



DEPARTMENT OF ENERGY AND ENVIRONMENT

FY 2024 PERFORMANCE ACCOUNTABILITY REPORT

JANUARY 15, 2025

CONTENTS

Contents	2
1 Department of Energy and Environment	3
2 2024 Accomplishments	4
3 2024 Objectives	5
4 2024 Operations	6
5 2024 Strategic Initiatives	8
6 2024 Key Performance Indicators and Workload Measures	13

1 DEPARTMENT OF ENERGY AND ENVIRONMENT

Mission: The mission of the Department of Energy and Environment (DOEE) is to improve the quality of life for the residents and natural inhabitants of the nation's capital by protecting and restoring the environment, conserving our natural resources, mitigating pollution, increasing access to clean and renewable energy, and educating the public on ways to secure a sustainable future.

Services: DOEE is the leading authority on energy and environmental issues affecting the District of Columbia. Using a combination of regulations, outreach, education, and incentives, our agency administers programs and services to fulfill our mission. We work collaboratively with other government agencies, residents, businesses, and institutions to promote environmentally responsible behavior that will lead to a more sustainable urban environment.

2 2024 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
In FY24, DOEE established the first federally compliant air quality monitor in Ward 8. The monitor was established at the Bald Eagle Recreation Center and currently monitors fine Particulate Matter (PM2.5).	This accomplishment helps DOEE to better communicate air quality levels to an environmentally burdened community and assists in our compliance with federal regulations that emphasize increased monitoring of PM2.5 in environmental justice communities. Finally, it may provide additional insights into the impact interstate pollution has on the District.	This monitor will provide additional information to the residents of the District, specifically in Ward 8, as to current air pollution levels, which will help them better protect themselves during air quality action days.
Through the Affordable Home Electrification Program (AHEP) run by the DC Sustainable Energy Utility (DCSEU), 81 low-income households received home electrification retrofits in FY24. All of the projects were completed by DC-based CBE contractors, helping grow the local green economy in the growing building electrification market.	This program helps build momentum for the expanded home electrification programs rolling out in FY25 that will be partially funded by the federal Inflation Reduction Act.	The 81 households that received home electrification retrofits will benefit from a healthier indoor environment, lower energy costs, improved comfort, and new and more reliable equipment, all while supporting the District's energy and climate goals. DOEE made AHEP investments in six of the District's eight wards, with 11 retrofits in Ward 4, 12 in Ward 8, 22 in Ward 7, and 13 in Ward 8.
In FY24, DOEE's Watershed Protection Division completed the restoration of over 1,300 feet of degraded urban stream in the Hillcrest neighborhood in Ward 7. The stream restoration project has created a safe, stable, and ecologically enhanced stream corridor to this tributary to the Anacostia River in southeast DC. In addition, to restoring 1,300 feet of stream, this project restored 4 stormwater outfall pipes, enhanced 4,000 square feet of existing wetland, and planted over 500 trees, 600 shrubs, and 1,000 native herbaceous plants. The restored stream will drastically reduce the amount of sediment leaving the project site.	Completing the Park Drive stream restoration project helped DOEE fulfill commitments to the EPA's 319 and Chesapeake Bay Programs. DOEE has committed to reducing the amounts of nitrogen, phosphorus, and sediment that washes down to the Chesapeake Bay, and stream restoration is one of the most important techniques used to fulfill this commitment. Additionally, by planting more than 500 trees, DOEE continues to work toward achieving the District's tree canopy goal. And finally, by restoring four degraded stormwater outfalls, DOEE helped fulfill commitments under the District's Municipal Separate Storm Sewer (MS4) Permit with the EPA.	This project resulted in beautification, improved water quality and habitat, increased tree canopy and improved safety. Due to high rates of bank erosion, there were stability concerns for Branch Ave. & Park Drive which abut the site. By grading the stream and its banks in a gentler contour, the stream became safer to access for community residents. Work also included the repair of a culvert along the stream that carries the Fort Circle Park Hiker-Biker trail, improving safe recreation for trail users.

3 2024 OBJECTIVES

Strategic Objective

Conserve the natural environment and wildlife of the District, and restore and protect aquatic resources from pollution and degradation

Protect the public health of all District residents by improving the environment in areas related to air, soil, and indoor pollution

Reduce the energy burden on the District's most vulnerable populations, promote energy efficiency and energy conservation, and make our energy systems cleaner, more reliable, and more resilient.

Increase engagement with District residents and businesses in an equitable way to increase understanding and adoption of sustainability practices, and implement programs and policies that ensure the District remains a national and international leader in sustainability and climate change.

Administer efficient and effective environmental enforcement operations, strategies, and outreach that bring polluters into compliance with the District's environmental laws

Reduce the water burden on the District's most vulnerable and low-income populations by helping with water utility assistance and through residential services related to lead.

Create and maintain a highly efficient, transparent, and responsive District government.

4 2024 OPERATIONS

Operation Title	Operation Description
Conserve the natural environment and wildlife of the District, and restore and protect aquatic resources from pollution and degradation	
Natural resources services performed by agency: Daily Service	The DOEE Natural Resources Administration oversees fisheries and wildlife, water quality, watershed protection, and stormwater management in the District. It provides certification, review, and technical services to businesses, Federal and District government agencies, and District residents through licensing, inspections, monitoring, permitting, and technical assistance. It also provides natural resources education and outreach and demonstrates new technologies to protect natural resources.
Protect the public health of all District residents by improving the environment in areas related to air, soil, and indoor pollution	
Environmental health services performed by agency: Daily Service	The DOEE Environmental Services Administration works to reduce hazards and contaminants in District land, air, water, and homes by certifying facilities and professional service providers, reviewing plans, issuing permits, conducting inspections, and recommending new policy directions. Specific programs include lead poisoning prevention, healthy homes, radon exposure, mold remediation licensing, air quality, pesticides, hazardous waste, underground storage tanks, and contaminated site remediation.
Reduce the energy burden on the District's most vulnerable populations, promote energy efficiency and energy conservation, and make our energy systems cleaner, more reliable, and more resilient.	
Energy services provided by agency: Daily Service	The DOEE Energy Administration provides advice and recommendations to the Mayor on current or impending energy related problems, and serves as the lead entity to develop and implement a comprehensive long-range District energy plan to achieve maximum effective management and use of present and future sources of energy. It administers energy efficiency and renewable energy programs that help District residents use less energy and generate on-site clean energy, and provides direct financial assistance and discounts to low-income residents to help off-set their energy bills.
Increase engagement with District residents and businesses in an equitable way to increase understanding and adoption of sustainability practices, and implement programs and policies that ensure the District remains a national and international leader in sustainability and climate change.	
Sustainability and engagement activities performed by the agency: Daily Service	The DOEE Urban Sustainability Administration develops innovative policy and programming to address environmental challenges and increase sustainability in the District. It coordinates programs and communications with sister agencies, the Mayor's office, and non-government stakeholders to promote widespread adoption of sustainable practices through implementation of the District's Sustainable DC Plan, waste reduction initiatives, green building policy and programs, greenhouse gas emission reductions, and climate change resiliency planning.
Administer efficient and effective environmental enforcement operations, strategies, and outreach that bring polluters into compliance with the District's environmental laws	
Enforcement services performed by the agency: Daily Service	The DOEE Office of Enforcement and Environmental Justice develops and implements effective practices to support DOEE enforcement efforts. The office works directly with DOEE's environmental enforcement programs by coordinating planning, providing training, developing standard procedures, and managing the civil infractions program. The office serves as the lead agency contact for enforcement matters involving U.S. Environmental Protection Agency (EPA) Region 3.

(continued)

Operation Title	Operation Description
Reduce the water burden on the District's most vulnerable and low-income populations by helping with water utility assistance and through residential services related to lead.	
Utility assistance and residential services provided by agency: Daily Service	The DOEE Utility Affordability Administration administers energy efficiency and weatherization programs that help District residents use less energy and provides direct financial assistance and discounts to low-income residents to help off-set their energy and water bills.
Create and maintain a highly efficient, transparent, and responsive District government.	
Operation services performed by the agency: Daily Service	Agency Support

5 2024 STRATEGIC INITIATIVES

In FY 2024, Department of Energy and Environment had 9 Strategic Initiatives and completed 33.33333333%.

Title	Description	Update
Energy Efficiency Program for Small Commercial Buildings	In FY24, DOEE will draft a framework for implementing a program to address the energy efficiency of small commercial buildings (<50,000 square feet) that will eventually be subject to the Building Energy Performance Standards (BEPS) program. The draft framework will investigate the efficacy of a low-cost, scalable energy efficiency program geared towards these smaller buildings, with a particular focus on those buildings located in environmental justice communities.	Completed to date: 0-24% The hiring package for the new FTE posted in Q4 with preliminary interviews scheduled to take place in the first few weeks of FY25 Q1. N/A
Increase air monitoring stations in the District's overburdened communities	In FY24, DOEE will expand the District's ambient air quality monitoring network to better capture air pollution in the District's overburdened communities. DOEE will add a new federal method monitoring station in Ward 8, expanding the agency's federal method monitoring network from five stations to six. DOEE will also work closely with community groups to deploy three park-bench air quality monitoring stations in overburdened communities.	Completed to date: 25-49% A new federal method air monitoring station has been deployed at the Bald Eagle Recreation Center in Bellevue, becoming the District's first official monitor in Ward 8. A ribbon cutting ceremony was hosted on May 7th during Air Quality Awareness Week. Additionally, DOEE initiated work regarding the design and deployment of up to three solar-powered park-bench community/citizen-science air monitoring stations in environmental justice communities. DOEE conducted two public engagement sessions with the Air Quality Advisory Board to seek input on this new project. In FY2025, DOEE will continue to work closely with community stakeholders regarding placement and deployment of these emerging technologies in environmental justice communities. The monitoring station was fully implemented; however, the three park bench monitoring stations have not yet been deployed because we expanded the community outreach component of the project to determine the project sites that would have the greatest community impact.

Initiate the new Office of Waterways Management

In FY24, DOEE will establish a new Office of Waterways Management, which will plan, promote, advocate for, and facilitate stakeholder cooperation for the diverse uses of and access to the District's waterways and adjacent property. The new office will work with the Mayor, Council Chair, and DOEE leadership to establish the District Waterways Advisory Commission and begin contracting for the development of a District Waterways Advisory Plan.

Completed to date: 25-49%

All five, required ex-officio federal Commission members have been identified. The Office of District Waterways Management (ODWM) has convened one-on-one information meetings with these representatives. Eight of the ten statutorily required ex-officio members from District agencies have been identified, and the ODWM has convened one-on-one informational meetings with these representatives. The remaining seats include representatives from the Deputy Mayor of Public Safety and Justice and the Department of Housing and Community Development.

As of October 15, ODWM had received 15 applications for Council positions and 12 applications for mayoral positions, and we have conducted 11 interviews. ODWM has also conducted in-person meetings and outreach with BIDs, ANC's, and Marinas/Yacht Clubs.

ODWM conducted and drafted the Market Research Report and IG Cost Estimate and drafted solicitation package, including the Scope of Work, Price Schedules, Deliverables, Technical Proposals, Key Personnel, and Technical Criteria. The RFP is currently with OCP. ODWM anticipates OCP to publish the RFP before the end of CY2024.

This was a multi-year initiative.

Integrated
Flood Model

In FY24 (Year 3), DOEE will continue to implement the Integrated Flood Model (IFM). With IFM, DOEE will be able to develop maps of where flooding is expected to occur, now and in a future with heavier rain and sea level rise. There are areas of the city that are vulnerable, and with these maps, we will be able to identify all DC's flood risk areas, do more targeted outreach to flood vulnerable residents, and propose infrastructure in places that we know will reduce flood risk in neighborhoods that need it the most. In FY24 DOEE expects that the hydraulic models for interior, riverine and coastal flooding will be complete and integrated together, and calibrated. Initial maps depicting the cities flood risk will be produced, and substantial work will have been done on a graphic interface to allow DOEE to test various flooding scenarios and see the map outputs. DOEE expects that work designing new resilience infrastructure to test in the IFM will begin in FY24 as well.

Completed to date: 25-49%

In Q3, the model produced three initial maps for a first glance of where flooding occurs in the District during : 1) a rainfall event that has a 1-in-15 chance of occurring every year in 2020, 2) a 1-in-15 rainfall event in 2080, and 3) the rainfall that occurred on September 10, 2020. In Q4, the contractor further refined the model by making adjustments based on real world calibration, especially in areas below overpasses, such as on Rhode Island Avenue NE below the metro overpass. These adjustments will lead to more accurate flood maps. In Q4 the contractor also provided a draft "Systems Architecture Document," which describes how the model was developed and key decisions that have been made so far.

This initiative is a multi-year project; however, we completed our annual goals for FY24.

Maintain District-Owned Stormwater Infrastructure	In FY22, DOEE assumed responsibility for maintaining all District-owned stormwater infrastructure and has worked over the past two years to stand up this initiative. In FY24, DOEE will begin to implement its green infrastructure signage plan by uniquely marking all District-owned facilities in an effort to educate the public about these facilities and create a simple and accessible way for residents to submit maintenance requests. Additionally, the agency will complete the development of a maintenance database and begin its use for tracking maintenance visits and agency responsiveness to 311 requests.	Completed to date: 75-99% The Green Infrastructure Maintenance contract was fully approved by Council and awarded in April, and routine maintenance for DC government-owned green roofs and bioretention best management practices was deployed. In addition to routine maintenance for bioretention, supplemental corrective action work orders were issued to replace the backlog of damaged, welded metal fencing surrounds and to clean permeable alleys. OCP needs to secure Council approval to fully execute Option Year 2. OCP needs to secure Council approval to fully execute Option Year 2.
Sustainable DC 3.0	In FY24, DOEE will release the 10-year update to the Sustainable DC Plan. The updated plan will incorporate the research and recommendations completed in FY23 that analyzed the Plan's impact on racial equity and assessment of progress towards meeting the Plan's 35 targets.	Completed to date: 75-99% The Sustainable DC team addressed final comments from interagency contacts on the draft Sustainable DC 3.0 Plan, addressed comments from DOEE's Legislative and Regulatory Team, received internal DOEE approval to advance the draft plan to IQ review, received OCA approval to advance the draft plan to IQ review, worked with the graphic designer to select a design concept and do initial layout, and submitted the draft plan for IQ review. The plan will be released once IQ approval is secured, and the graphic design is finalized.
Residential Electrification Program	In FY24, DOEE will develop a draft framework for standing up and implementing a residential electrification rebate program for the District. The program will address all building types and income groups but pay specific attention to equitable and accessible ways to support electrification for low-income residents. The program will be designed to utilize funding from the Inflation Reduction Act (IRA) Home Electrification and Appliance and Home Energy Rebate Programs and adhere to the programmatic rules to be laid out and described by the U.S. Department of Energy (DOE).	Completed to date: Complete DOEE was officially awarded a Home Efficiency Rebates and a Home Electrification and Appliance Rebates formula grant from the Department of Energy. Agency staff continued to work on updating the program design for the Affordable Home Electrification Program and Affordable Housing Retrofit Accelerator Program, and the public launch is planned for the first quarter of FY25.

Lead-Safe and Healthy Housing Water Filter Installation Program	In FY24, DOEE will hire a contractor to install 1,750 lead filters on each drinking water source in compliance with the Childhood Lead Exposure Prevention Amendment Act of 2017. Additionally, DOEE will conduct annual drinking water sampling, and the OSSE-licensed child development facilities will take steps for remediation if elevated lead concentration levels are identified.	Completed to date: Complete To date, DOEE has installed filters on all compatible sources and maintained primary prevention by changing them out every three months. Additionally, we have installed filters on all inline, incompatible sources. These require changing on a yearly basis. During Q4, we installed 152 filters at 48 facilities.
Climate Ready DC plan update	DOEE is working toward the 10-year update to the District's 2016 Climate Ready DC climate adaptation plan. In FY24, DOEE will update the District's climate projections and publish a summary report on the agency's website.	Completed to date: Complete The climate projections report was delivered to DOEE in August 2024 and has been published on DOEE's website.

6 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024	FY 2024 Target	Was 2024 KPI Met?	Explanation of Unmet KPI
Conserve the natural environment and wildlife of the District, and restore and protect aquatic resources from pollution and degradation											
Percent of District land retrofitted with green infrastructure that prevents stormwater runoff from becoming pollution	Up is Better	5.6%	5.9%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	6.3%	6.3%	Met	
Protect the public health of all District residents by improving the environment in areas related to air, soil, and indoor pollution											
Compliance rate of underground storage tanks inspected	Up is Better	98.2%	89%	75%	93.3%	78.6%	62.5%	79.2%	82%	Nearly Met	In FY23, the EPA changed the criteria measures for underground storage tanks, which became a challenge for all states with aging tank infrastructure. This was the first time in 30 years that the agency fell below an 80% compliance rate; we expect to be back on trend in the future as the industry understands the new criteria and improves compliance.
Percent of properties with identified lead-based paint hazards that are issued an Enforcement Order or a Notice related to the identification of a lead-based paint hazard within 28 days of the property's risk assessment	Up is Better	100%	93.5%	100%	80%	75%	100%	91.3%	92%	Nearly Met	The Lead Compliance and Enforcement branch added three new staff members this year, which often presented challenges with training and deliverables. We also recently lowered the threshold for when an inspection is performed, resulting in additional inspections.
Percent of lead-safe and healthy housing clients who are referred to DOEE that receive an initial contact call or letter in accordance with the Healthy Housing Standard Operating Procedures	Up is Better	New in 2023	98.6%	100%	97.2%	100%	100%	99.3%	100%	Nearly Met	Only 1 of 139 clients was not contacted within the specified reporting period; however, they received an initial contact call and letter in the following quarter.

Key Performance Indicators *(continued)*

Measure	Directionality	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024	FY 2024 Target	Was 2024 KPI Met?	Explanation of Unmet KPI
Reduce the energy burden on the District's most vulnerable populations, promote energy efficiency and energy conservation, and make our energy systems cleaner, more reliable, and more resilient.											
Compliance rate of energy benchmarking for public buildings and buildings over 25,000 sq ft	Up is Better	84%	88.9%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	91%	85%	Met	
Number of low-income households receiving solar installations/benefits	Up is Better	1,091	2,005	914	228	349	306	1,797	2000	Unmet	The budget reduction of the Renewable Energy Development Fund resulted in a reduction of solar projects coming online.
Increase engagement with District residents and businesses in an equitable way to increase understanding and adoption of sustainability practices, and implement programs and policies that ensure the District remains a national and international leader in sustainability and climate change.											
Percent of greenhouse gas emissions reduction from the 2006 baseline year to meet 2045 goal	Up is Better	Not Available	36.5%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	35%	36%	Nearly Met	This measure is based on 2022 emissions data. The District saw a slight increase in emissions compared to the previous year, likely due to post-pandemic rebound. More analysis on the factors driving this change, as well as a deeper dive on the upstream emissions' impact of natural gas, will be shared in November.
Percent of all actions in the current Sustainable DC Plan that are complete	Up is Better	12%	12.6%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	14.4%	15%	Nearly Met	Progress was made on fifteen Sustainable DC actions, many advancing from a status of "initiated" to "moderate progress" or from "moderate progress" to "significant progress." At least one action was completed after the reporting period.
Percent of all actions in the current Sustainable DC Plan that are underway	Up is Better	New in 2024	New in 2024	Annual Measure	Annual Measure	Annual Measure	Annual Measure	83.8%	New in 2024	New in 2024	
Administer efficient and effective environmental enforcement operations, strategies, and outreach that bring polluters into compliance with the District's environmental laws											

Key Performance Indicators (continued)

Measure	Directionality	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024	FY 2024 Target	Was 2024 KPI Met?	Explanation of Unmet KPI
Air monitoring network performance- Percent of data captured for submitting to EPA's national air quality database	Up is Better	96%	94%	96%	96%	95%	95%	95.5%	75%	Met	
Rate of Compliance with District Environmental Law Detected through Inspections	Up is Better	62.1%	75.4%	Annual Mea- sure	Annual Mea- sure	Annual Mea- sure	Annual Mea- sure	68%	75%	Nearly Met	The compliance rate depends on actions of the regulated community. If fewer entities are in compliance when we conduct an inspection, the rate goes down. In FY24, there was more noncompliance.
Create and maintain a highly efficient, transparent, and responsive District government.											
Percent of new hires that are District residents	Up is Better	New in 2023	52.7%	Annual Mea- sure	Annual Mea- sure	Annual Mea- sure	Annual Mea- sure	56.1%	-	-	
Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia	Up is Better	New in 2023	14%	Annual Mea- sure	Annual Mea- sure	Annual Mea- sure	Annual Mea- sure	10.9%	-	-	
Percent of employees that are District residents	Up is Better	New in 2023	50.7%	Annual Mea- sure	Annual Mea- sure	Annual Mea- sure	Annual Mea- sure	51.1%	-	-	
Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time.	Up is Better	New in 2023	25%	Annual Mea- sure	Annual Mea- sure	Annual Mea- sure	Annual Mea- sure	55.6%	-	-	
Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years.	Up is Better	New in 2023	New in 2023	Annual Mea- sure	Annual Mea- sure	Annual Mea- sure	Annual Mea- sure	94.5%	-	-	

Workload Measures

Measure	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024
Natural resources services performed by agency							
Number of RiverSmart Homes audits performed	1,068	1,172	327	301	265	309	1,202
Number of Stormwater Management Plan Maintenance Notices issued	178	33	1	1	22	23	47
Number of Stormwater Retention Credit Use Applications Processed	New in 2023	40	26	29	28	30	30
Number of Soil Erosion and Sediment Control plans Approved	New in 2023	1,137	277	285	295	330	1,187
Number of Stormwater Management plans Approved	New in 2023	175	40	46	33	51	170
Number of properties receiving water bill discounts through the RiverSmart Rewards program	New in 2023	505	34	41	128	86	289
Number of participants in fish and wildlife education and outreach programs	3,764	3,713	560	460	1,679	1,858	4,557
Number of trees planted by DOEE to help the District meet its goal of 40 percent tree canopy coverage by 2032	4,098	3,888	1,548	723	2,336	309	4,916
Number of rivers and tributary streams monitored for water quality and habitat assessment	New in 2024	New in 2024	93	93	93	93	372
Number of Compliance Assistance and Policy team inspections	New in 2024	New in 2024	221	228	268	238	955
Number of fish and wildlife surveys conducted	New in 2024	New in 2024	79	66	276	234	655
Number of stormwater inspections	Not Available	Not Available	160	191	183	219	753
Environmental health services performed by agency							
Number of Significant Operational Compliance inspections of underground storage tanks conducted	74	67	12	15	33	8	68
Number of hazardous waste inspections conducted	97	105	8	19	38	43	108
Number of pesticide inspections conducted	104	69	8	17	9	23	57
Number of contaminated site clean-ups under regulatory oversight in the District	175	546	139	136	251	170	696

Workload Measures (continued)

Measure	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024
Number of air quality complaints processed (including engine idling, dust, odor, visible emissions, and asbestos)	498	497	124	121	228	144	617
Energy services provided by agency							
Amount of solar capacity installed (kW) through the Solar for All program	6,481.1	2,700	739	294	0	1,438	2,470.9
Sustainability and engagement activities performed by the agency							
Number of social media posts containing environmental and sustainability engagement messaging	1,613	2,864	569	348	379	394	1,690
Number of newsletters containing environmental and sustainability engagement messaging	New in 2023	68	23	31	28	23	105
Number of school visits, community meetings, and events where environmental and sustainability programs, activities, and initiatives are promoted	40	79	8	14	13	8	43
Enforcement services performed by the agency							
Amount collected from fines and penalties	\$272,293.00	\$296,696.00	\$52,416.00	\$171,917.00	\$52,136.35	\$91,680.00	\$368,149.35
Number of Notices of Infraction processed	223	443	52	247	94	135	528
Utility assistance and residential services provided by agency							
Number of low-income households receiving Clean Rivers Impervious Area Charge (CRIAC) Relief	8,700	8,814	1,942	1,909	890	251	4,992
Number of residents receiving assistance under the Lead Pipe Replacement Assistance Program	241	653	111	138	205	218	672
Number of low-income households receiving energy efficiency measures and services	558	524	0	55	40	77	172
Number of low-income households receiving home energy assistance through the Low-Income Home Energy Assistance Program (LIHEAP)	16,772	20,368	9,133	10,557	6,998	875	27,563
Operation services performed by the agency							
Number of participants enrolled in a DOEE workforce training program	108	161	176	43	31	63	313

Workload Measures (continued)

Measure	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024
Number of participants in a DOEE workplace training program placed in full-time job post program	32	104	37	43	53	46	179
Number of participants who have completed a DOEE workforce training program	63	82	13	0	21	47	81