



# 2024 IMPACT REPORT

Helping communities conserve energy and championing a sustainable and socially equitable energy future for all.

 [ecasavesenergy.org](https://ecasavesenergy.org)



## MESSAGE FROM THE CEO

This past year was one of reinvesting in ourselves, taking stock, and building the necessary capacity to face the tumultuous future of climate justice work in Philadelphia and across the state of Delaware. Amid a constantly shifting terrain, we remain steadfastly committed to the clients we serve in all aspects. From home repair and energy efficiency to emergency heating support, and energy education and workforce development, our priority is our ability to fulfill our mission.

In 2024, ECA underwent a rebranding process, updating our visual identity to more closely align with our community-centered mission. This included launching a new website with improved features to provide clear information to support community members and facilitate online applications for many of our energy efficiency programs and our Green Careers Training Center.

We hired critical new team members, such as a Business Systems Administrator to streamline data collection and processing, and a Chief Operating Officer to provide strategic leadership to our expanding programming. Seven new members joined our Board of Directors, adding decades of experience in environmentalism and nonprofit management. This enhanced governance team provides strong grounding as ECA embarks on a strategic planning process to determine our direction and foster innovation in tackling our core mission: ending energy burden and increasing climate resilience.

The rest of this report covers the incredible impact of ECA's training center, community programs team, heating and cooling support, and home repair and energy efficiency work. This work alleviates poverty, reduces carbon emissions, adds value to the assets of low-income households, tackles the skills gap and diversity issues in the trades, and advances the clean energy economy. And we couldn't do it without you – thank you for your continued partnership in 2025 and beyond!

**Steve Luxton**

CEO and Executive Director







# ECA FAST FACTS

## MISSION

Energy Coordinating Agency (ECA) is a 501(c)3 non-profit organization whose mission is to help people conserve energy and to promote a sustainable and socially equitable energy future for all.

## LOCATIONS

### PHILADELPHIA OFFICE + KNIGHT GREEN CAREERS TRAINING CENTER

 106 W Clearfield Street  
Philadelphia, PA 19133  
 (215) 609-1000

### DELAWARE OFFICE

 260 Chapman Rd, Suite 103  
Newark, DE 19702  
 (302) 504-6111

## 2024 AT A GLANCE



**Trained 274 emerging workers** for the clean energy economy.



**Helped 8,102 families access utility bill support** across Philadelphia and Delaware.



**Weatherized 1,249 homes** across Philadelphia and Delaware.



**Worked to restore heat in 2,808 homes** across Philadelphia and Delaware.



# ORGANIZATIONAL HISTORY



In 1983, residential utility terminations in Philadelphia increased from 3,000 to 30,000 in just one year and community activists, advocates, and faith leaders around the city demanded a solution. The City of Philadelphia responded with the founding of ECA the following year.

ECA started with the goal of improving access to energy assistance and conservation services for income eligible communities. Since then our work has only expanded, with the ultimate goal of a just and resilient city.

## ECA'S TIMELINE

- 1984** - ECA is **founded** and works out of The Friends Center on Cherry St.
- 1985** - The network of **Neighborhood Energy Centers** came to fruition to deliver trusted education and streamline the utility bill assistance application processes.
- 1993** - ECA takes over operation of the City of Philadelphia's **Heater Hotline**, providing crisis support for income eligible residents facing heating system breakdown during winter.
- 2009** - After a year of building out the West Kensington facility, the **Knight Green Careers Training Center** opens it's doors to the first cohort of students.
- 2017** - Operations expand into **New Castle County, Delaware**, starting with the Weatherization Assistance Program (WAP) and growing to all three counties and Pre-WAP home repair and stabilization by 2021.
- 2022 + 2023** - Philadelphia pilots a **crisis cooling program**, while Delaware begins supporting **heating systems and LIHEAP applications**.





# GREEN CAREERS TRAINING CENTER

Since 2009, ECA's Knight Green Careers Training Center has credentialed underserved minority youth and adults, including veterans and returning citizens, whose diversity reflects the city we serve. We prepare them for high-demand clean energy careers that provide family sustaining wages.



## 2024 IMPACT

Through 19 cohorts, **ECA trained 278 hardworking students in 2024.** Graduates left with any number of the 13 industry credentials offered, launching them into their new careers in the clean energy economy. At no cost to the students, we offered seven grant-funded programs:

- Green Renovation + Retrofit
- Gas Technician
- HVAC Installer/Maintenance
- Heat Pump Technician
- Brownfields Environmental Remediation
- Disaster Recovery
- Integrated Pest Management

## 2024 HIGHLIGHTS

Thanks to new funding, **ECA was able to hire our first Employer Placement Coordinator.** She provides additional support to alumni and students, enabling them to access apprenticeships, careers, and educational opportunities.

The training center also **launched our own internship program for our heat pump trainees.** Under supervision from certified and licensed instructors, the students install new, energy efficient heat pump hot water heaters in the homes of community members who were living without hot water. It's a win-win for students and income eligible residents!



# HOME REPAIR + ENERGY EFFICIENCY



ECA provides high-quality energy efficiency and weatherization services to income eligible residents of Philadelphia and the state of Delaware. We approach energy efficiency holistically, starting with home stabilization and repair before moving on to conservation and electrification.

## HOME REPAIR

As the poorest major city in the country, it's no surprise that cost is the main barrier for Philadelphians to be able to keep up with home repair expenses, making energy efficiency measures nonviable.

In 2024, ECA addressed critical safety issues in 152 structures, such as fall risks, electrical and fire hazards, and mold remediation before weatherization could be effective. We implemented a new program from Housing and Urban Development called Healthy Homes. We focus on screening for, and addressing environmental risks such as lead, radon, mold, carbon monoxide, and asbestos.

- 73 homes in Philadelphia through the Built To Last and HUD Healthy Homes programs
- 79 homes in Delaware through the Pre-WAP and WAP Readiness Programs

## ENERGY EFFICIENCY

In 2024, ECA installed comprehensive energy efficiency measures in 1,249 homes:

- 846 homes in Philadelphia
- 403 homes in Delaware

We commonly do work such as:

- Air sealing and weather stripping
- Wrapping heating pipes and ducts
- Sealing heating and cooling ducts
- Heating repairs and installation
- Attic, wall, and floor insulation and ventilation





# HEATING + COOLING CRISIS SUPPORT

For over 30 years, ECA has operated Philadelphia’s only crisis hotline for income eligible residents facing heating system breakdown during winter. We coordinate free heater repair or replacement to keep our vulnerable residents safe and warm.

Since we took on the Heater Hotline in 1993, we’ve expanded into preventative maintenance, began operations in the state of Delaware, and piloted crisis cooling support for Philadelphia in summer 2022.

## HEATER HOTLINE

Our experienced and committed five person team takes over 15,000 calls from Philadelphians in crisis every winter. With current funding, we visited 2,798 homes to provide emergency support.

Our burgeoning team in Delaware helped 10 families restore heat in 2024.

## UNIT REPLACEMENT

When heating units cannot be repaired, ECA coordinates homeowner access to federal funding for full system replacement. In 2024, our Philadelphia team replaced 418 heaters and our Delaware team replaced 6 heaters, keeping families warm in their homes for years to come.

## PREVENTION

Many of the inoperable heaters that our technicians see during Heater Hotline visits could be prevented with proper system maintenance. During the off season, our Philadelphia team visited 143 houses to provide “Clean ‘n’ Tune” preventative maintenance services. While this is fewer than in past years due to funding cuts, we’re hopeful to be able perform more in 2025!

## CRISIS COOLING

As Philadelphia continues to see hotter weather year after year, the necessity of providing emergency cooling support has become evident. In partnership with the state of PA, ECA continued a cooling crisis program and helped 626 households by distributing and installing A/C units and fans, or repairing central air units.



# COMMUNITY PROGRAMS



ECA's dedicated community programs team meets the complex energy needs of thousands of Philadelphia and Delaware residents and connects them to wrap-around services to ensure they remain comfortable in their homes.

## UTILITY BILL SUPPORT + COUNSELING

In 2024, ECA's Philadelphia team and the NEC network helped 5,612 Philadelphia families apply for utility bill assistance and access support:

- 3,478 applied for the federal Low Income Home Energy Assistance Program (LIHEAP)
- 4,063 applied for programs from local utility companies such as PECO, PGW, and PWD
- 4,800 received one-on-one budget counseling to increase financial literacy

Our Delaware team supported LIHEAP application processing across the state and helped 2,490 residents keep their heat or A/C on in 2024. This is their second year doing this work and they increased their impact by 41% over 2023!

## HOME ENERGY EDUCATION

Our Philly staff attended 12 energy fairs in 2024 to provide resources for 303 clients. They also hosted an incredible 41 energy efficiency workshops to teach 844 attendees about DIY methods for keeping their homes comfortable and their heating and cooling bills low.

The Delaware team is expanding into energy education too, attending three community outreach events and hosting new workshops.

## 2024 ENERGY CONFERENCE

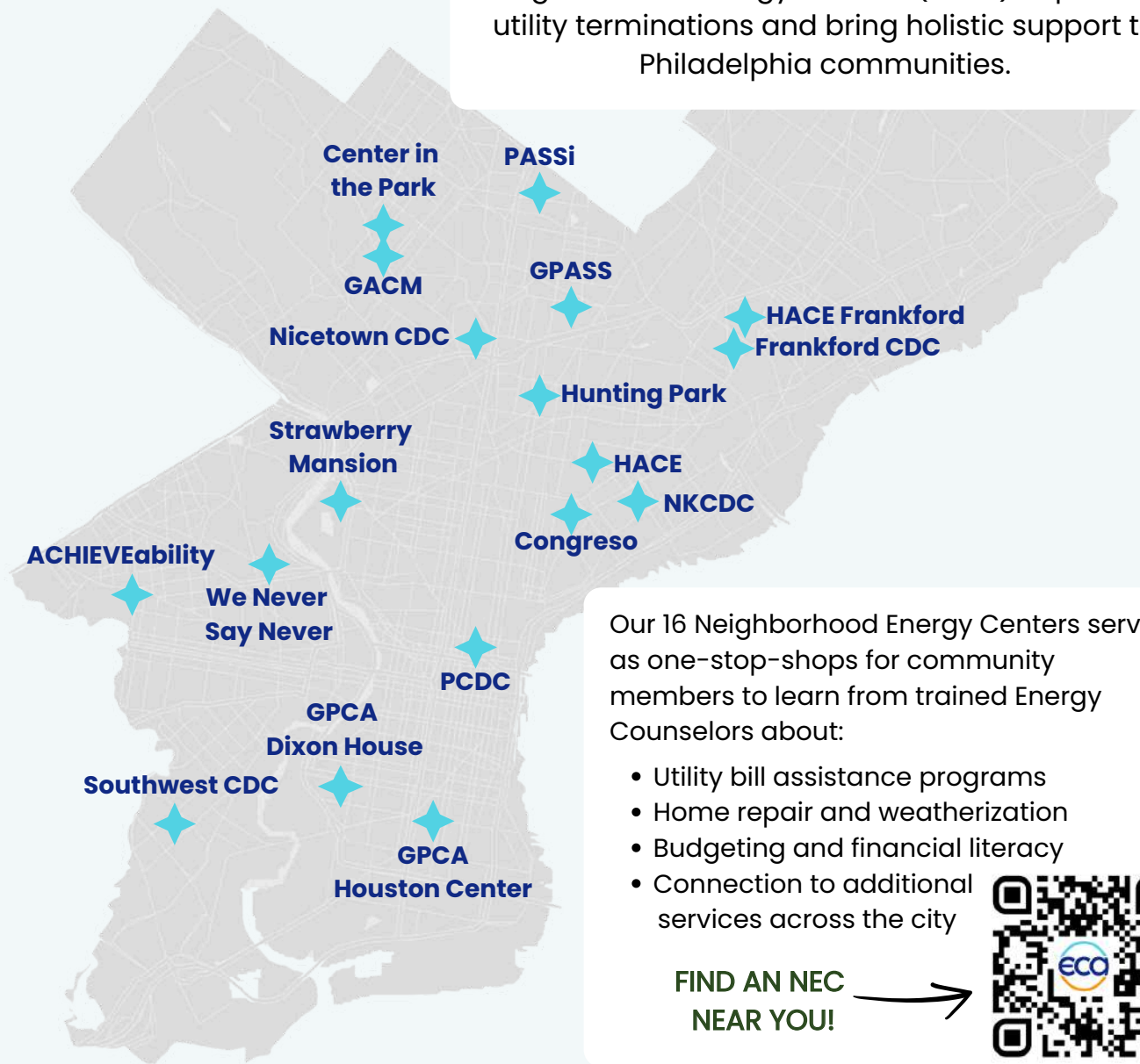
We brought together just under 200 attendees from over 75 partner organizations and companies for a critical day of information sharing between direct service community groups. Professionals from across the sector presented five panels with topics from utility bill assistance to electrification.





# NEIGHBORHOOD ENERGY CENTERS

Since 1985, ECA has coordinated a network of 16 Neighborhood Energy Centers (NECs) to prevent utility terminations and bring holistic support to Philadelphia communities.



Our 16 Neighborhood Energy Centers serve as one-stop-shops for community members to learn from trained Energy Counselors about:

- Utility bill assistance programs
- Home repair and weatherization
- Budgeting and financial literacy
- Connection to additional services across the city

**FIND AN NEC  
NEAR YOU!**



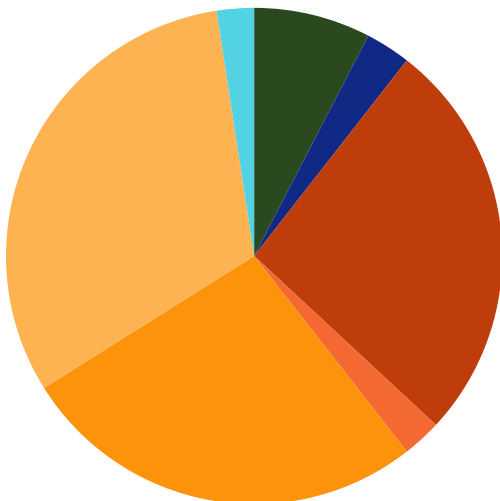
# REVENUE + ALLOCATION



Innovative partnerships and consistent programmatic results have led ECA to grow rapidly, doubling our annual revenue since 2018. This has been especially impactful for our Delaware energy efficiency and home repair program and the Green Careers Training Center. While we expect government funding for our longstanding Philadelphia crisis heating and home energy efficiency programs to experience cuts in 2025, we remain committed to finding solutions for these anticipated funding gaps and continuing to support those who rely on us.

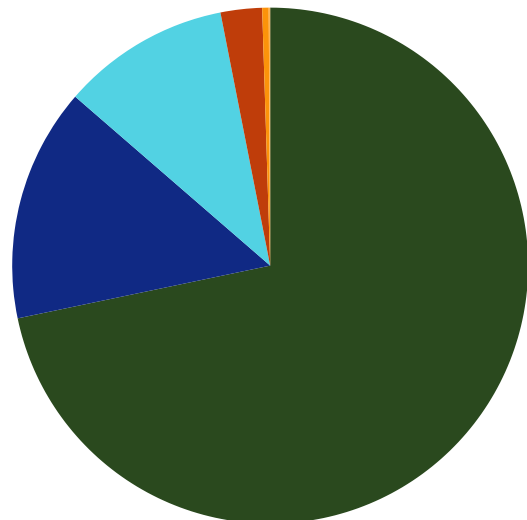
## REVENUE BY PROGRAM

- Training Center: \$2,010,423
- Community Programs: \$776,933
- Heating + Cooling - Philadelphia: \$6,966,526
- Heating + Cooling - Delaware: \$669,766
- Home Efficiency + Repair - Phila: \$7,033,775
- Home Efficiency + Repair - DE: \$8,324,817
- Administrative: \$638,955



## REVENUE BY SOURCE

- Government Funding: \$18,722,072
- Fee for Service Contracts: \$3,821,779
- Utility Company Programming: \$2,753,347
- Private Foundations: \$676,875
- Corporate Support: \$105,986
- Individual Giving: \$23,680





# STAFF + BOARD LEADERSHIP

Our Board of Directors and staff leaders are highly experienced professionals who bring decades of expertise to advance our mission of a sustainable and socially equitable energy future for all.

## STAFF LEADERS

- Steve Luxton**, CEO
- David Huffnagle**, CFO
- Sofya Mirvis**, COO
- Ruth Brown**, Human Resources
- Chris Gill**, Building Facilities
- Cynthia Olidge**, Heating
- Lisa Padilla**, Training
- Jackie Robinson**, Training
- Lorraine Horton**, Community Programs
- Eddie Miller**, Energy Efficiency
- Pat Beck**, Energy Efficiency
- Juliet Taliaferro**, HUD Healthy Homes
- Chuck Graves**, Built To Last
- Kristin Peers**, Delaware
- B.J. McDuffie**, Delaware
- Rebecca Walters**, Development
- Liberty Britton**, Communications

## BOARD OF DIRECTORS

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- Kristin Sullivan**, Vice Chair
- Sean Collins**, Treasurer
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- Julian Burnett**
- C. Baird Brown**
- Ocek Eke**
- Robert Graff**
- Miles Grosbard**
- Simi Hoque**
- Andy Huemmler**
- Charlie Huemmler**
- Nidhi Krishen**
- Joseph Minott**
- Brian Geoffrey Peirce**
- Sonny Popowsky**
- Akira Rodriguez**
- Herbert Ushewokunze**





## GET IN TOUCH WITH ECA

**Ready to learn more about ECA?** Get in touch and tour our LEED Gold Certified facility in West Kensington. It houses our Knight Green Careers Training Center, Heater Hotline, and other Philadelphia community services.

We'd love to show you around!

Email us at [partnering@ecasys.org](mailto:partnering@ecasys.org) to schedule a tour.

## SUPPORT ENERGY EQUITY

Your unrestricted gift is critical as ECA works to remain nimble during changes in the funding landscape. It allows us to fill gaps left by reallocated government funding and build cutting-edge programming when faced with unfulfilled community need.

**Make a donation to ECA today!**



*Photo credit and gratitude to TrakTeam Media, Jeff C, and our friends at PennEnvironment.*