

**INFORMATION HOTLINE
FOR THE GENERAL PUBLIC**



METRO: 651-297-1304

GREATER MN: 1-800-657-3504

Propane Emergency Minnesota Call Center

- Calls initially came into our Energy Information and Consumer Response Team phone lines
- Call numbers spiked when price spiked in late January and on into February
- Partially activated our State Emergency Operations Center
- Established a 1-800 Call Center Number
- Call Center was staffed 8 hours per day, 7 days per week, until calls dropped off
- We had 6 to 8 phone lines
- Staffing of Call Center Peaked at about 20 staff.
- Calls screened for Action needed:
 - Eligibility for heating assistance – Referred to local Energy Assistance Program (EAP) providers
 - EAP and Minnesota Propane Association worked with local suppliers to ensure no one ran out of fuel.
- Example:
 - Caller not previously income qualified for LIHEAP – tank almost empty- could not afford delivery
 - Minnesota had recently increased income eligibility guidelines for EAP to help people just above the eligibility threshold
 - Caller and Call Center followed up with EAP agency
 - Caller qualified for assistance under new income guidelines
 - Within an hour of initial call – fuel was arranged for delivery to caller

Consumer Response Team Call Center

UPDATE: February 10, 2014

<u>Day</u>	<u>Date</u>	<u>Caller Count</u>
• Thursday	January 30, 2014	150
• Friday	January 31, 2014	400
• Saturday	February 1, 2014	300
• Sunday	February 2, 2014	170
• Monday	February 3, 2014	646 Peak
• Tuesday	February 4, 2014	337
• Wed	February 5, 2014	380
• Thursday	February 6, 2014	259
• Friday	February 7, 2014	159
• Saturday	February 8, 2014	26
• Sunday	February 9, 2014	15
• Monday	February 10, 2014	147

- **Approx. total callers in peak 10 day period > 3,000**
- **Calls continued into April and May for a total of > 4,000 calls**

Consumer Response Team Call Center

Sampling of data from Thursday 1/30 to Tuesday 2/4:

	<u>% of calls</u>
• Seeking Financial Assistance	30%
• Complaining about bad practices	44%
• Reported income is just above LIHEAP Eligibility	<1%
• Reported middle income with difficulty to pay	4%
• Seeking small business assistance	<1%
• Emergency	18%
• Tank at empty	<1%

Example - Calls that were triaged as needing immediate assistance Thursday 1/30/14:

- Non-LIHEAP calls on Thursday - Working directly with MPA staff
 - 6 calls obtained emergency propane
- LIHEAP calls on Thursday
 - 3 calls obtained emergency propane