missed or late rent payments. On average, low-income households in Phoenix wait four to seven degrees Fahrenheit longer to turn on their AC than high-income households. Nearly 70 percent of responses on the community-wide Climate, Energy, and Food Action Plan survey indicated that participants have limited their use of their heating/ cooling systems to uncomfortable or inconvenient levels to save money. Recognizing that a high energy burden on a financially vulnerable population can compound health and safety risks, the 2025 Energy Access Plan is aligned to support energy affordability, particularly for low-income community members.

Low-Income Energy Programs

Low-income energy programs that are eligible to contribute toward the Energy Access Plan target include energy bill assistance programs such as the Low-Income Home Energy Assistance Program, Arizona Public Services (APS) Crisis Bill Assistance, and Salt River Project (SRP) Economy Price Plan as well as energy efficiency programs such as the Weatherization Assistance Program, Home Electrification and Appliance Rebates Program, and Home Efficiency Rebates Program. In 2024, the estimated number of households participating in low-income energy programs was 72,074. This baseline will be used to measure progress towards the 25 percent increase in participation by 2030.

2025 Energy Access Plan Actions

The actions outlined in the 2025 Energy Access Plan (**Attachment B**) are informed by community feedback from workshops, events, and an online survey. Actions were evaluated interdepartmentally for feasibility based on time restraints, organizational and program capacities, scope of influence, funding, and alignment with the target. Actions to increase household participation in low-income energy programs and

decrease energy poverty include:

- **Expand the City of Phoenix Weatherization Assistance Program:** Increase the capacity of the Weatherization Assistance Program to support energy efficiency in low-income communities.
- **Strengthen Community-Driven Planning and Programs:** Adopt a cross-sector strategy to address energy affordability that centers community voices in program design and decision-making.
- **Expand Multilingual and Community-Based Energy Education:** Collaborate with stakeholders and community partners to improve energy education.
- **Improve Solar Access and Consumer Protection:** Seek solar opportunities for low-income households while improving education and strengthen partnerships that support solar consumer protections.
- **Scale Up Workforce Development:** Expand pathways to employment in energy efficiency and clean energy careers.
- **Support Sustainability Advocacy Structures:** Strengthen Citywide and interorganizational coordination structures that support energy affordability.

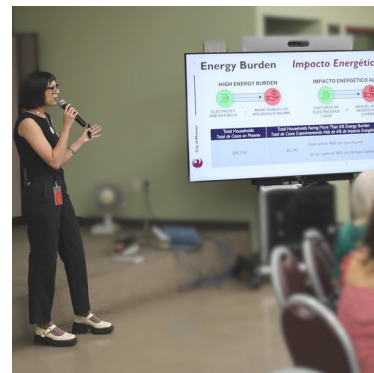
Concurrence/Previous Council Action

- On October 12, 2021, City Council approved the Phoenix Climate Action Plan.
- On January 15, 2025, City Council adopted the Energy Access Target.

Responsible Department

This item is submitted by Assistant City Manager Ginger Spencer, Deputy City Manager Alan Stephenson, the Office of Sustainability and the Office of Environmental Programs.

Energy Access Plan Engagement Report



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.

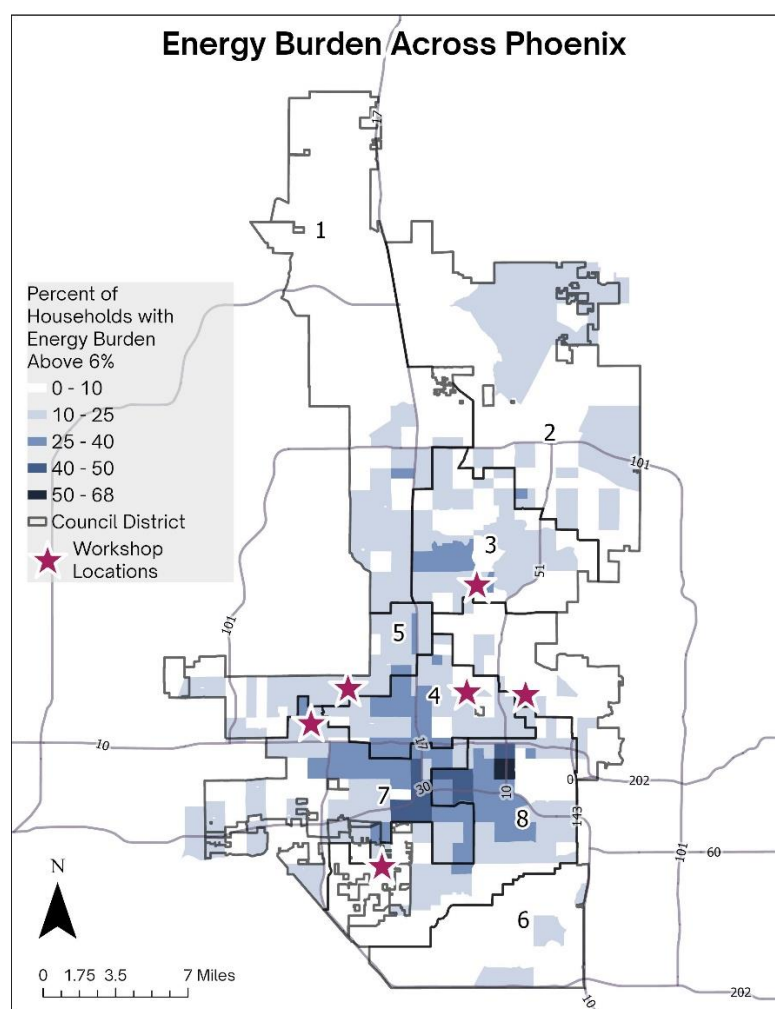
The next step for the OOS is to collaborate with internal departments and external stakeholders to evaluate the feasibility and impact of proposed actions, prioritizing those with the greatest potential for scalability, community benefit, and alignment with the EAP-approved target. Selected actions will 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.



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

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)

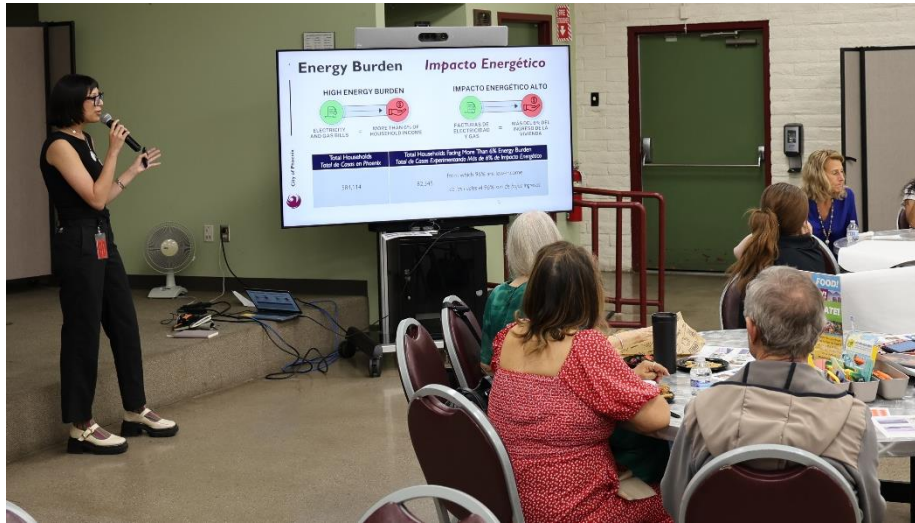
Community Engagement Principles

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.

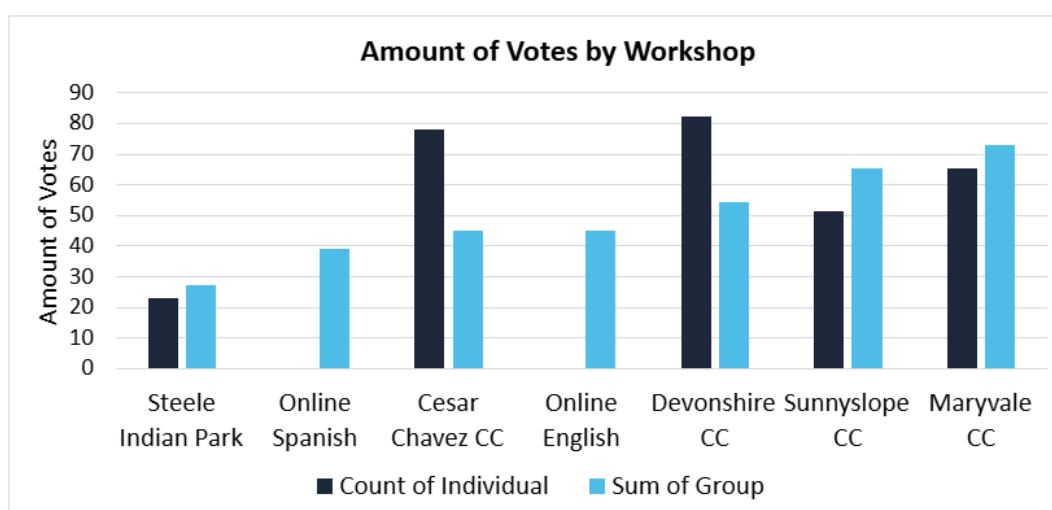


Figure 1. Total Votes Recorded Across EAP Workshops

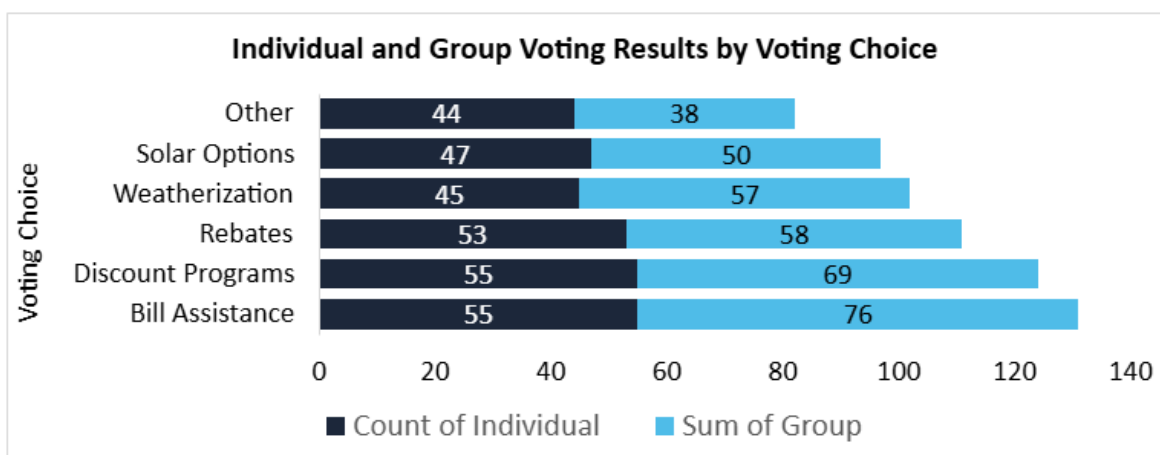


Figure 2. Summary of Voting Results from All EAP Workshops

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.

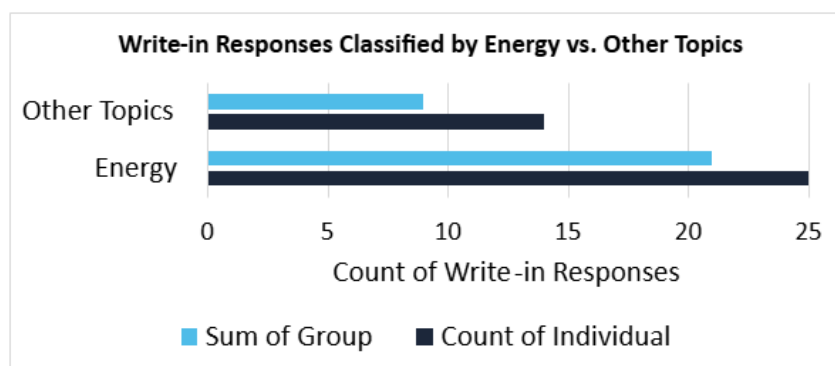


Figure 3. Breakdown of 'Other' Category Write-in Responses by Topic

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.

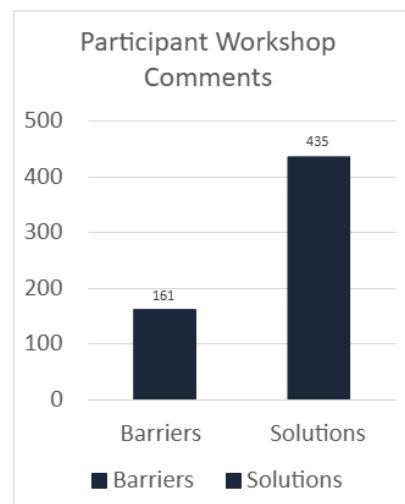


Figure 4. Qualitative Results by Barriers and Solutions

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

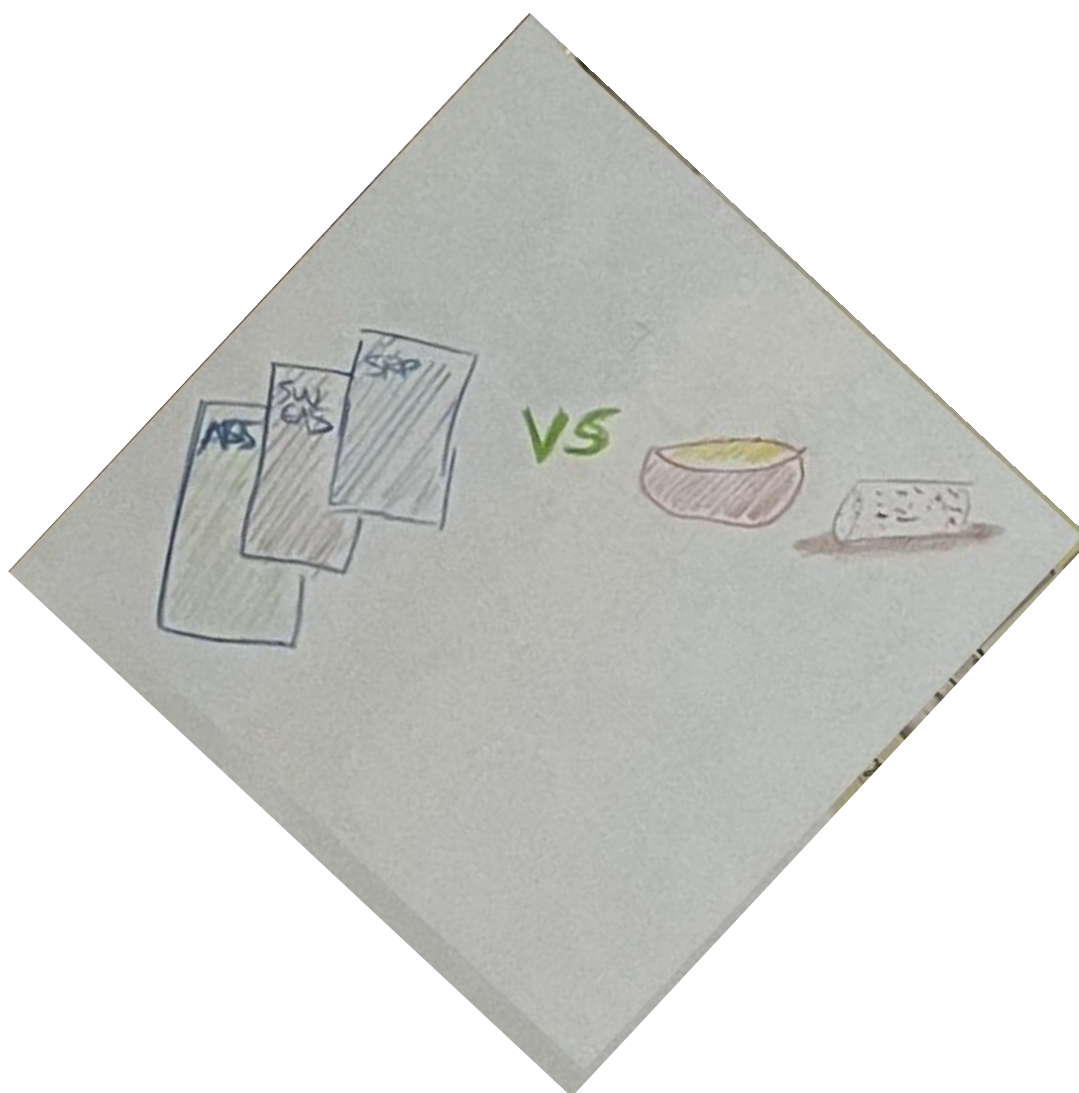
This theme includes comments advocating for the incorporation of building codes to enhance energy efficiency. Another comment emphasizes the importance of building green, building fast, and building right.

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 atrás de las casa
- 2- Mayas para las ventanas
- 3- Regular las compañías y no hagan fraudes a la comunidad
- 4- Incentivos para las casas de modelos Viejo
- 5- Mas áreas verdes y jardines comunitarios
Disfrutar de ellos en familia.
- 6- Reciclar el agua de lluvias para los jardines.
Tomar baños más cortos 3 a 5 minutos.

Reciclar el agua de las lavadoras y regar el jardín

Energía eólica

Only 5 minutes in the shower
Solamente 5 minutos en el baño

Money
Do not cut the tree

more tree

AC

No a lot money

Lavar a sus hijos adecuados

worried

why is it always increasing? why is there no cap on energy cost?

the cost

SHOCK!
"why so expensive?!"

Who can help me? with my bills

dread

frustration

Misinformation or uninformed

Watch Dog Agency

Desperate

Disney PIRATES

Vision Boarding Barriers

* No hay la Solución

El uso de Electrodomesticos Eficientes reducen los costos de electricidad

* 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 Energía Eléctrica.

* No hayo la Solución

Dando adecuados So en
Cuenta la Solucion de los
Problemas.

El uso de Electrodomesticos Eficientes reducen los costo, de electricidad

* 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 Energía Eléctrica.

time your shower

UTILITY DISCOUNT PROGRAMS

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>

Ma, O., & Vimont, A. (2024). Low-Income Energy Affordability Data - LEAD Tool - 2022 Update. [Data set]. Open Energy Data Initiative (OEDI). U.S. Department of Energy, Office of Energy Efficiency and Renewable Energy. <https://doi.org/10.25984/2504170>

Credits

Gratitude is extended to all the residents who participated in the EAP Community Engagement Workshops. Appreciation is also given to the following partners for their contributions to the facilitation of workshops, the data analysis process, and the development of this document.

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City of Phoenix



Want to learn more about Energy Resources
at the City of Phoenix?

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

City of Phoenix
2025 Energy Access Plan
An Action Plan for Energy Affordability

DRAFT
FOR CITY COUNCIL REVIEW
12/09/2025



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Letter from the Mayor



Phoenix residents have long understood what it means to live with resilience. Here in the heart of the Sonoran Desert, we know the challenges of extreme heat and the importance of access to affordable, reliable energy. As communities across the country grapple with rapidly evolving industries and increasing energy demands, Phoenix is committed to leading with innovation and equity to protect our communities and prepare for a sustainable future.

The Energy Access Plan reflects this commitment. Built with input from residents, utilities, and community partners, the plan outlines clear actions to reduce energy burden for households, especially for low-income families disproportionately affected by rising energy costs. This is not just a financial challenge; it is a public health and quality-of-life issue that we must address.

In collaboration with electric utilities and other partners, Phoenix will increase participation in low-income energy programs, provide resources that improve household efficiency, and strengthen our partnerships to deliver solutions that are both immediate and long-lasting.

The Energy Access Plan complements the City of Phoenix's Climate Action Plan and our broader commitment to halve greenhouse gas emissions by 2030 and achieve carbon neutrality by 2050. It is data-driven, equity-focused, and intended to evolve to meet the needs of a rapidly changing landscape.

I want to thank the Office of Sustainability, the Office of Environmental Programs, and all the city staff and community partners who made this plan possible. Most importantly, I thank the residents who shared their stories, ideas, and hopes throughout the process. Your voices are at the heart of this plan.

Together, we are working to ensure that every household—no matter their income level—can access the affordable, sustainable energy needed to thrive. This is how we build a stronger, healthier, and more equitable Phoenix for generations to come.

Kate Gallego

Mayor, City of Phoenix

Executive Summary

The City of Phoenix Energy Access Plan represents a fundamental step towards realizing the vision set forth in the 2015 General Plan to become the most sustainable desert city on the planet. The City of Phoenix Office of Sustainability was tasked with creating an actionable plan for energy affordability to remain resilient against extreme heat. While some efforts are already in progress, this Energy Access Plan (EAP) outlines the actions the City will take starting from 2025 through 2030 to help reduce the burden of energy bills for residents, recognizing that affordable energy is necessary for healthy communities.

The Energy Access Plan combines community-driven solutions with partner expertise to define the actions the City of Phoenix will take to help reduce energy burden among residents. **Currently, over 82,345 out of 584,114 Phoenix households experience high energy burden, spending 6% or more of their income on energy.** Nearly all of these households are low-income.¹ Following the United Nations' Sustainability Development Goal 7 to “ensure access to affordable, reliable, sustainable and modern energy for all,” Phoenix aims to increase household participation in low-income energy programs by 25% by 2030.

This Plan includes six actions that seek to increase participation in low-income energy programs by 2030 and provide long-term strategies for energy affordability.

1. **Expand the City of Phoenix Weatherization Assistance Program** – increase the capacity of the Weatherization Assistance Program to support energy efficiency in low-income communities.
2. **Strengthen Community-Driven Planning and Programs** – adopt a cross-sector strategy to address energy affordability that centers community voices in program design and decision-making.
3. **Expand Multilingual and Community-Based Energy Education** – collaborate with stakeholders and community partners to improve energy education.
4. **Improve Solar Access and Consumer Protection** – seek solar opportunities for low-income households while improving education; strengthen partnerships that support solar consumer protections.
5. **Scale Up Workforce Development** – expand pathways to employment in energy efficiency and clean energy careers.
6. **Support Sustainability Advocacy Structures** – strengthen citywide and interorganizational coordination structures that support energy affordability.

Acknowledging that the City of Phoenix is not an electric utility provider for Phoenix residents, the Energy Access Plan actions were created with the intent to leverage the City's governmental resources and local expertise to alleviate energy burden. Arizona Public Service (APS) and Salt River Project (SRP) are the

electric utility providers for Phoenix. APS and SRP both have sustainability goals for energy and offer various energy efficiency and bill support programs for customers. The City of Phoenix also continues to improve energy security and sustainability as part of the Climate Action Plan and the City's 2050 Goals. Additionally, indoor and outdoor heat response goals are updated annually in the City's Heat Response Plan.

The Energy Access Plan is a companion document to the City's Climate Action Plan and is part of the City's commitment to the Global Covenant of Mayors and the C40 Cities Climate Leadership Group.

The City of Phoenix Office of Sustainability led the efforts to create the Energy Access Plan in collaboration with City departments and external partners. The Office of Sustainability partnered with the Office of Environmental Programs in many engagement efforts as the City is updating the Climate Action Plan and Food Action Plan. Public engagement through virtual seminars, community workshops, an online survey, canvassing, and presence at community events was imperative in informing this Plan and shaping the City's approach to alleviating energy burden.

Introduction

Phoenix's hot climate poses a unique need for indoor cooling. During the hottest months, Phoenixians depend on cool indoor spaces to stay safe and comfortable. Lack of sufficient indoor cooling at home poses serious health risks such as worsened respiratory illnesses, increased stress and anxiety, poorer school performance, negatively impacted employment opportunities, and even indoor heat-related death. **The City of Phoenix acknowledges the connection between energy affordability and health and has created actions that contribute to lowering the burden of energy bills and bringing residents out of energy poverty.**

Energy poverty describes a situation in which a household does not have access to or cannot afford the energy required for essential needs like cooling, heating, and cooking. This is often measured through energy burden—the percentage of a household's income spent on energy bills. According to the American Council for an Energy-Efficient Economy, households spending more than 6% of their income on energy bills face a high energy burden; over 10%, and it's considered a severe energy burden. For example, if a household's monthly income is \$2,500 and it pays \$150 or more in electricity bills for the month, they are experiencing a high energy burden. Beyond this measurement, energy burden is also reflected in lived experiences such as delaying the use of air conditioning, receiving electricity disconnection notices, cooking outdoors to avoid heating the home, or lacking access to efficient appliances.

Low-income households make up 96% of all Phoenix households experiencing high energy burden.² Low-income households are defined as households with an income between 0% and 200% of the Federal Poverty Level, meaning they earn at or two times below the poverty threshold. Low-income households who may struggle to afford their energy bills or who cannot afford to repair,

replace, or install air conditioning (AC) units are at a particularly high risk of the negative impacts of energy burden. Energy burden can force households to make the impossible decision to choose between which essential bills to pay such as rent, transportation, water, groceries, or medical bills, for example. Because of Phoenix's dangerous heat conditions in the summer, low-income households may prioritize AC over other necessities to combat indoor heat.³ These situations can contribute to housing instability, increasing the risk of eviction and displacement for missed or late payments. In Phoenix, low-income households wait on average four to seven degrees Fahrenheit longer to turn on their AC compared to



Figure 1. The City of Phoenix Office of Environmental Programs and Office of Sustainability, in collaboration with Pinnacle Prevention, completed a Climate, Energy, and Food Action Plan community survey in 2025. 3 out of 10 survey participants reported that they received a disconnection notice for their energy bill within the last 12 months.

high-income households, showing that low-income households face more uncomfortable indoor temperatures which could negatively impact health and quality of life.⁴ **In 2023, virtually all indoor heat-related deaths in Maricopa County occurred in homes where the AC was either not functioning, not in use, or not present.**⁵ Addressing energy poverty is not just about lowering bills; it is about protecting health, reducing stress, and ensuring all residents can live safely and comfortably in their homes.

Energy burden is determined by the amount a household spends on energy bills as well as household income; therefore, strategies to reduce this burden can target either determinant.

Supporting energy assistance programs, including bill support and energy efficiency services, is a strategy to help reduce the

amount a household spends on energy bills. Bill assistance is a short-term, immediate action to alleviate energy burden. Because energy burden is just one aspect of the socioeconomic disparities that highly burdened communities face, it is vital that programs exist to immediately assist households to prevent bills from accumulating and creating a worsened financial situation. Energy efficiency services are long-term actions that allow homes to use less energy to keep it cooler in the summer and warmer in the winter. As a result, energy efficiency reduces energy bills and supports the comfortability and health

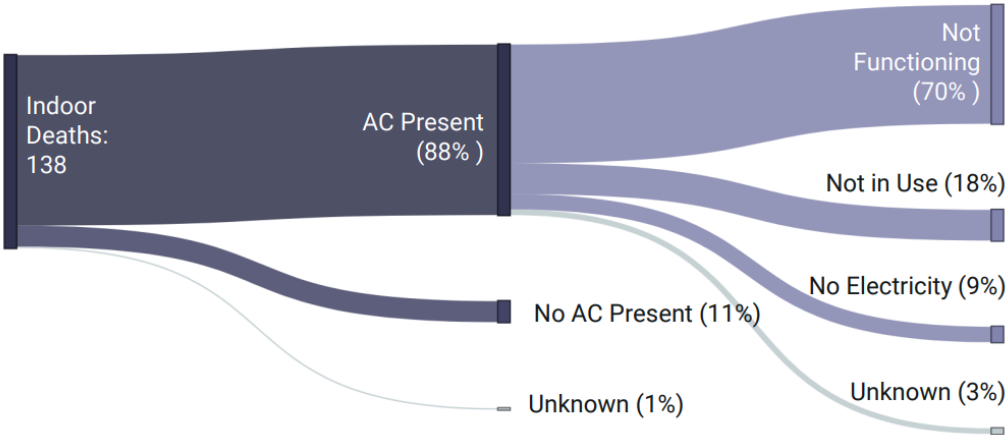


Figure 2. A significant proportion of indoor heat-related deaths reported in Maricopa County (2024) showed a lack of sufficient access to cool indoor environments. Source: Rubio et al., 2024 Heat-Related Deaths Report.

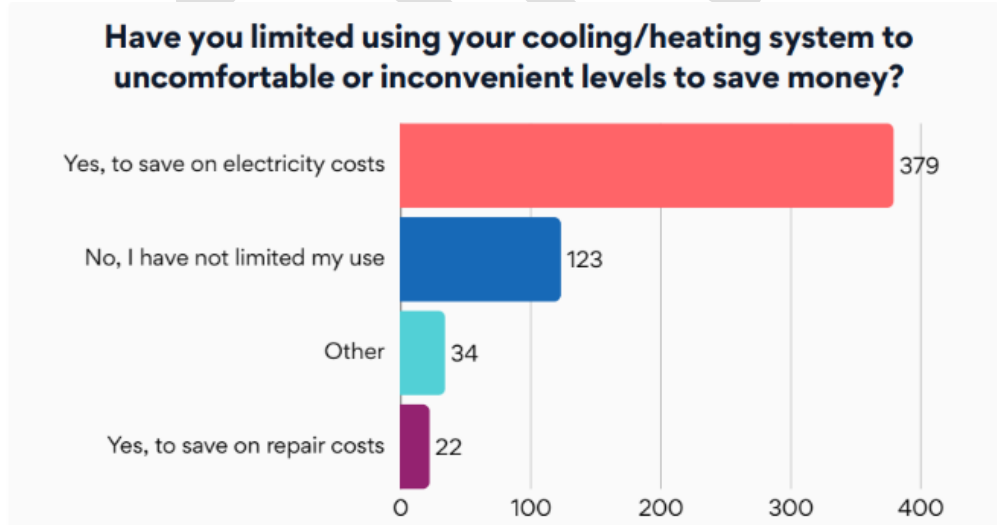


Figure 3. Climate, Energy, and Food Action Plan community survey responses to prompts about limiting energy use to save money. “Other” responses include participants explaining the strategies they use to reduce their energy use, for example, avoiding using appliances during peak hours (4-7 PM).

of household members. **Beyond energy efficiency, another long-term approach to decreasing energy burden is through supporting workforce development initiatives to increase income stability and strengthen pathways to employment in energy efficiency and clean energy job markets.** It is important that the City meets people where they are at and plans for the

future, accounting for both the immediate and long-term needs of residents for true resiliency and sustainability.

The Energy Access Plan serves as a policy tool for the City of Phoenix to address energy access as it pertains to affordability. Although the City of Phoenix is not an electric utility provider, it may leverage its influence, partnerships with local utilities, relationships with community-based organizations, communication channels with regional stakeholders, and the in-house Weatherization Assistance Program to contribute to the Plan's efforts. The ability to bring the lived experiences of community members to the forefront of energy conversations and action uniquely equips the City to facilitate energy access. **Across the nation, other cities are also applying their local expertise to create similar energy access policy documents, including the City of Tempe's Residential Energy Equity Roadmap, the City of Philadelphia's Energy Poverty Alleviation Strategy, and the City of Cincinnati's Energy Burden report.** ⁶⁷⁸

Stakeholder Engagement

Community engagement has been integral in the creation of the Energy Access Plan. It is understood that lived experiences shared by community members are vital in understanding energy burden in Phoenix and developing a Plan that reflects local needs. The Office of Sustainability (OOS) is committed to actively engaging with residents and community members citywide to develop an equitable and inclusive Energy Access Plan that addresses energy affordability and the energy burden experienced by Phoenix residents. The OOS's engagement efforts have been 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 public communications, workshops, and presentations, the OOS aims to foster awareness and transparency throughout the EAP 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. Engagement efforts have focused on gathering residents' experiences, perceptions, and ideas related to energy burden. Through facilitated activities, the OOS has consulted and sought input on how to achieve greater energy affordability. The OOS is committed to maintaining an ongoing dialogue with residents that encourages continuous feedback and collaboration.
3. **Incorporating Community Input.** Ideas and recommendations gathered through workshops, webinars, and public communications directly inform the strategies and actions outlined in the Energy Access Plan. Recognizing that not all feedback may be fully implemented, particularly when suggestions fall outside the scope of the City's authority, the OOS remains committed to integrating community input wherever possible.

In partnership with the City of Phoenix Office of Environmental Programs and the local organizations Pinnacle Prevention and Unlimited Potential, the OOS conducted outreach, an online survey, attended

community events, and hosted 10 bilingual (English and Spanish) workshops across Phoenix to inform the EAP. The 1.5-hour workshops featured discussions, art, and voting activities where participants shared their experiences and insights into the barriers and solutions to energy affordability.

Throughout the 2025 Energy Access Plan Community Workshop series, the OOS captured feedback from participants in the form of collages, written comments, testimonies, and facilitators’ notes. All feedback was organized into themes to understand the priorities of residents. Figure 4 presents the twelve main themes that emerged from the workshop series. This organization shows the community’s interest in effective energy programs, community experiences of modifying behaviors to cope with indoor heat, and community reflections on concerns related to cost of living.

The actions determined in this Energy Access Plan have emerged primarily from the feedback from community during this engagement with considerations to feasibility, scalability, and impact. The OOS created an [Energy Access Plan Community Engagement Report](#) which thoroughly details the process of community engagement, the format of the community workshops, and the community findings from the Office’s engagement efforts.

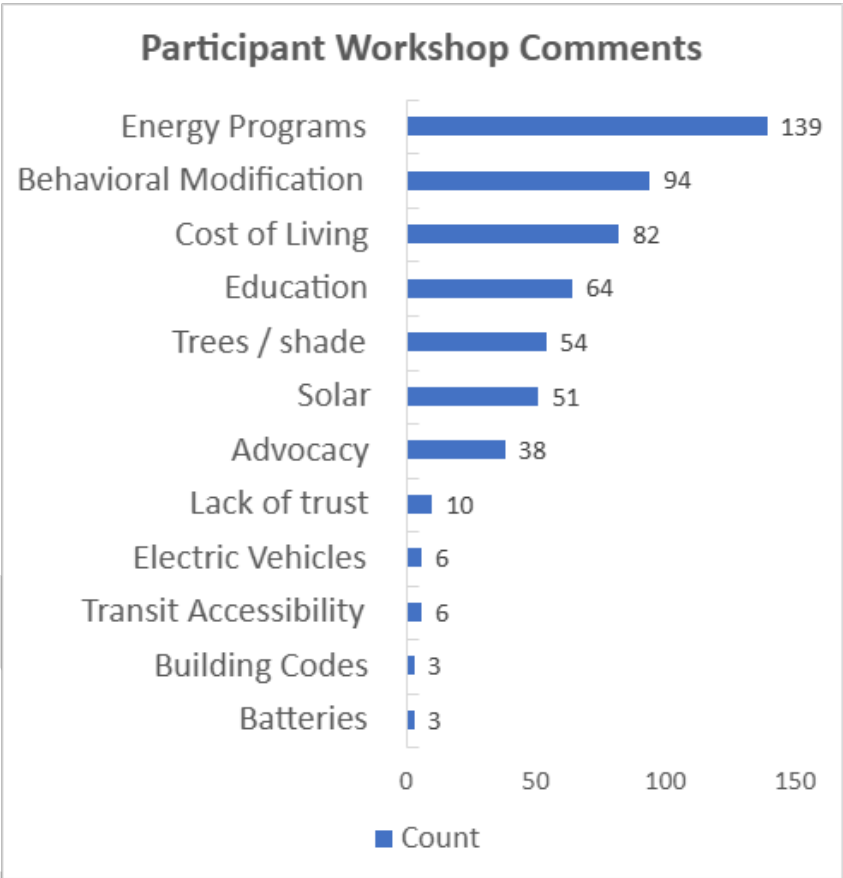


Figure 2. Comments captured from participants across the EAP Workshop Series organized by main themes. Energy programs, behavioral modification, and cost of living were among the themes with the most comments from participants; however, it is worth noting the range of themes that emerged from conversations around energy affordability.

Combining Community Expertise with Partner Expertise

The OOS partnered with various City departments to assess action feasibility. During this process actions were evaluated based on time restraints, organizational and program capacities, scope of influence, and funding. The OOS is committed to continuing a partnership across City departments to measure progress and support the implementation of the determined actions. This offers the greatest potential for impact, scalability, and alignment with the target to increase participation in low-income energy programs.

To measure participation in low-income energy programs and evaluate the effectiveness of programs, the Phoenix participated in the National Renewable Energy Laboratory (NREL) Energy to Communities Program. Participation in this program will be continued during the implementation of the Energy Access Plan to guide how the City collects data on energy programs and strategizes programmatic improvements.

Energy Access Target

In alignment with the Global Covenant of Mayors (GCoM) Common Reporting Framework and the City’s commitment to addressing energy affordability, Phoenix has established a target to reduce energy burden by increasing participation in energy assistance programs. On January 15, 2025, the Phoenix City Council approved a target to increase energy assistance program participation by 25% by 2030.

Table 1. City Council-approved target for the Energy Access Plan.

Attribute	Target	Baseline
Affordable Energy	Increase household participation in low-income energy assistance programs by 25% to reduce energy burden within the City of Phoenix by 2030.	72,074 households participated in assistance programs in 2024

This target’s strategy is to address programmatic challenges that limit the efficiency of energy programs and prevent energy burdened households from participating in these programs. Energy programs in this target refer to **energy bill assistance programs** such as the Low-Income Home Energy Assistance Program (LIHEAP), APS Crisis Bill Assistance, and SRP Economy Price Plan as well as **energy efficiency programs** such as the Weatherization Assistance Program (WAP), Home Electrification and Appliance Rebates Program (HEAR), and Home Efficiency Rebates Program (HOMES).

The City of Phoenix recognizes increasing participation in low-income energy programs alone is not a complete solution to addressing energy poverty; however, this target is critical to ensuring households who need energy support are able to access resources that alleviate energy burden. It is the City’s role to use its policy tools, community partnerships, technical assistance capabilities, and proximity to community members to implement actions to meet this target which are informed primarily by community input on the barriers and solutions to energy affordability. Policies identified in the City of Phoenix Energy Access Plan are guided by community input to best serve residents.

Energy Access Actions

The Office of Sustainability is responsible for advancing energy equity in Phoenix. The Energy Access Plan actions aim to increase household participation in low-income energy programs while also considering long-term strategies to decrease energy poverty. The actions in the Energy Access Plan fall within the following focus areas:

Investment & Securing Additional Funding / City-Led Programs – Seek and allocate additional funding for existing City programs that support energy affordability.

Stakeholder Collaboration – Partner with community-based organizations and community members to forge stronger community connections and ensure community priorities are effectively addressed.

Policies & Regulation – Utilize local influence to amplify the energy affordability priorities of residents through policy and regulatory intervention.

Each action includes a description of how the target will be met, identification of the City Lead responsible for implementing and reporting on the action and identification of partners who are assisting with the action’s implementation. Actions will be implemented beginning in 2025 through 2030.

Investment & Securing Additional Funding / City-Led Programs

EAP 1.1 Expand the City of Phoenix Weatherization Assistance Program.

The City will seek additional opportunities to expand the Weatherization Assistance Program in support of energy efficiency retrofits in low-income communities. Additional opportunities include support services, grants, and other funding sources. Weatherization services may include air sealing, efficient lighting, high-efficiency appliances, HVAC repair or replacement, home energy assessments, etc. EAP 1.1 aligns with the Climate Action Plan’s SES 2.1 action to “Provide services and products to enhance and promote the provision of safe, efficient, sustainable and affordable residences and neighborhoods.”

CITY LEAD // Neighborhood Services Department

PARTNERSHIPS // Office of Sustainability, APS, SRP, Arizona Department of Housing

Community and Stakeholder Collaboration

EAP 2.1 Strengthen Community-Driven Planning and Programs.

The City will continue to use a community-driven planning approach centering resident voices in program design and decision-making. This means including community-based organizations and community members to ensure cultural relevance and accessibility, utilizing participatory engagement methods, and maintaining transparency through regular updates as co-creating initiatives. The City will adopt a cross-sector strategy that connects energy affordability to health, housing quality, water, and extreme heat by continuing to consolidate engagement efforts and utilizing assistance program cross-referral networks.

CITY LEAD // Office Sustainability

PARTNERSHIPS // All Departments, Nonprofits, Community-Based Organizations

EAP 2.2 Expand Multilingual and Community-Based Energy Education.

The City will enhance energy education by creating culturally relevant materials and outreach efforts that extend beyond English and Spanish. Collaborative efforts include hosting in-person workshops on financial assistance and energy affordability topics, launching social media campaigns, facilitating webinars in community-preferred languages, and partnering with schools to integrate energy education into youth programs.

CITY LEAD // Office of Sustainability

PARTNERSHIPS // Communications Office, Office of Environmental Programs, Water Department, City Manager's Office, City Council Office, APS, SRP, Phoenix School Districts, Nonprofits, Community-Based Organizations

EAP 2.3 Improve Solar Access and Consumer Protection.

The City will seek solar opportunities for low-income households while enhancing consumer education and safeguards. This includes building pilot programs, partnering with trusted nonprofits to share vetted vendor lists and consumer protection resources, and offering workshops on solar readiness and financing. Exploring innovative utility and nonprofit partnership models may help reduce adoption barriers, prevent fraud, and support informed decision-making. EAP 2.3 aligns with the Climate Action Plan's SES2.3 action to "Strongly advocate for distributed solar energy systems (rooftop and carport solar) and for a cleaner electric grid, with more utility-scale solar arrays."

CITY LEAD // Office of Sustainability

PARTNERSHIPS // Office of Government Relations, City Manager's Office, Maricopa County, Arizona Governor's Office of Resiliency, APS, SRP, Nonprofits, Community-Based Organizations

EAP 2.4 Scale Up Workforce Development.

To build a diverse and skilled energy workforce, the City will promote awareness of energy-related careers by sharing information on job opportunities, grants, incentives, and training programs. Scaling up workforce development initiatives and partnering with nonprofits will strengthen pathways to employment in energy efficiency and clean energy job markets.

CITY LEAD // Community and Economic Development Department

PARTNERSHIPS // Office of Government Relations, Office of Sustainability, Maricopa Community Colleges, Phoenix School Districts, APS, SRP

Policies & Regulation

EAP 3.1 Support Sustainability Advocacy Structures.

The City will continue to support and amplify resident voices through strategic partnerships and inclusive engagement across multiple sectors including energy, housing, and health. By collaborating with advocacy organizations and government agencies, the City can help promote renter rights, solar regulation, monitor rate cases, and expand access to energy programs, while working within its capacity.

CITY LEADS // Office of Government Relations and Office of Sustainability

PARTNERSHIPS // Arizona Corporation Commission (ACC), Arizona Governor's Office of Resiliency, Residential Utility Consumer Office (RUCO), Maricopa County, Nonprofits, Community-Based Organizations

Energy Access Assessment

The Energy Access Plan is grounded in a clear understanding of how Phoenix residents experience energy in their homes and communities. To support this work, the City of Phoenix conducted an energy access assessment to evaluate three key areas: affordability, reliability, and sustainability. This assessment followed international best practices, including guidance from GCoM and the United Nations Sustainable Development Goal 7: "Ensure access to affordable, reliable, sustainable and modern energy for all."

The energy access assessment detailed below concludes Phoenix has access to a secure electric grid and sustainable energy sources but shows Phoenix largely lacks access to affordable energy, especially among low-income households, as shown by the City's analysis using the U.S. Department of Energy's Low-Income Energy Affordability Data (LEAD) Tool.

Affordable Energy

Environment, economy, and equitable accessibility all work together as critical pillars of sustainability. With access to secure and sustainable energy, affordability emerges as the attribute of energy access for the City to prioritize. To measure energy affordability, the City calculated the number of households that spend more than 6% of their income on energy service (high energy burden). There are more than five hundred thousand households in Phoenix. According to the LEAD Tool, 82,345 households experience a high energy burden; 96% of these energy burdened households are classified as low-income.⁹ There are 150,783 low-income households in Phoenix; over half of these households experience high energy burden. Looking specifically at mobile homes, nearly 90% of energy burdened mobile homes are classified as low-income. Recognizing that a high energy burden on a financially vulnerable population can lead to increased health and safety risks, the City of Phoenix's Energy Access Plan aligns with supporting energy affordability particularly among low-income community members.

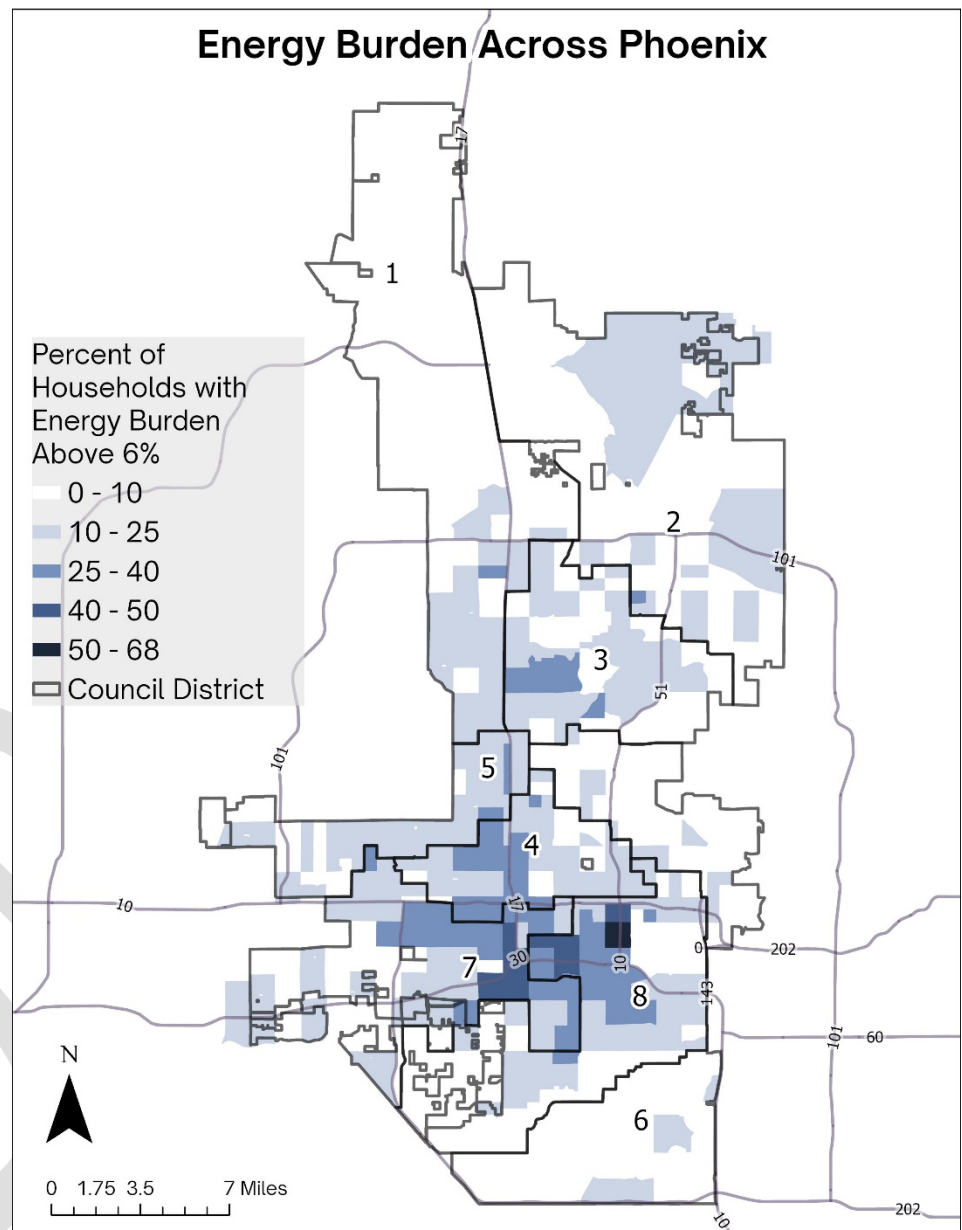


Figure 5. Map of Phoenix shows the concentration of households experiencing high energy burden across the city by census tract. Darker blue shades indicate a higher concentration of burdened households. Source: Ma & Vimont, 2024.

Secure and Sustainable Energy

Secure energy was measured using the percentage of Phoenix's population with access to electricity. According to the World Bank and other institutions, 100% of the population in the United States has secure access to electricity.¹⁰ The entirety of Phoenix has access to a reliable electric grid, which is

provided by two utilities: Arizona Public Service (APS) and Salt River Project (SRP). Methods to measure energy security include power outage frequency (how often), duration (how long), and extent (impacted areas).¹¹ APS reports an average annual interruption of 87.2 minutes in 2024.¹² SRP's 2023 grid performance results show an annual average interruption of 70.0 minutes.¹³

Sustainable energy means access to clean and renewable energy sources to lower carbon emissions that contribute to changes in climate. Renewable energy sources come from natural sources that replenish faster than they are used unlike fossil fuels (coal, oil, and gas) which are used faster than they replenish.¹⁴ Clean energy refers to energy sources that create little to no greenhouse gas emissions compared to fossil fuel energy sources which produce large amounts of greenhouse gases.¹⁵ The City measured sustainable energy by calculating the percentage of Phoenix households with access to clean cooking fuels and technologies. According to the 2021 *Energy Progress Report* for the Sustainable Development Goal 7, 100% of Phoenix households have access to clean cooking fuels and technologies.¹⁶ A further look into the sustainable energy attribute shows that the Arizona–New Mexico region uses 15.2% (2,614,248 MWh) of its electricity from renewable energy sources, including hydro, biomass, wind, solar, and geothermal sources.¹⁷ **To reduce carbon emissions, both utilities have set goals to advance the energy transition to clean and renewable sources of energy.** In 2025, APS updated their goal to be carbon-neutral by 2050, maintaining a diverse energy mix from various sources while aiming to offset their greenhouse gas emissions.¹⁸ APS also offers a renewable energy plan to its customers and promotes several energy efficiency programs.¹⁹ SRP's sustainability plan includes goals to reduce carbon emissions by 82% by 2035 and achieve net-zero carbon emissions by 2050, removing an equal amount of the emissions from the atmosphere that they produce.²⁰ SRP also offers several energy efficiency programs, including for low-income customers.²¹

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Laura Pastor, District 4
Betty Guardado, District 5
Kevin Robinson, District 6
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Office of the Mayor, City Council Office, City Manager's Office, Arts and Culture Department, Communications Office, Community and Economic Development Department, Office of Environmental Programs, Equal Opportunity Department, Office of Government Relations, Office of Heat Response and Mitigation, Housing Department, Human Services Department, Law Department, Phoenix Public Library, Neighborhood Services

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The resident quotes included in this document were shared during the Energy Access Plan Workshop Series completed in 2025. All resident quotes included have been translated into the language of the document if they were not originally shared in the document's language.

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Appendix

Energy Access Plan Implementation Table

Focus Area	Action	City Lead	Partnership
Investment & Securing Additional Funding / City-Led Programs	EAP 1.1 Expand the City of Phoenix Weatherization Assistance Program	Neighborhood Services Department	Office of Sustainability, APS, SRP, Arizona Department of Housing
Community and Stakeholder Collaboration	EAP 2.1 Strengthen Community-Driven Planning and Programs	Office of Sustainability	All Departments, Nonprofits, Community-Based Organizations
	EAP 2.2 Expand Multilingual and Community-Based Energy Education	Office of Sustainability	Communications Office, Office of Environmental Programs, Water Department, City Manager's Office, City Council Office, APS, SRP, Phoenix School Districts, Nonprofits, Community-Based Organizations
	EAP 2.3 Improve Solar Access and Consumer Protection	Office of Sustainability	Office of Government Relations, City Manager's Office, Maricopa County, Arizona Governor's Office of Resiliency, APS, SRP, Nonprofits, Community-Based Organizations
	EAP 2.4 Scale Up Workforce Development	Community and Economic Development Department	Office of Government Relations, Office of Sustainability, Maricopa Community Colleges, Phoenix School Districts, APS, SRP
Policies & Regulation	EAP 3.1 Support Sustainability Advocacy Structures	Office of Government Relations and Office of Sustainability	Arizona Corporation Commission (ACC), Arizona Governor's Office of Resiliency, Residential Utility Consumer Office (RUCO), Maricopa County, Nonprofits, Community-Based Organizations

Key Performance Indicators Table

Focus Areas	Actions	Impact Metrics
Investment & Securing Additional Funding / City-Led Programs	EAP 1.1 Expand the City of Phoenix Weatherization Assistance Program.	Additional number of households weatherized Number of households enrolled Amount of external funding secured
Community and Stakeholder Collaboration	EAP 2.1 Strengthen Community-Driven Planning and Programs.	Number of Community-Based Organizations engaged Number of City departments participating Number of community engagement, workshops, and listening sessions Number of participants or residents reached
Community and Stakeholder Collaboration	EAP 2.2 Expand Multilingual and Community-Based Energy Education.	Number of community engagement, workshops, and listening sessions Number of participants reached Number of languages used in materials and events Number of culturally relevant materials created Number of social media engagements Number of school partnerships
Community and Stakeholder Collaboration	EAP 2.3 Improve Solar Access and Consumer Protection.	Number of partnerships with trusted nonprofits Creation of preferred solar vendor list Number of community engagement, workshops, and listening sessions Number of pilot programs

Community and Stakeholder Collaboration	EAP 2.4 Scale Up Workforce Development.	Number of programs offered for workforce development Number of events that share information on job opportunities, grants, incentives, and training programs Number of partnerships to scale up workforce development initiatives Amount of external funding for workforce development
Policies & Regulation	EAP 3.1 Support Sustainability Advocacy Structures.	Number of advocacy organizations engaged Number of rate cases commented on

City of Phoenix
2025 Plan de Acceso a la Energía
Un Plan de Acción para la Asequibilidad Energética

DRAFT
FOR CITY COUNCIL REVIEW
12/09/2025



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Carta de la Alcaldesa



Los residentes de Phoenix han comprendido durante mucho tiempo lo que significa vivir con resiliencia. Aquí, en el corazón del Desierto de Sonora, conocemos los desafíos del calor extremo y la importancia del acceso a una energía asequible y confiable. A medida que las comunidades de todo el país enfrentan industrias en rápida evolución y la creciente demanda de energía, Phoenix se compromete a liderar con innovación y equidad para proteger a nuestras comunidades y prepararnos para un futuro sostenible.

El Plan de Acceso a la Energía refleja este compromiso. Desarrollado con aportes de residentes, empresas de servicios públicos y socios comunitarios, el plan describe acciones claras para reducir el impacto energético de los hogares, especialmente para las familias de bajos ingresos que se ven desproporcionadamente afectadas por el aumento de los costos de energía. Esto no es solo un desafío financiero; es un asunto de salud pública y calidad de vida que debemos abordar.

En colaboración con las compañías eléctricas y otros socios, Phoenix aumentará la participación en los programas de energía para personas de bajos ingresos, proporcionará recursos que mejoren la eficiencia del hogar y fortalecerá nuestras asociaciones para ofrecer soluciones que sean tanto inmediatas como duraderas.

El Plan de Acceso a la Energía complementa el Plan de Acción Climática de la Ciudad de Phoenix y nuestro compromiso más amplio de reducir a la mitad las emisiones de gases de efecto invernadero para 2030 y lograr la neutralidad de carbono para 2050. Está basado en datos, enfocado en la equidad, y tiene la intención de evolucionar para satisfacer las necesidades de un panorama en rápido cambio.

Quiero agradecer a la Oficina de Sostenibilidad, a la Oficina de Programas Ambientales y a todo el personal de la ciudad y socios comunitarios que hicieron posible este plan. Lo más importante, agradezco a los residentes que compartieron sus historias, ideas y esperanzas a lo largo del proceso. Sus voces están en el corazón de este plan.

Juntos, estamos trabajando para asegurar que cada hogar, sin importar su nivel de ingresos, pueda acceder a la energía asequible y sostenible necesaria para prosperar. Así es como construimos un Phoenix más fuerte, saludable y equitativo para las generaciones venideras.

Kate Gallego
Mayor, City of Phoenix

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Resumen Ejecutivo

El Plan de Acceso a la Energía de la Ciudad de Phoenix representa un paso fundamental hacia la realización de la visión establecida en el Plan General de 2015 para convertirse en la ciudad desértica más sostenible del planeta. Se encomendó a la Oficina de Sostenibilidad de la Ciudad de Phoenix la creación de un plan accionable para la asequibilidad de la energía, con el fin de mantenerse resiliente frente al calor extremo. Mientras algunos esfuerzos ya están en marcha, este Plan de Acceso a la Energía (EAP, por sus siglas en inglés) describe las acciones que la Ciudad tomará desde 2025 hasta 2030 para ayudar a reducir la carga de las facturas de energía de los residentes, reconociendo que la energía asequible es necesaria para comunidades saludables.

El Plan de Acceso a la Energía combina soluciones impulsadas por la comunidad con la experiencia de los socios para definir las acciones que la Ciudad de Phoenix tomará para reducir el impacto energético entre sus residentes. **Actualmente, más de 82,345 de los 584,114 hogares de Phoenix enfrentan un impacto energético alto, gastando el 6 % o más de sus ingresos en energía.** Casi todos estos hogares son de bajos ingresos.¹ Siguiendo el Objetivo de Desarrollo Sostenible 7 de las Naciones Unidas de “garantizar el acceso a energía asequible, confiable, sostenible y moderna para todos”, Phoenix tiene como objetivo aumentar la participación de los hogares en programas de energía para personas de bajos ingresos en un 25 % para 2030.

Este Plan incluye seis acciones que buscan aumentar la participación en programas de energía para personas de bajos ingresos para 2030 y proporcionar estrategias a largo plazo para la asequibilidad energética.

1. **Ampliar el Programa de Asistencia para la Climatización de la Ciudad de Phoenix:** aumentar la capacidad del Programa de Asistencia para la Climatización para apoyar la eficiencia energética en comunidades de bajos ingresos
2. **Fortalecer la Planificación y los Programas Impulsados por la Comunidad:** adoptar una estrategia multisectorial para abordar la asequibilidad energética que coloque las voces de la comunidad en el centro del diseño de programas y la toma de decisiones.
3. **Ampliar la Educación Energética Multilingüe y Basada en la Comunidad:** colaborar con sectores involucrados y socios comunitarios para mejorar la educación energética
4. **Mejorar el Acceso a la Energía Solar y la Protección del Consumidor:** buscar oportunidades solares para hogares de bajos ingresos mientras se mejora la educación; fortalecer las asociaciones que apoyan las protecciones solares para los consumidores.
5. **Ampliar el Desarrollo de la Fuerza Laboral:** expandir los caminos hacia el empleo en eficiencia energética y carreras en energías limpias y renovables.
6. **Apoyar las Estructuras de Defensa de la Sostenibilidad:** fortalecer las estructuras de coordinación a nivel de la ciudad y entre organizaciones que apoyan la asequibilidad energética.

Reconociendo que la Ciudad de Phoenix no es un proveedor de servicios eléctricos para los residentes de Phoenix, las acciones del Plan de Acceso a la Energía fueron creadas con la intención de aprovechar los recursos gubernamentales de la Ciudad y la experiencia local para aliviar el impacto energético. Arizona Public Service (APS) y Salt River Project (SRP) son los proveedores de servicios eléctricos para Phoenix. APS y SRP ambos tienen objetivos de sostenibilidad energética y ofrecen diversos programas de eficiencia energética y apoyo en las facturas para los clientes. La Ciudad de Phoenix también continúa mejorando la seguridad y sostenibilidad energética como parte del Plan de Acción Climática y los Objetivos 2050 de la Ciudad. Además, los objetivos de respuesta ante el calor en interiores y exteriores se actualizan anualmente en el Plan de Respuesta al Calor de la Ciudad.

El Plan de Acceso a la Energía es un documento complementario al Plan de Acción Climática de la Ciudad y forma parte del compromiso de la Ciudad con el Pacto Global de Alcaldes y el Grupo de Liderazgo Climático de Ciudades C40.

La Oficina de Sostenibilidad de la Ciudad de Phoenix lideró los esfuerzos para crear el Plan de Acceso a la Energía en colaboración con los departamentos de la Ciudad y sectores involucrados. La Oficina de Sostenibilidad se asoció con la Oficina de Programas Ambientales en varios esfuerzos de participación, mientras la Ciudad actualiza el Plan de Acción Climática y el Plan de Acción Alimentaria. La participación pública a través de seminarios virtuales, talleres comunitarios, una encuesta en línea, visitas puerta a puerta y presencia en eventos comunitarios fue fundamental para informar este Plan y dar forma al enfoque de la Ciudad para aliviar el impacto energético.

Introducción

El clima cálido de Phoenix plantea una necesidad única de enfriamiento interior. Durante los meses más calurosos, los habitantes de Phoenix dependen de espacios interiores frescos para mantenerse seguros y cómodos. La falta de un enfriamiento interior adecuado en el hogar presenta graves riesgos para la salud, como el empeoramiento de enfermedades respiratorias, aumento del estrés y la ansiedad, un rendimiento escolar deficiente, impacto negativo en las oportunidades laborales e incluso la muerte por calor en interiores. **La Ciudad de Phoenix reconoce la conexión entre la asequibilidad de la energía y la salud y ha creado acciones que contribuyen a reducir el impacto de las facturas de energía y sacar a los residentes de la pobreza energética.**

La pobreza energética describe una situación en la que un hogar no tiene acceso a la energía necesaria o no puede costearla para cubrir necesidades esenciales como el enfriamiento, la calefacción y la cocción de alimentos. Esto a menudo se mide a través del impacto energético, que es el porcentaje del ingreso de un hogar destinado a las facturas de energía. Según el Consejo Americano para una Economía de Eficiencia Energética, los hogares que gastan más del 6 % de su ingreso en facturas de energía enfrentan un impacto energético alto; si es más del 10 %, se considera un impacto energético severo. Por ejemplo, si el ingreso mensual de un hogar es de \$2,500 y paga \$150 o más en facturas de electricidad al mes, está experimentando un impacto energético alto. Más allá de esta medición, el impacto energético también se refleja en experiencias vividas, como retrasar el uso del aire acondicionado, recibir avisos de corte de electricidad, cocinar al aire libre para evitar calentar la casa o carecer de acceso a electrodomésticos eficientes.

Los hogares de bajos ingresos constituyen el 96 % de todos los hogares de Phoenix que experimentan un impacto energético alto.² Los hogares de bajos ingresos se definen como aquellos con ingresos entre el 0 % y el 200 % del Nivel Federal de Pobreza, lo que significa que ganan al nivel del umbral de pobreza o hasta el doble por debajo de este. Los hogares de bajos ingresos enfrentan un riesgo particularmente alto ante los impactos negativos del impacto energético, ya que tienen dificultades para pagar sus facturas de energía o no pueden permitirse reparar, reemplazar o instalar unidades de aire

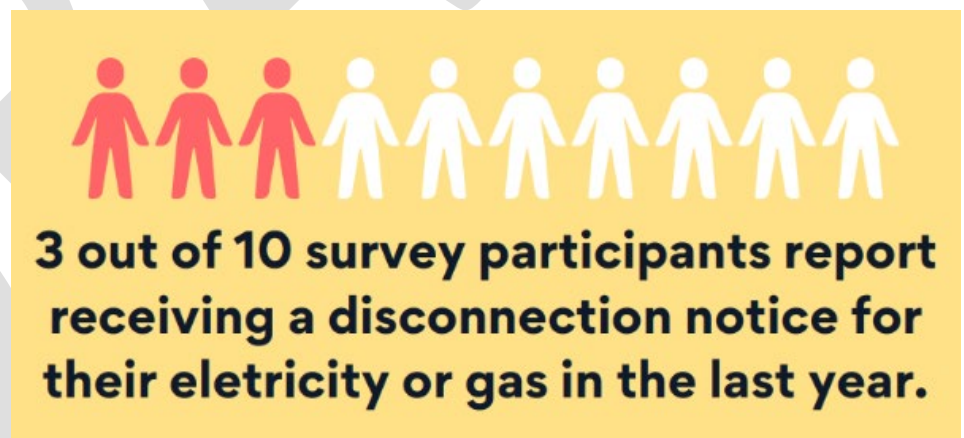


Figura 1. La Oficina de Programas Ambientales y la Oficina de Sostenibilidad de la Ciudad de Phoenix, en colaboración con Pinnacle Prevention, completaron una encuesta comunitaria sobre el Plan de Acción de Clima, Energía y Alimentos en 2025. 3 de cada 10 participantes de la encuesta informaron que recibieron un aviso de desconexión de su factura de energía en los últimos 12 meses.

acondicionado (AC). El impacto energético puede obligar a los hogares a tomar la decisión imposible de elegir qué facturas esenciales pagar, como el alquiler, transporte, agua, alimentos o facturas médicas, por ejemplo. Debido a las peligrosas condiciones de calor en Phoenix durante el verano, los hogares de bajos ingresos pueden priorizar el aire acondicionado sobre otras necesidades para combatir el calor interior.³ Estas situaciones pueden contribuir a la inestabilidad habitacional, aumentando el riesgo de desalojo y desplazamiento por pagos atrasados o no realizados. En Phoenix, los hogares de bajos ingresos esperan en promedio de cuatro a siete grados Fahrenheit más para encender el aire acondicionado en comparación con los hogares de altos ingresos, lo que muestra que los hogares de bajos ingresos enfrentan temperaturas interiores más incómodas, lo que podría afectar negativamente la salud y la calidad de vida.⁴ **En 2023, prácticamente todas las muertes relacionadas con el calor en interiores en el condado de Maricopa ocurrieron en hogares donde el aire acondicionado no funcionaba, no se utilizaba o no estaba presente.**⁵ Abordar la pobreza energética no se trata solo de reducir las facturas; se trata de proteger la salud, reducir el estrés y garantizar que todos los residentes puedan vivir de manera segura y cómoda en sus hogares.

El impacto energético se determina por la cantidad que un hogar gasta en facturas de energía, así como por los ingresos del hogar; por lo tanto, las estrategias para reducir este impacto pueden enfocarse en cualquiera de estos factores.

Apoyar programas de asistencia energética, incluyendo apoyo en las facturas y servicios de eficiencia energética, es una estrategia para ayudar a

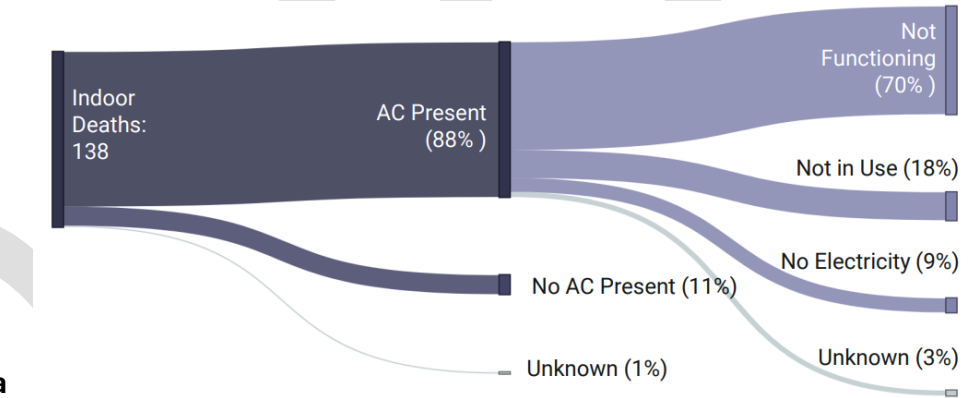


Figura 2. Una proporción significativa de las muertes relacionadas con el calor en interiores reportadas en el Condado de Maricopa (2024) mostró una falta de acceso suficiente a ambientes interiores frescos. Fuente: Rubio et al., Informe sobre Muertes Relacionadas con el Calor, 2024.

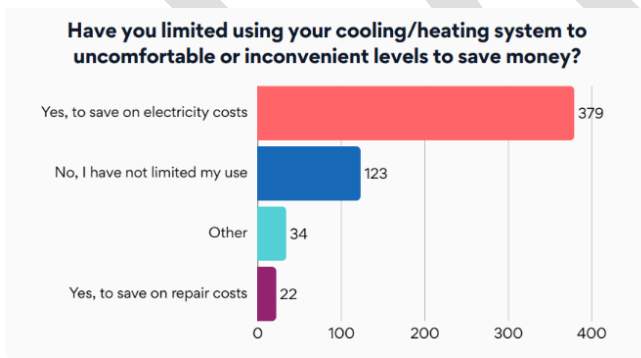


Figura 3. Respuestas de la encuesta comunitaria del Plan de Acción sobre Clima, Energía y Alimentos a las preguntas sobre limitar el uso de energía para ahorrar dinero. Las respuestas "Otras" incluyen participantes que explican las estrategias que utilizan para reducir su consumo de energía, por ejemplo, evitando usar electrodomésticos durante las horas pico (de 4 a 7 PM).

reducir la cantidad que un hogar gasta en facturas de energía. La asistencia en las facturas es una acción inmediata para aliviar el impacto energético a corto plazo. Debido a que el impacto energético es solo un aspecto de las disparidades socioeconómicas que enfrentan las comunidades altamente afectadas, es vital que existan programas para asistir de manera inmediata a los hogares y evitar que las facturas se

acumulen y creen una situación financiera

más grave. Los servicios de eficiencia energética son acciones a largo plazo que permiten a los hogares usar menos energía para mantenerse más frescos en el verano y más cálidos en el invierno. Como resultado, la eficiencia energética reduce las facturas de energía y apoya la comodidad y la salud de los miembros del hogar. **Más allá de la eficiencia energética, otro enfoque a largo plazo para disminuir el impacto energético es mediante el apoyo a iniciativas de desarrollo laboral para aumentar la estabilidad de ingresos y fortalecer las vías hacia el empleo en los mercados de trabajo de eficiencia energética y energía limpia y renovable.** Es importante que la Ciudad parta de la situación actual de las personas y planifique para el futuro, teniendo en cuenta tanto las necesidades inmediatas como las de largo plazo de los residentes con el fin de lograr una verdadera resiliencia y sostenibilidad.

El Plan de Acceso a la Energía sirve como una herramienta de política para la Ciudad de Phoenix para abordar el acceso a la energía en lo que respecta a la asequibilidad. Aunque la Ciudad de Phoenix no es un proveedor de servicios eléctricos, puede aprovechar su influencia, asociaciones con servicios públicos locales, relaciones con organizaciones comunitarias, canales de comunicación con partes interesadas regionales y el Programa de Asistencia para la Climatización interno para contribuir a los esfuerzos del Plan. La capacidad de poner en primer plano las experiencias vividas de los miembros de la comunidad en las conversaciones y acciones sobre energía equipa de manera única a la Ciudad para facilitar el acceso a la energía. **En todo el país, otras ciudades también están aplicando su experiencia local para crear documentos de política de acceso a la energía similares, incluyendo la Hoja de Ruta de Equidad Energética Residencial de la Ciudad de Tempe, la Estrategia de Alivio de la Pobreza Energética de la Ciudad de Filadelfia y el informe sobre el Impacto Energético de la Ciudad de Cincinnati.** ⁶⁷⁸

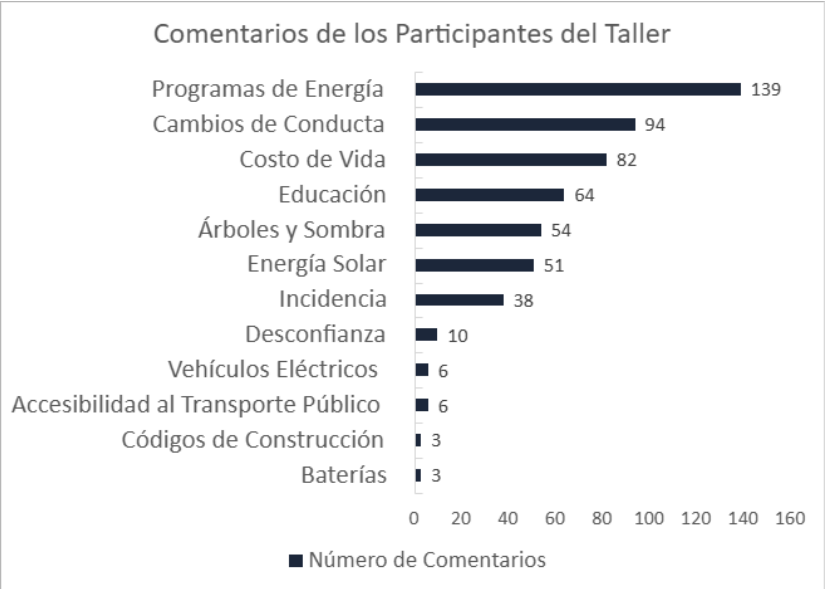
Participación Comunitaria

La participación comunitaria ha sido fundamental en la creación del Plan de Acceso a la Energía. Se reconoce que las experiencias vividas y compartidas por los miembros de la comunidad son esenciales para comprender el impacto energético en Phoenix y desarrollar un plan que refleje las necesidades locales. La Oficina de Sostenibilidad (OOS, por sus siglas en inglés) está comprometida a involucrarse activamente con los residentes y miembros de la comunidad en toda la ciudad para desarrollar un Plan de Acceso a la Energía equitativo e inclusivo, que aborde la asequibilidad energética y el impacto energético que enfrentan los residentes de Phoenix. Los esfuerzos de participación de la OOS se han guiado por los siguientes tres principios:

1. **Informar a la Comunidad.** La OOS está comprometida a asegurar que los residentes de Phoenix estén bien informados sobre el propósito, metas y alcance del Plan de Acceso a la Energía. A través de presentaciones, talleres y comunicaciones públicas, la oficina busca fomentar la conciencia y la transparencia durante todo el proceso del EAP.
2. **Consultar y Recopilar Ideas a través de Voces Comunitarias.** La OOS reconoce el papel vital del liderazgo comunitario en la creación de soluciones energéticas equitativas y efectivas. Sus esfuerzos se han enfocado en recopilar experiencias, percepciones e ideas de los residentes sobre el impacto energético. Mediante actividades facilitadas, la OOS ha consultado y solicitado aportes sobre cómo lograr mayor asequibilidad energética. La oficina está comprometida a mantener un diálogo continuo que fomente la retroalimentación y colaboración constante.
3. **Incorporar Aportes Comunitarios.** Las ideas y recomendaciones reunidas en talleres, seminarios web y reuniones consultivas informan directamente las estrategias y acciones del Plan de Acceso a la Energía. Aunque la OOS reconoce que no todos los comentarios pueden implementarse, especialmente si están fuera del alcance de la autoridad de la Ciudad, sigue comprometida a integrar los aportes comunitarios siempre que sea posible.

En colaboración con la Oficina de Programas Ambientales de la Ciudad de Phoenix y las organizaciones comunitarias Pinnacle Prevention y Unlimited Potential, la OOS llevó a cabo actividades de divulgación, una encuesta en línea, participó en eventos comunitarios y organizó 10 talleres bilingües (en inglés y español) en toda la ciudad de Phoenix para informar el EAP. Los talleres, con una duración de 1.5 horas, incluyeron discusiones, actividades artísticas y dinámicas de votación, donde los participantes compartieron sus experiencias y perspectivas sobre las barreras y soluciones relacionadas con la asequibilidad energética.

A lo largo de la serie de talleres comunitarios del Plan de Acceso a la Energía 2025, la OOS recopiló comentarios de los participantes en forma de collages, comentarios escritos, testimonios y notas de los facilitadores. Todos los comentarios fueron organizados por temas para comprender las prioridades de los residentes. La Figura 4 presenta los doce temas principales que surgieron de la serie de talleres. Esta organización refleja el interés de la comunidad en programas energéticos eficaces, las experiencias comunitarias relacionadas con la modificación de comportamientos para sobrellevar el calor en interiores, y las reflexiones comunitarias sobre preocupaciones relacionadas con el costo de vida.



Las acciones definidas en este Plan de Acceso a la Energía surgieron principalmente de los comentarios de la comunidad durante este proceso de participación, considerando la viabilidad, escalabilidad e impacto de las propuestas. La OOS elaboró un [Informe de Participación Comunitaria del Plan de Acceso a la Energía](#), el cual detalla exhaustivamente el proceso de participación comunitaria, el formato de los talleres comunitarios y los hallazgos obtenidos a partir de los esfuerzos de participación de la Oficina.

Figura 2. Comentarios recopilados de los participantes a lo largo de la serie de talleres del EAP, organizados por temas principales. Los programas de energía, la modificación de comportamientos y el costo de vida fueron algunos de los temas que recibieron más comentarios por parte de los participantes; sin embargo, vale la pena destacar la variedad de temas que surgieron en las conversaciones sobre la asequibilidad energética.

Combinando el Conocimiento de la Comunidad con la Experiencia de los Socios

La OOS colaboró con varios departamentos de la Ciudad para evaluar la viabilidad de las acciones. Durante este proceso, las acciones fueron evaluadas en función de las limitaciones de tiempo, las capacidades organizativas y programáticas, el alcance de influencia y la disponibilidad de financiamiento. La OOS mantiene su compromiso de continuar esta colaboración interdepartamental para medir el progreso y apoyar la implementación de las acciones definidas. Esta colaboración ofrece el mayor potencial de impacto, escalabilidad y alineación con el objetivo de aumentar la participación en programas energéticos para personas de bajos ingresos.

Para medir la participación en estos programas y evaluar su efectividad, la Ciudad de Phoenix participó en el programa **“Energy to Communities”** del **Laboratorio Nacional de Energías Renovables (NREL**, por sus siglas en inglés). La participación en este programa continuará durante la implementación del

Plan de Acceso a la Energía, con el fin de guiar la forma en que la Ciudad recopila datos sobre programas energéticos y diseña estrategias para su mejora.

Meta de Acceso a la Energía

En alineación con el Marco Común de Reporte del Pacto Global de Alcaldes (GCoM) y el compromiso de la Ciudad de Phoenix para abordar la asequibilidad energética, se ha establecido una meta para reducir el impacto energético mediante el aumento de la participación en programas de asistencia energética.

El 15 de enero de 2025, el Concejo Municipal de Phoenix aprobó una meta para incrementar en un 25% la participación en programas de asistencia energética para el año 2030.

Tabla 1. Meta aprobada por el Concejo Municipal para el Plan de Acceso a la Energía.

Atributo	Meta	Línea Base
Energía Asequible	Aumentar en un 25% la participación de los hogares en programas de asistencia energética para personas de bajos ingresos para 2030, con el fin de reducir el impacto energético en la Ciudad de Phoenix.	72,074 hogares participaron en programas de asistencia en 2024

La estrategia de esta meta es abordar los desafíos programáticos que limitan la eficiencia de los programas energéticos y que impiden que los hogares con impacto energético puedan participar en ellos. Los programas energéticos incluidos en esta meta se refieren tanto a **Programas de Asistencia para el Pago de Facturas de Energía**, como el Programa de Asistencia de Energía para Hogares de Bajos Ingresos (LIHEAP), la Asistencia de Factura en Situación de Crisis de APS y el Plan de Tarifas Económicas de SRP. También se incluyen **Programas de Eficiencia Energética**, tales como: el Programa de Asistencia para la Climatización (WAP), el Programa de Reembolsos para la Electrificación del Hogar y Electrodomésticos (HEAR) y el Programa de Reembolsos por Eficiencia del Hogar (HOMES).

La Ciudad de Phoenix reconoce que aumentar la participación en programas energéticos para personas de bajos ingresos no es, por sí solo, una solución completa para abordar la pobreza energética; sin embargo, esta meta es fundamental para garantizar que los hogares que necesitan apoyo energético puedan acceder a los recursos que alivian su impacto energético. Es responsabilidad de la Ciudad utilizar sus herramientas de política pública, alianzas comunitarias, capacidades de asistencia técnica y su cercanía con los miembros de la comunidad para implementar acciones que permitan alcanzar esta meta, las cuales están fundamentadas principalmente en los aportes comunitarios sobre las barreras y soluciones relacionadas con la asequibilidad energética. Las políticas identificadas en el Plan de Acceso a la Energía de la Ciudad de Phoenix están guiadas por la participación comunitaria para servir de la mejor manera posible a los residentes.

Acciones para el Acceso a la Energía

La Oficina de Sostenibilidad es responsable de promover la equidad energética en Phoenix. Las acciones del Plan de Acceso a la Energía tienen como objetivo aumentar la participación de los hogares en programas energéticos para personas de bajos ingresos, al mismo tiempo que consideran estrategias a largo plazo para reducir la pobreza energética. Las acciones del plan se agrupan en las siguientes áreas de enfoque:

Inversión y Obtención de Financiamiento Adicional / Programas Liderados por la Ciudad– Buscar y asignar financiamiento adicional para programas existentes de la Ciudad que apoyen la asequibilidad energética.

Colaboración con Sectores Involucrados– Asociarse con organizaciones comunitarias y miembros de la comunidad para fortalecer los vínculos comunitarios y asegurar que se aborden eficazmente las prioridades locales.

Políticas y Regulación– Utilizar la influencia local para amplificar las prioridades de asequibilidad energética de los residentes mediante intervenciones políticas y regulatorias.

Cada acción incluye una descripción de cómo se alcanzará la meta, la identificación del responsable principal dentro de la Ciudad encargado de implementar y reportar sobre la acción, así como la identificación de los socios que colaboran en su implementación.

Inversión y Obtención de Financiamiento Adicional / Programas Liderados por la Ciudad

EAP 1.1 Ampliar el Programa de Asistencia para la Climatización de la Ciudad de Phoenix.

La Ciudad buscará oportunidades adicionales para ampliar el Programa de Asistencia para la Meteorología en apoyo a las renovaciones de eficiencia energética en comunidades de bajos ingresos. Las oportunidades adicionales incluyen servicios de apoyo, subvenciones y otras fuentes de financiamiento. Los servicios de climatización pueden incluir sellado de aire, iluminación eficiente, electrodomésticos de alta eficiencia, reparación o reemplazo de HVAC, evaluaciones energéticas del hogar, entre otros. EAP 1.1 se alinea con la acción SES 2.1 del Plan de Acción Climática de “Proveer servicios y productos para mejorar y promover la provisión de residencias y vecindarios seguros, eficientes, sostenibles y asequibles”.

LIDER DE LA CIUDAD // Departamento de Servicios Vecinales

SOCIOS // Oficina de Sostenibilidad, APS, SRP, Departamento de Vivienda del Estado de Arizona

Colaboración con la Comunidad y Sectores Involucrados

EAP 2.1 Fortalecer la Planificación y los Programas Impulsados por la Comunidad.

La Ciudad continuará utilizando un enfoque de planificación impulsado por la comunidad, centrando las voces de los residentes en el diseño de programas y la toma de decisiones. Esto implica incluir a organizaciones comunitarias y miembros de la comunidad para garantizar la relevancia cultural y la accesibilidad, así como utilizar métodos participativos y mantener la transparencia a través de actualizaciones regulares como iniciativas cocreadas. La Ciudad adoptará una estrategia multisectorial que conecte la asequibilidad energética con la salud, la calidad de la vivienda, el agua y el calor extremo, continuando con la consolidación de los esfuerzos de participación y utilizando las redes de referencia cruzada de programas de asistencia.

LIDER DE LA CIUDAD // Oficina de Sostenibilidad

SOCIOS // Todos los Departamentos, Organizaciones Sin Fines de Lucro, Organizaciones Comunitarias

EAP 2.2 Ampliar la Educación Energética Multilingüe y Basada en la Comunidad.

La Ciudad mejorará la educación sobre energía creando materiales y esfuerzos de divulgación culturalmente relevantes que vayan más allá del inglés y el español. Los esfuerzos colaborativos incluyen la organización de talleres presenciales sobre asistencia financiera y temas de asequibilidad energética, el lanzamiento de campañas en redes sociales, la facilitación de seminarios web en los idiomas preferidos por la comunidad y la colaboración con escuelas para integrar la educación sobre energía en programas para jóvenes.

LIDER DE LA CIUDAD // Oficina de Sostenibilidad

SOCIOS // Oficina de Comunicaciones, Oficina de Programas Ambientales, Departamento de Agua, Oficina del Administrador Municipal, Oficina del Concejo Municipal, APS, SRP, Distritos Escolares de Phoenix, Organizaciones Sin Fines de Lucro, Organizaciones Comunitarias

EAP 2.3 Mejorar el Acceso a la Energía Solar y la Protección del Consumidor.

La Ciudad buscará oportunidades solares para hogares de bajos ingresos mientras mejora la educación del consumidor y las protecciones correspondientes. Esto incluye construir programas piloto, asociarse con organizaciones sin fines de lucro de confianza para compartir listas de proveedores verificados y recursos de protección al consumidor, y ofrecer talleres sobre preparación y financiamiento solar. Explorar modelos innovadores de asociaciones entre servicios públicos y organizaciones sin fines de lucro puede ayudar a reducir las barreras de adopción, prevenir fraudes y apoyar la toma de decisiones

informadas. EAP 2.3 se alinea con la acción SES2.3 del Plan de Acción Climática para “Abogar fuertemente por sistemas de energía solar distribuidos (solar en tejados y estacionamientos) y por una red eléctrica más limpia, con más instalaciones solares a gran escala”.

LIDER DE LA CIUDAD // Oficina de Sostenibilidad

SOCIOS // Oficina de Relaciones Gubernamentales, Oficina del Administrador Municipal, Condado de Maricopa, Oficina de Resiliencia de la Gobernadora de Arizona, APS, SRP, Organizaciones Sin Fines de Lucro, Organizaciones Comunitarias

EAP 2.4 Ampliar el Desarrollo de la Fuerza Laboral.

Para construir una fuerza laboral energética diversa y capacitada, la Ciudad fomentará la conciencia sobre las carreras relacionadas con la energía compartiendo información sobre oportunidades de empleo, subvenciones, incentivos y programas de capacitación. Ampliar las iniciativas de desarrollo de la fuerza laboral y asociarse con organizaciones sin fines de lucro fortalecerá los caminos hacia el empleo en eficiencia energética y en mercados laborales de energía limpia y renovable.

LIDER DE LA CIUDAD // Community and Economic Development Department

SOCIOS // Oficina de Relaciones Gubernamentales, Oficina de Sostenibilidad, Colegios Comunitarios de Maricopa, Distritos Escolares de Phoenix, APS, SRP

Políticas y Regulaciones

EAP 3.1 Apoyar las Estructuras de Defensa de la Sostenibilidad.

La Ciudad continuará apoyando y amplificando las voces de los residentes mediante asociaciones estratégicas y una participación inclusiva a través de múltiples sectores, incluidos energía, vivienda y salud. Al colaborar con organizaciones de defensa y agencias gubernamentales, la Ciudad puede ayudar a promover los derechos de los inquilinos, la regulación de la energía solar, supervisar los procedimientos de revisión de tarifas y ampliar el acceso a programas energéticos, mientras trabaja dentro de su capacidad.

LIDER DE LA CIUDAD // Oficina de Relaciones Gubernamentales y Oficina de Sostenibilidad

SOCIOS // Comisión Corporativa de Arizona(ACC), Oficina de Resiliencia de la Gobernadora de Arizona, Oficina del Consumidor Residencial de Servicios Públicos (RUCO), Condado de Maricopa, Organizaciones Sin Fines de Lucro, Organizaciones Comunitarias

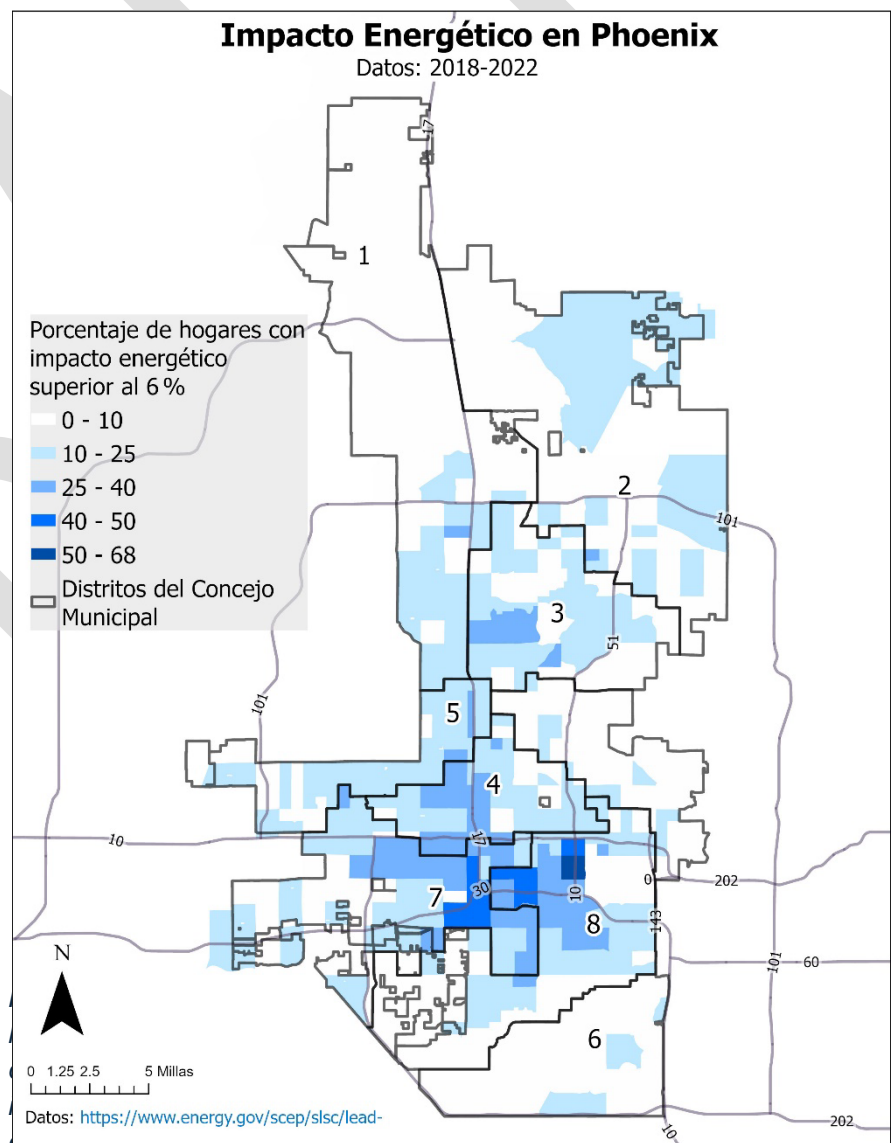
Evaluación del Acceso a la Energía

El Plan de Acceso a la Energía se basa en una comprensión clara de cómo los residentes de Phoenix utilizan la energía en sus hogares y comunidades. Para apoyar este trabajo, la Ciudad de Phoenix realizó una evaluación de acceso a la energía para evaluar tres áreas clave: asequibilidad, confiabilidad y sostenibilidad. Esta evaluación siguió las mejores prácticas internacionales, incluyendo la orientación de GCoM y del Objetivo de Desarrollo Sostenible 7 de las Naciones Unidas: “Garantizar el acceso a una energía asequible, fiable, sostenible y moderna para todos.”

La evaluación de acceso a la energía que se detalla a continuación concluye que Phoenix tiene acceso a una red eléctrica segura y a fuentes de energía sostenibles, pero muestra que Phoenix carece en gran medida de acceso a energía asequible, especialmente entre los hogares de bajos ingresos, según lo indica el análisis de la Ciudad utilizando la Herramienta de Datos de Asequibilidad Energética para Personas de Bajos Ingresos (LEAD, por sus siglas en Inglés) del Departamento de Energía de EE. UU.

Energía Asequible

El medio ambiente, la economía y la accesibilidad equitativa trabajan juntos como pilares críticos de la sostenibilidad. Con el acceso a una energía segura y sostenible garantizado, la asequibilidad se presenta como el aspecto del acceso energético que la Ciudad debe priorizar. Para evaluar la asequibilidad energética, la Ciudad calculó cuántos hogares destinan más del 6% de sus ingresos a servicios de energía, lo que se considera un alto impacto energético. En Phoenix hay más de quinientos mil hogares, y según la herramienta LEAD, 82,345 de ellos enfrentan un alto impacto energético. De estos, el 96% son hogares de bajos ingresos.⁹ En total hay 150,783 hogares de bajos ingresos en Phoenix, lo que significa que más de la mitad de ellos experimentan un alto impacto energético. Al analizar específicamente las casas móviles, se observa que casi el 90% de aquellas con alto impacto



energético también pertenecen a hogares de bajos ingresos. Reconociendo que un alto impacto energético en poblaciones financieramente vulnerables puede aumentar los riesgos para la salud y la seguridad, el Plan de Acceso a la Energía de la Ciudad de Phoenix prioriza el apoyo a la asequibilidad energética, especialmente entre los miembros de la comunidad de bajos ingresos.

Energía Segura y Sostenible

La energía segura se midió utilizando el porcentaje de la población de Phoenix con acceso a la electricidad. Según el Banco Mundial y otras instituciones, el 100% de la población en Estados Unidos tiene acceso seguro a la electricidad.¹⁰ La totalidad de Phoenix tiene acceso a una red eléctrica confiable, proporcionada por dos compañías: Arizona Public Service (APS) y Salt River Project (SRP). Los métodos para medir la seguridad energética incluyen la frecuencia de los cortes de energía (con qué frecuencia), la duración (cuánto tiempo) y la extensión (áreas afectadas).¹¹ APS informa una interrupción anual promedio de 87,2 minutos en 2024.¹² Los resultados del desempeño de la red de SRP en 2023 muestran una interrupción media anual de 70,0 minutos.¹³

La energía sostenible significa el acceso a fuentes de energía limpias y renovables para reducir las emisiones de carbono que contribuyen al cambio climático. Las fuentes de energía renovables provienen de recursos naturales que se reponen más rápido de lo que se utilizan, a diferencia de los combustibles fósiles (carbón, petróleo y gas), que se consumen más rápido de lo que se regeneran.¹⁴ La energía limpia se refiere a fuentes de energía que generan pocas o ninguna emisión de gases de efecto invernadero en comparación con las fuentes de energía de combustibles fósiles, que producen grandes cantidades de gases de efecto invernadero.¹⁵ La ciudad midió la energía sostenible calculando el porcentaje de hogares en Phoenix con acceso a combustibles y tecnologías de cocina limpia. Según el Informe de Progreso Energético 2021 para el Objetivo de Desarrollo Sostenible 7, el 100 % de los hogares de Phoenix tienen acceso a combustibles y tecnologías de cocina limpia.¹⁶ Un análisis más detallado del atributo de energía sostenible muestra que la región de Arizona–Nuevo México utiliza el 15,2% (2.614.248 MWh) de su electricidad a partir de fuentes de energía renovable, incluyendo hidroeléctrica, biomasa, eólica, solar y geotérmica.¹⁷ **Para reducir las emisiones de carbono, ambas compañías de servicios públicos han establecido metas para impulsar la transición energética hacia fuentes de energía limpias y renovables.** En 2025, APS actualizó su meta para ser neutral en carbono para 2050, manteniendo una mezcla energética diversa proveniente de varias fuentes mientras busca compensar sus emisiones de gases de efecto invernadero.¹⁸ APS también ofrece un plan de energía renovable a sus clientes y promueve varios programas de eficiencia energética.¹⁹ El plan de sostenibilidad de SRP incluye objetivos para reducir las emisiones de carbono en un 82 % para 2035 y alcanzar emisiones netas de carbono cero para 2050, eliminando del mismo modo la cantidad de emisiones que producen en la atmósfera.²⁰ SRP también ofrece varios programas de eficiencia energética, incluidos para clientes de bajos ingresos.²¹

Agradecimientos

La Oficina de Sostenibilidad de la Ciudad de Phoenix agradece a los siguientes colaboradores que dedicaron su tiempo, esfuerzo, conocimientos y experiencia para ayudar a crear el Plan de Acceso a la Energía, el cual se centra en soluciones impulsadas por la comunidad para crear un futuro más sostenible y equitativo en materia de energía.

Miembros del Concejo Municipal Kate Gallego, Alcaldesa Ann O'Brien, Vicealcaldesa y Concejala, Distrito 1 Jim Waring, Concejala, Distrito 2 Debra Stark, Concejala, Distrito 3 Laura Pastor, Concejala, Distrito 4 Betty Guardado, Concejala, Distrito 5 Kevin Robinson, Concejala, Distrito 6 Anna Hernandez, Concejala, Distrito 7 Kesha Hodge Washington, Concejala, Distrito 8 Oficina del Administrador de la Ciudad Ed Zuercher, Administrador de la Ciudad Jeff Barton, (retirado), Administrador de la Ciudad Ginger Spencer, Subgerente de la Ciudad Mario Paniagua, (retirado), Subgerente de la Ciudad Alan Stephenson, Subgerente de la Ciudad Oficina de Sostenibilidad Carla De La Chapa Carlos Aguiar Hernandez Luz Jimenez Karen Apple Nathan Svenson Lahayla Curiel Sonia Gordon (intern) Oficina de Programas Ambientales Nancy Allen Joshua M Uebelherr Rosanne Albright Madeline M Mercer Karen Ibarra Ariel LeBarron Departamentos de la Ciudad de Phoenix Oficina de la Alcaldesa, Oficina del Concejo Municipal, Oficina del Administrador de la Ciudad, Oficina de Artes y Cultura, Oficina de Comunicaciones, Desarrollo Comunitario y Económico, Oficina de Programas Ambientales, Departamento de Igualdad de Oportunidad, Oficina de Relaciones Gubernamentales, Oficina de Respuesta y Mitigación del Calor, Departamento de Viviendas,	ORISE Fellowship Jorge Morales Guerrero FUSE Executive Fellowship TrixieAnn Golberg Mandela Washington Fellowship Thomo Lekagane Unlimited Potential Emma Viera Gabriela Hernandez Tawsha Trahan Masavi Perea Pinnacle Prevention Adrienne Udarbe Kenneth Steel Jessie Gruner Arizona State University Hanna Breetz Mokshda Kaul Andrea Cordoba Patricia Solis Elizabeth Wentz Adam Shealy Morgan Degroff Grant Buresh David Hertzberg Lauren Johnston Colaboradores de Servicios Públicos Salt River Project Arizona Public Service Asistencia Técnica National Renewable Energy Laboratory Global Covenant of Mayors GLOBO Interpreting Services Colaboradores Regionales y Nacionales
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Departamento de Servicios Humanos, Departamento de Ley, Biblioteca Pública de Phoenix, Departamento de Servicios de Vecindario, Departamento de Parques y Recreación, Departamento de Planificación y Desarrollo, Oficina de Salud Pública, Departamento de Servicios de Agua	Arizona Governor's Office of Resiliency ICLEI RTRC 2025 Cohort Ciudad de Tempe Ciudad de Philadelphia Wildfire AZ
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Nos gustaría dar un agradecimiento especial a todos los residentes de Phoenix que compartieron sus experiencias con la Ciudad, sin los cuales este trabajo no sería posible.

Las citas de los residentes e imágenes incluidas en este documento fueron compartidas durante la Serie de Talleres del Plan de Acceso a la Energía completada en 2025. Todas las citas de los residentes incluidas han sido traducidas al idioma del documento si no fueron compartidas originalmente en el idioma del documento.

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Apéndice

Tabla de Implementación del Plan de Acceso a la Energía

Área de Enfoque	Acción	Líder de la Ciudad	Socios
Inversión y Obtención de Financiamiento Adicional / Programas Liderados por la Ciudad	EAP 1.1 Ampliar el Programa de Asistencia para la Climatización de la Ciudad de Phoenix.	Departamento de Servicios Vecinales	Oficina de Sostenibilidad, APS, SRP, Departamento de Vivienda del Estado de Arizona
Colaboración con la Comunidad y Sectores Involucrados	EAP 2.1 Fortalecer la Planificación y los Programas Impulsados por la Comunidad.	Oficina de Sostenibilidad	Todos los Departamentos, Organizaciones Sin Fines de Lucro, Organizaciones Comunitarias
	EAP 2.2 Ampliar la Educación Energética Multilingüe y Basada en la Comunidad.	Oficina de Sostenibilidad	Oficina de Comunicaciones, Oficina de Programas Ambientales, Departamento de Agua, Oficina del Administrador Municipal, Oficina del Concejo Municipal, APS, SRP, Distritos Escolares de Phoenix, Organizaciones Sin Fines de Lucro, Organizaciones Comunitarias
	EAP 2.3 Mejorar el Acceso a la Energía Solar y la Protección del Consumidor.	Oficina de Sostenibilidad	Oficina de Relaciones Gubernamentales, Oficina del Administrador Municipal, Condado de Maricopa, Oficina de Resiliencia de la Gobernadora de Arizona, APS, SRP, Organizaciones Sin Fines de Lucro, Organizaciones Comunitarias
	EAP 2.4 Ampliar el Desarrollo de la Fuerza Laboral.	Departamento de Desarrollo Comunitario y Económico	Oficina de Relaciones Gubernamentales, Oficina de Sostenibilidad, Colegios Comunitarios de Maricopa, Distritos Escolares de Phoenix, APS, SRP
Políticas y Regulaciones	EAP 3.1 Apoyar las Estructuras de Defensa de la Sostenibilidad.	Oficina de Relaciones Gubernamentales y Oficina de Sostenibilidad	Comisión Corporativa de Arizona(ACC), Oficina de Resiliencia de la Gobernadora de Arizona, Oficina del Consumidor Residencial de Servicios Públicos (RUCO), Condado de Maricopa, Organizaciones Sin Fines de Lucro, Organizaciones Comunitarias

Tabla de Indicadores Clave de Desempeño

Área de Enfoque	Acción	Indicadores de Impacto
Inversión y Obtención de Financiamiento Adicional / Programas Liderados por la Ciudad	EAP 1.1 Ampliar el Programa de Asistencia para la Climatización de la Ciudad de Phoenix.	Número adicional de hogares climatizados Número de hogares inscritos Cantidad de financiación externa asegurada
Colaboración con la Comunidad y Sectores Involucrados	EAP 2.1 Fortalecer la Planificación y los Programas Impulsados por la Comunidad.	Número de organizaciones comunitarias involucradas Número de departamentos de la ciudad que participan Número de actividades de participación comunitaria, talleres y sesiones de escucha Número de participantes o residentes apoyados
Colaboración con la Comunidad y Sectores Involucrados	EAP 2.2 Ampliar la Educación Energética Multilingüe y Basada en la Comunidad.	Número de actividades de participación comunitaria, talleres y sesiones de escucha Número de participantes o residentes apoyados Número de idiomas utilizados en materiales y eventos Número de materiales culturalmente relevantes creados Número de interacciones en redes sociales Número de colaboraciones con escuelas
Colaboración con la Comunidad y Sectores Involucrados	EAP 2.3 Mejorar el Acceso a la Energía Solar y la Protección del Consumidor.	Número de colaboraciones con organizaciones sin fines de lucro de confianza Creación de lista de proveedores solares preferidos Número de actividades de participación comunitaria, talleres y sesiones de escucha Número de programas piloto

Colaboración con la Comunidad y Sectores Involucrados	EAP 2.4 Scale Up Workforce Development.	Número de programas ofrecidos para el desarrollo de la fuerza laboral Número de eventos que comparten información sobre oportunidades laborales, subvenciones, incentivos y programas de capacitación Número de colaboraciones para ampliar las iniciativas de desarrollo laboral Monto de financiamiento externo para el desarrollo de la fuerza laboral
Policies & Regulation	EAP 3.1 Support Sustainability Advocacy Structures.	Número de organizaciones de defensa involucradas Número de procesos de revisión de tarifas comentados