



2025

# ENERGY ACCESS PLAN

AN ACTION PLAN FOR ENERGY AFFORDABILITY

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City of Phoenix

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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 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.<sup>1</sup> 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 and renewable 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 reside**

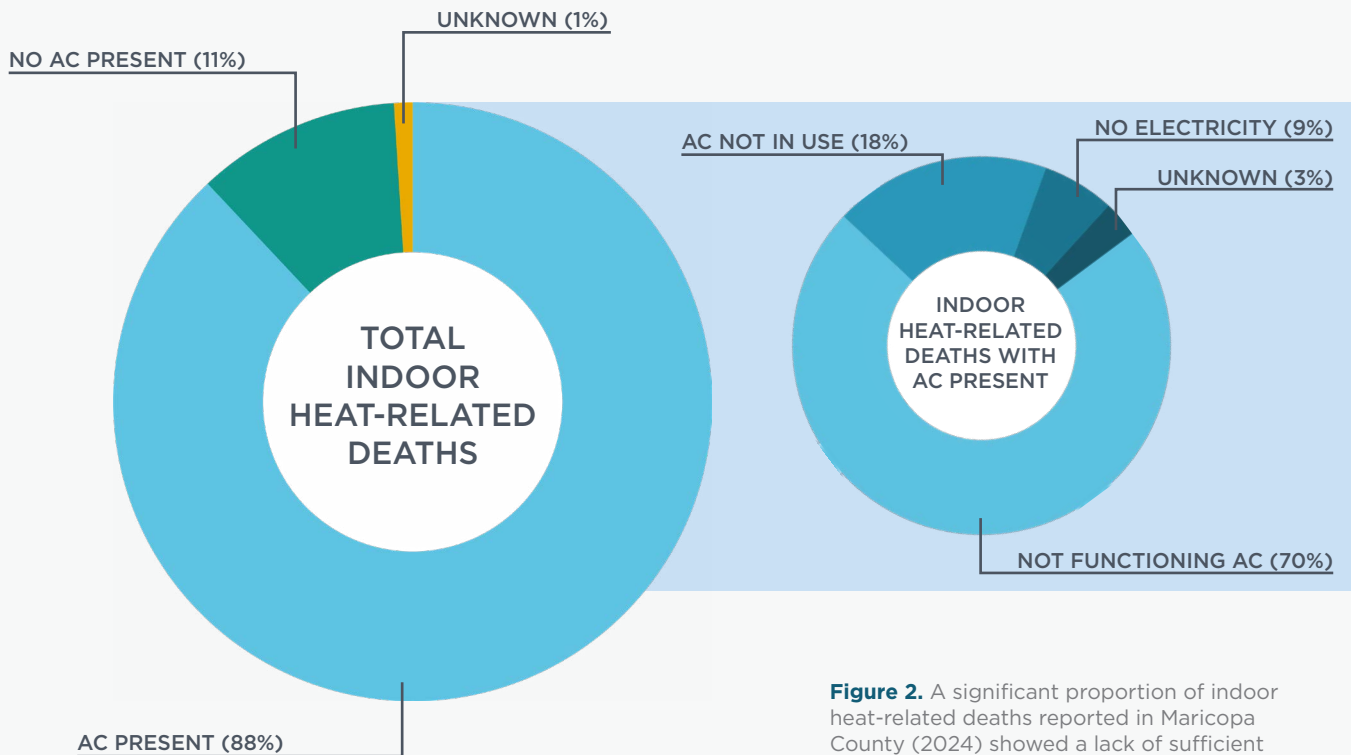
Energy poverty describes a situation in which a household does not have access to or cannot afford the energy required for essential needs like cooling, heating, and cooking. This is often measured through energy burden—the percentage of a household's income spent on energy bills. According to the American 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 energy 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.



**3 out of 10**  
survey participants  
report receiving a  
disconnection notice  
for their electricity or  
gas in the last year

**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.

## 138 Indoor Heat-Related Deaths



**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.

**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.<sup>5</sup>**

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.<sup>3</sup> 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 high-income households, showing that low-income households face more uncomfortable indoor temperatures which could negatively impact health and quality of life.<sup>4</sup> 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.

**Low-income households make up 96% of all Phoenix households experiencing high energy burden.<sup>2</sup>**

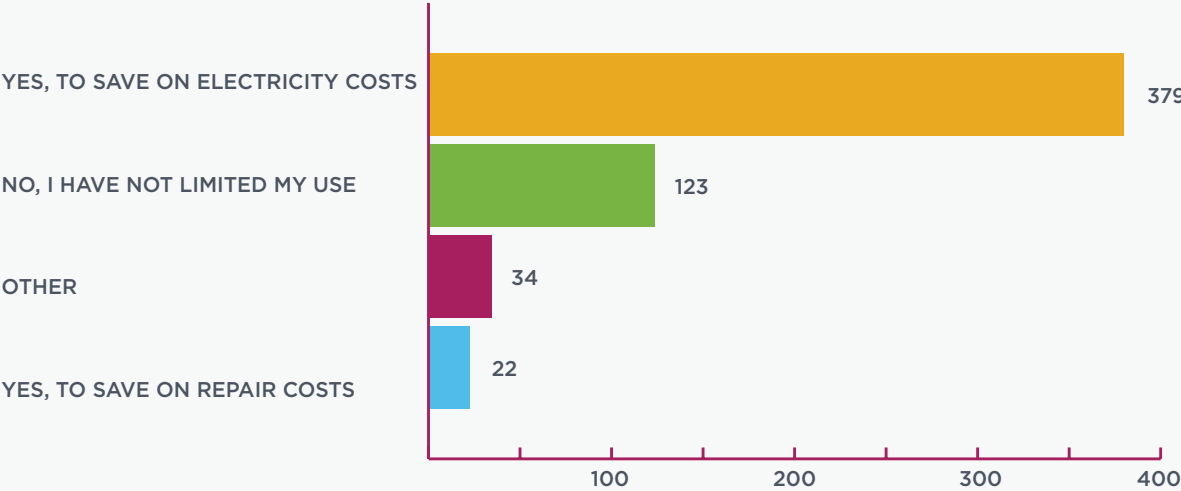
Energy burden is determined by the amount a household spends on energy bills as well as household income; therefore, strategies to reduce this burden can target either determinant. **Supporting energy assistance programs, including bill support and energy efficiency services, is a strategy to help reduce 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 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.

*“My biggest fear is that they’ll cut off my electricity, and I’ll have to go to a cooling center. In our previous home, we had to seal things with dollar-store tape.”*  
-Resident

Community Narrative Spotlight: *“[One] testimony was about how difficult it was for a mother to take care of their children. They were living in a rented apartment that had really old AC units. This is in the middle of the pandemic and during night, they had to sleep outside because it was too hot inside the home. The coolers were not working.”*  
-Workshop Facilitator

Have you limited using your cooling/heating system to uncomfortable or inconvenient levels to save money?



**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).





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.**<sup>6,7,8</sup>





# 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.

*"When it comes to residential solar, who can we trust, since there has been so many fly-by-night companies?"*

**-Resident**

*"Rebate programs are not always accessible, especially in Spanish-speaking communities."*

**-Resident**



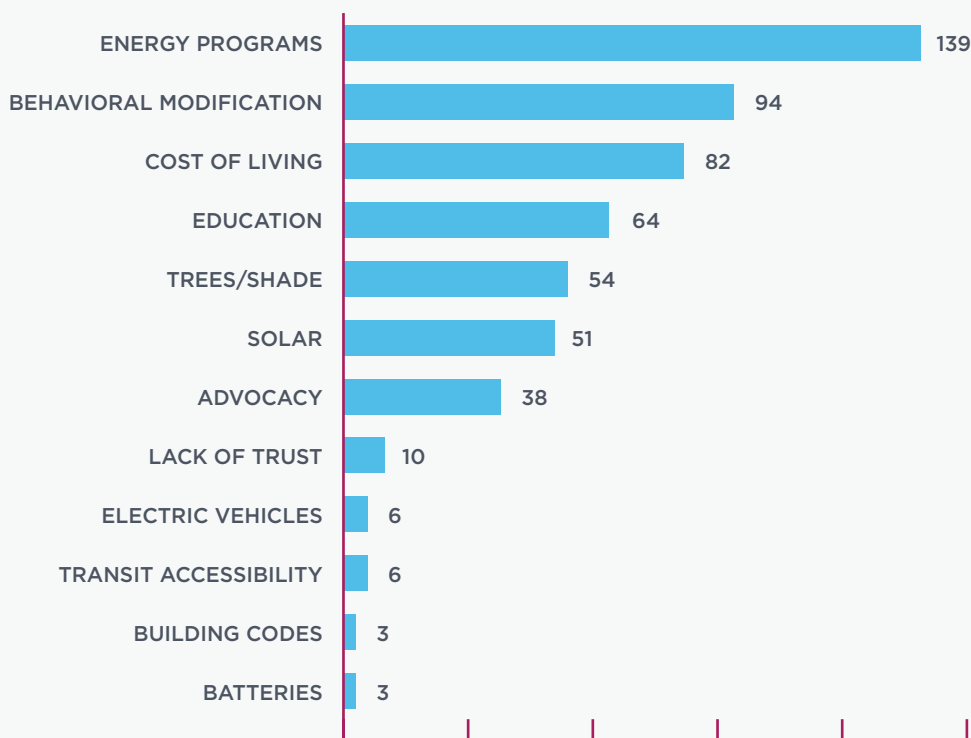
In partnership with the City of Phoenix Office of Environmental Programs and the local organizations Pinnacle Prevention and Unlimited Potential, the OOS conducted outreach, an online survey, attended community events, and hosted 10 bilingual (English and Spanish) workshops across Phoenix to inform the 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 problem is] knowing where, when and how to apply for aid programs."*  
-Resident

*"Stress and anxiety persist, even when programs are available."*  
-Resident

### Participant Workshop Comments



**Figure 4.** 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.

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.

# 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 City of 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.

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).

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

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.
- **Community and 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 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 SES 2.3 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 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 on the next page 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.<sup>9</sup>

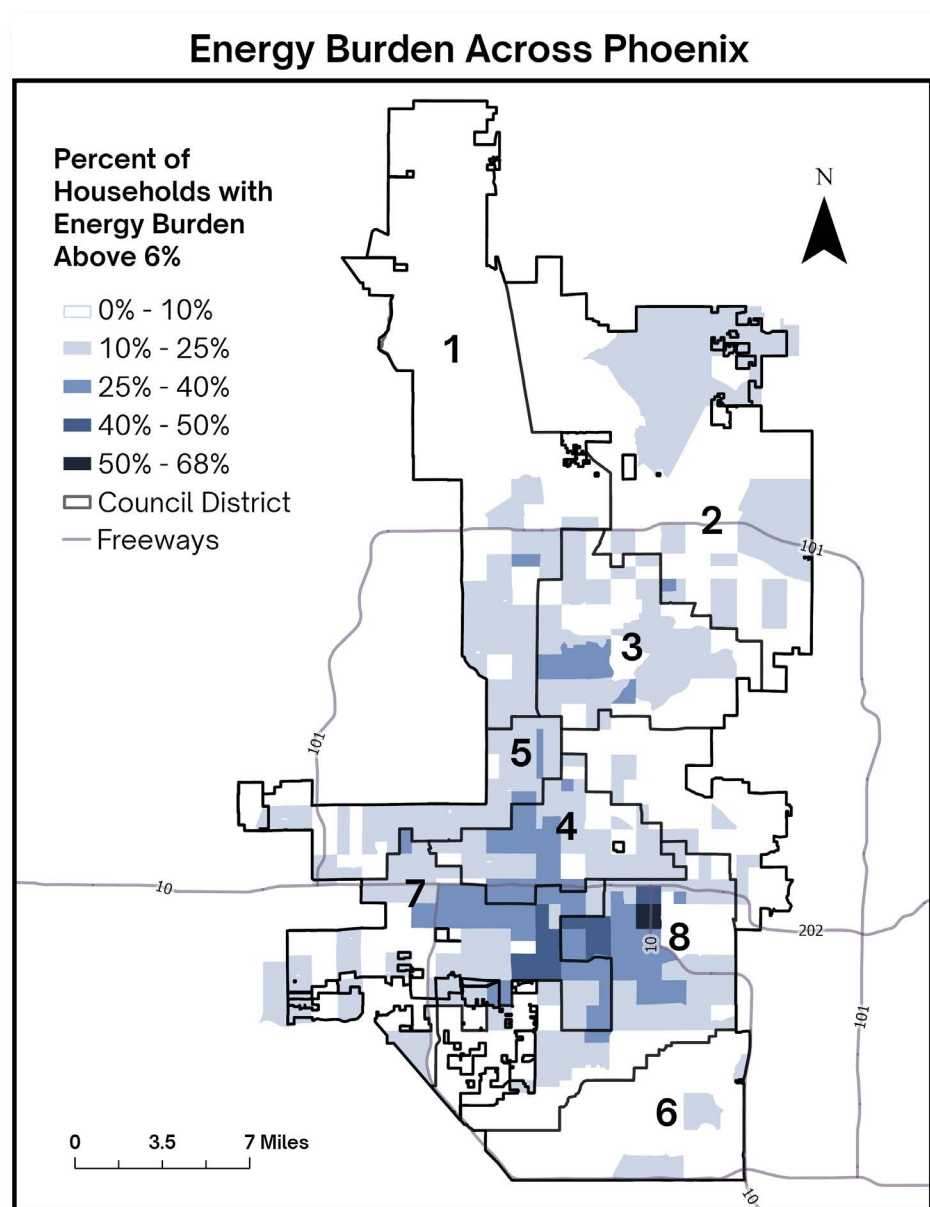
There are 150,783 low-income households in Phoenix; over half of these households experience high energy burden. Looking specifically at mobile homes, nearly 90% of energy burdened mobile homes are classified as low-income.

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.

*"My salary isn't enough to keep my trailer cool."*  
-Resident

**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.<sup>10</sup> 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).<sup>11</sup> APS reports an average annual interruption of 87.2 minutes in 2024.<sup>12</sup> SRP's 2023 grid performance results show an annual average interruption of 70.0 minutes.<sup>13</sup>

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.<sup>14</sup> 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.<sup>15</sup> 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.<sup>16</sup> 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.<sup>17</sup> **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.<sup>18</sup> APS also offers a renewable energy plan to its customers and promotes several energy efficiency programs.<sup>19</sup> 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.<sup>20</sup> SRP also offers several energy efficiency programs, including low-income customers.<sup>21</sup>





# ACKNOWLEDGEMENTS

The City of Phoenix Office of Sustainability is grateful to the following contributors who gave their time, efforts, insights, and expertise to help create the Energy Access Plan which focuses on community-driven solutions to create a more sustainable and equitable future in energy.

## City Council Members

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Kate Gallego, Mayor  
Ann O'Brien, Vice Mayor - District 1  
Jim Waring - District 2  
Debra Stark - District 3  
Laura Pastor - District 4  
Betty Guardado - District 5  
Kevin Robinson - District 6  
Anna Hernandez - District 7  
Kesha Hodge Washington - District 8

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## City of Phoenix Departments

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Jorge Morales Guerrero - ORISE Fellowship  
TrixieAnn Golberg - FUSE Executive Fellowship  
Thomo Lekagane - Mandela Washington Fellowship

## Unlimited Potential

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| Andrea Cordoba  | Grant Buresh    |
| Patricia Solis  | David Hertzberg |
| Elizabeth Wentz | Lauren Johnston |

## Utility Partners

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Arizona Public Service  
Salt River Project

## Technical Assistance

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National Renewable Energy Laboratory  
Global Covenant of Mayors  
GLOBO Interpreting Services

## Regional and National Contributors

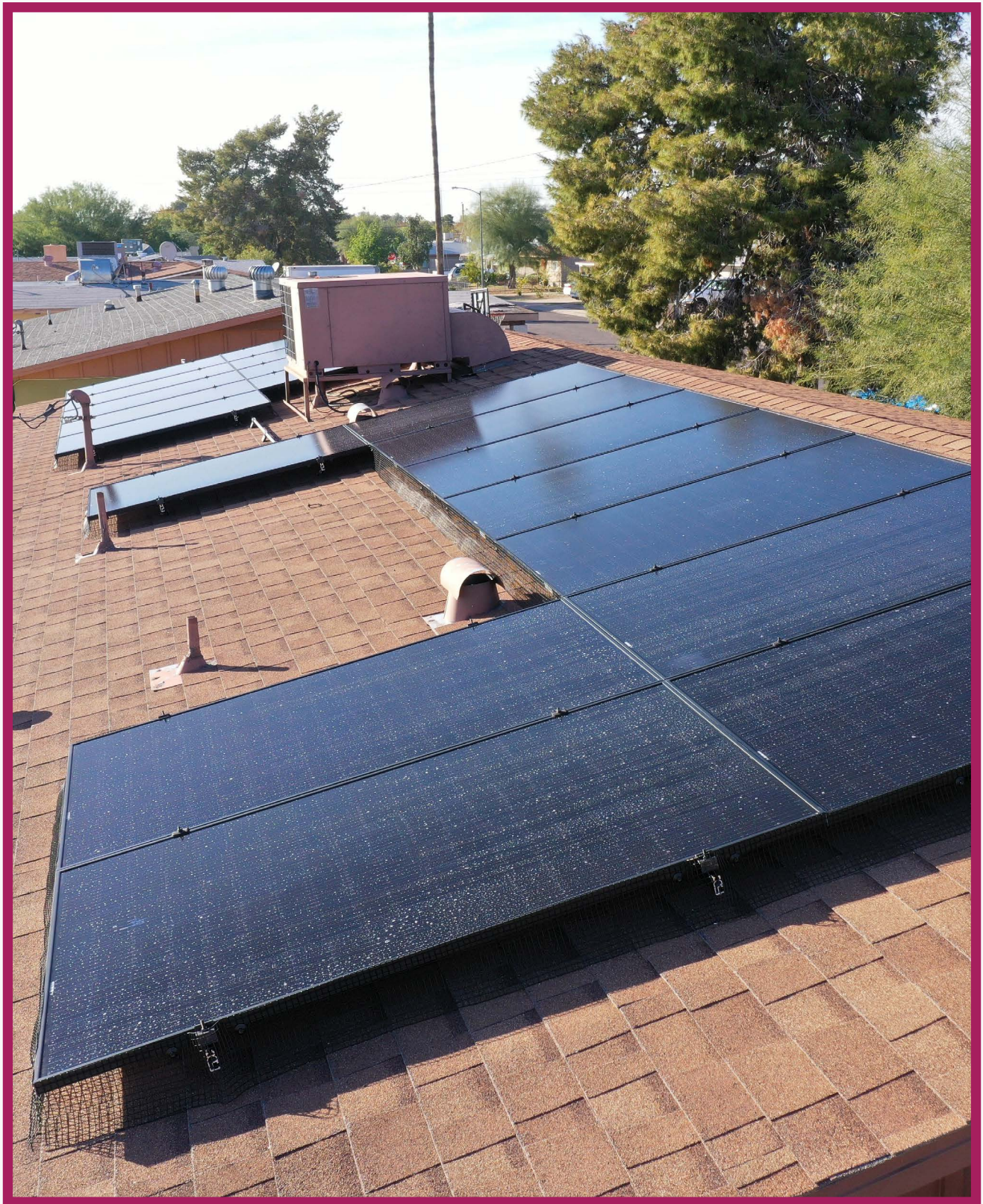
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Arizona Governor's Office of Resiliency  
ICLEI RTRC 2025 Cohort  
City of Tempe  
City of Philadelphia  
Wildfire AZ

We would like to give special thanks to all the Phoenix residents who shared their experiences with the City, without whom this work would not be possible.

***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.***







# REFERENCES

<sup>1</sup> Ma, Ookie, and Aaron Vimont. Low-Income Energy Affordability Data-LEAD Tool-2022 Update. DOE Open Energy Data Initiative (OEDI); US Department of Energy, 2024. <https://www.osti.gov/biblio/2504170>.

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<sup>3</sup> Larsen, Larissa, Carina J. Gronlund, Kaan Cem Ketenci, et al. “Safe at Home?: A Comparison of Factors Influencing Indoor Residential Temperatures During Warm Weather Among Three Cities.” *Journal of the American Planning Association* 89, no. 3 (2023): 363–75. <https://doi.org/10.1080/0194363.2022.2087724>.

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# APPENDIX

## ENERGY ACCESS PLAN IMPLEMENTATION TABLE

| Focus Area   | Action  | City Lead  | Partnership  |
|--|---|--|--|
| INVESTMENT & SECURING ADDITIONAL FUNDING / CITY-LED PROGRAMS | <b>EAP 1.1</b> Expand the City of Phoenix Weatherization Assistance Program | <b>Neighborhood Services Department</b>                            | Office of Sustainability, APS, SRP, Arizona Department of Housing  |
|  | <b>EAP 2.1</b> Strengthen Community-Driven Planning and Programs            | <b>Office of Sustainability</b>                                    | All Departments, Nonprofits, Community-Based Organizations   |
| COMMUNITY AND STAKEHOLDER COLLABORATION                      | <b>EAP 2.2</b> Expand Multilingual and Community-Based Energy Education     | <b>Office of Sustainability</b>                                    | Communications Office, Office of Environmental Programs, Water Department, City Manager's Office, City Council Office, APS, SRP, Phoenix School Districts, Nonprofits, Community-Based Organizations |
|  | <b>EAP 2.3</b> Improve Solar Access and Consumer Protection                 | <b>Office of Sustainability</b>                                    | Office of Government Relations, City Manager's Office, Maricopa County, Arizona Governor's Office of Resiliency, APS, SRP, Nonprofits, Community-Based Organizations                                 |
|  | <b>EAP 2.4</b> Scale Up Workforce Development                               | <b>Community and Economic Development Department</b>               | Office of Government Relations, Office of Sustainability, Maricopa Community Colleges, Phoenix School Districts, APS, SRP  |
| POLICIES & REGULATION  | <b>EAP 3.1</b> Support Sustainability Advocacy Structures                   | <b>Office of Government Relations and Office of Sustainability</b> | 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 Area  | Action   | Impact Metrics   |
|---|--|--|
| <b>INVESTMENT &amp; SECURING ADDITIONAL FUNDING / CITY-LED PROGRAMS</b> | <b>EAP 1.1</b> Expand the City of Phoenix Weatherization Assistance Program. | <ul style="list-style-type: none"> <li>• Additional number of households weatherized</li> <li>• Number of households enrolled</li> <li>• Amount of external funding secured</li> </ul>   |
| <b>COMMUNITY AND STAKEHOLDER COLLABORATION</b>                          | <b>EAP 2.1</b> Strengthen Community-Driven Planning and Programs.            | <ul style="list-style-type: none"> <li>• Number of Community-Based Organizations engaged</li> <li>• Number of City departments participating</li> <li>• Number of community engagement, workshops and listening sessions</li> <li>• Number of participants or residents reached</li> </ul>   |
| <b>COMMUNITY AND STAKEHOLDER COLLABORATION</b>                          | <b>EAP 2.2</b> Expand Multilingual and Community-Based Energy Education.     | <ul style="list-style-type: none"> <li>• Number of community engagement, workshops and listening sessions</li> <li>• Number of participants reached</li> <li>• Number of languages used in materials and events</li> <li>• Number of culturally relevant materials created</li> <li>• Number of social media engagements</li> <li>• Number of school partnerships</li> </ul> |
| <b>COMMUNITY AND STAKEHOLDER COLLABORATION</b>                          | <b>EAP 2.3</b> Improve Solar Access and Consumer Protection.                 | <ul style="list-style-type: none"> <li>• Number of partnerships with trusted nonprofits</li> <li>• Creation of preferred solar vendor list</li> <li>• Number of community engagement, workshops and listening sessions</li> <li>• Number of pilot programs</li> </ul>  |
| <b>COMMUNITY AND STAKEHOLDER COLLABORATION</b>                          | <b>EAP 2.4</b> Scale Up Workforce Development.                               | <ul style="list-style-type: none"> <li>• Number of programs offered for workforce development</li> <li>• Number of events that share information on job opportunities, grants, incentives and training programs</li> <li>• Number of partnerships to scale up workforce development initiatives</li> <li>• Amount of external funding for workforce development</li> </ul>   |
| <b>POLICIES &amp; REGULATION</b>  | <b>EAP 3.1</b> Support Sustainability Advocacy Structures.                   | <ul style="list-style-type: none"> <li>• Number of advocacy organizations engaged</li> <li>• Number of rate cases commented on</li> </ul>  |



# OFFICE OF SUSTAINABILITY

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