



ORDINANCE NO. 22858

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AN ORDINANCE creating and establishing a new fund in the City of Tacoma to be known and designated as the Project Need Program Fund for the purpose of accounting for monetary transactions of any kind required to carry out the Project Need Program whereby ratepayers of the Light Division of the Department of Public Utilities would voluntarily contribute funds in addition to those required to pay their utility bills, said funds to be used to contribute to the payment of the utility bills of other Light Division customers who, because of low income or lack of income, are unable to pay their electrical utility bills, providing for the keeping of all books, records, and accounts necessary to maintain control over the financial operation of said fund, limiting the purposes for which said funds may be utilized, appropriating the sum of \$50,000 or so much thereof as may be necessary from the Project Need Program Fund for the purposes of carrying out the Project Need Program.

BE IT ORDAINED BY THE CITY OF TACOMA:

Section 1. That there be and is hereby created in the Department of Public Utilities a new fund to be known and designated as the "Project Need Program Fund" to be used exclusively as a means of isolating and identifying all monetary transactions pertaining to the administration of the Project Need Program whereby ratepayers of the Light Division of the Department of Public Utilities will be solicited to voluntarily contribute funds in addition to those funds necessary to pay their utility bills, said excess funds to be used to contribute to the payment of the electrical utility bills of other ratepayers of the Department of Public Utilities who are unable to pay their electrical utility bill because of inadequate or no income. Said fund to be administered by the proper officers of the City of Tacoma on advice and recommendation of an appropriate social service



1 agency pursuant to Utility Board Resolution No. U-6646 adopted
2 December 22, 1982, the accounting of said funds and all
3 incidental expenses relating thereto incurred by the officers
4 and employees of the City of Tacoma only, and the accumulation
5 of a cash reserve for such purposes relating to the Light
6 Division of the Department of Public Utilities under the
7 jurisdiction of the Director of Utilities provided that in
8 furtherance of the foregoing policies the City Council of the
9 City of Tacoma shall budget or appropriate from funds which
10 may be donated by other ratepayers sufficient funds each year
11 in the appropriate accounts of the appropriate fund of the
12 Light Division of the Department of Public Utilities under the
13 jurisdiction of the Director of Utilities for said purpose.

14 Section 2. That there be and is hereby appropriated
15 from the Project Need Program Fund the sum of \$50,000 or so
16 much thereof as may be necessary for the purposes set forth in
17 Section 1 hereof, all in accordance with the purposes and
18 objectives of the Project Need Program. The amount herein
19 appropriated consists of revenues received or to be received
20 by the City of Tacoma over and above those revenues estimated
21 at the time of the adoption of the Annual Budget of the City
22 of Tacoma for the year 1983, and said sum is appropriated
23 pursuant to the provisions of RCW 35.33.121; and the Annual
24 Budget of the City of Tacoma for the year 1983 shall be deemed
25 to be and the same is hereby amended to provide for the
26 expenditure of said excess revenues received or to be received
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1 under the provisions of the Project Need Program by way of
2 donations from individuals and entities interested in taking
3 part in said program.

4 Section 3. That the proper officers of the City of
5 Tacoma be and they are hereby directed to deposit in said fund:

6 (a) All moneys, loans, or appropriations legally
7 made available for the purposes set forth in Section
8 1 of this ordinance.

9 (b) All gifts, moneys, or funds donated by
10 ratepayers of the Light and Water Divisions of the
11 City of Tacoma or any other person or entity for the
12 purpose of contributing to the payment of the
13 electrical utility bills of customers of the
14 Department of Public Utilities who have inadequate or
15 no income, and are unable to pay their electrical
16 bill.

17 Section 4. That the Director of Finance be and he is
18 hereby authorized and directed to accept and receive all funds
19 donated in response to the solicitation for the Project Need
20 Program from ratepayers of the Department of Public Utilities
21 and others, and to deposit the same in the Project Need
22 Program Fund.

23 Section 5. That the Controller of the Department of
24 Public Utilities shall, and he is hereby directed, to keep and
25 maintain all books, records, and accounts in connection with
26 the receipt and disbursement of all cash to and from said
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1 funds as are necessary for the adequate control and all
2 reporting required on the financial transactions of said fund,
3 in conformity with all the laws, rules and regulations
4 pertaining thereto.

5 Passed JAN 4 1983

[Handwritten Signature]
Mayor

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8 *[Handwritten Signature]*
Attest: City Clerk

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10 Requested by Public Utility Board
11 Resolution No. U- 6646

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135

WHITE - City Clerk
 BLUE - Legal Department
 PINK - Finance Dept.
 CANARY - Departmental



**REQUEST for ORDINANCE
 or RESOLUTION**

TO BE COMPLETED BY
 CITY CLERK'S OFFICE

NO. 7435

INSTRUCTIONS: File request in the City Manager's Office no later than 5:00 p.m. FRIDAY, eleven days prior to the Council Meeting at which it is to be introduced. List facts necessary for the City Attorney's use in preparation of ordinance or resolution. Attach all material pertinent to the subject. NOTE: All appropriation requests must be cleared and approved by the Director of Finance or Controller before submitting to City Manager or Director of Public Utilities. (See Section 2). Departments must complete all paragraphs except 2 and 3. (If necessary, refer to Guide 15.2 (LEG 210) Subject: Departmental Request for Ordinance or Resolution).

22858

DATE 12/23/82	REQUEST MADE BY Public Utility Board	DEPARTMENT/DIVISION (Name and Number) Administrative	PROGRAM
1. <i>June L. Zamjahn</i> June L. Zamjahn Department Head	2. Approved as to Availability of Funds Controller	3. <i>Paul J. Nolan</i> Paul J. Nolan Director of Finance	<i>Paul J. Nolan</i> Paul J. Nolan Director of Public Utilities City Manager

4. PREPARATION OF AN ORDINANCE ~~RESOLUTION~~ (indicate which) IS REQUESTED FOR THE CITY COUNCIL MEETING OF TUESDAY December 28, 1982 TO:

To establish a special fund in the Treasury of the City of Tacoma to be designated as the Project Need Fund. This fund is established to receive voluntary contributions for Light Division customers along with their utility bill payments, with said contributions to be used to assist needy customers in the payment of their electric bills.

5. BACKGROUND INFORMATION (Why is Request necessary?)

A special fund is needed to administer the funds for the purpose of conducting a Project Need program. The program will allow customers and employees of the Department of Public Utilities to make contributions for the purpose of assisting needy citizens with the payment of their electric bills. The special fund is needed to keep contributions separate from existing city funds.

6. FUNDING SOURCE: (Enter Amount of Funding from each source)

Federal \$ _____ State \$ _____ City \$ _____ Other _____ Total Amount \$ _____

Funding for the proposed legislation is found in the _____ budget, Division _____

Page _____ Fund Number & Name _____

7. (a) Cleared by Affirmative Action Yes Conditional Approval Not Applicable

(b) Contract Compliance Approved Not Approved Delay Recommended Not Applicable

COMMENTS:

(If needed, see Guide No. 3.1 (LEG 210), Subject: Affirmative Action and Contract Compliance.)

8. STATUS: NEW LEGISLATION AMENDING LEGISLATION

Legislation amends Res/Ord. _____ Section _____ Chapter _____

9. SALIENT COMMENTS: List or identify significant information or exceptions that could be meaningful in processing this legislation.

A fund, to be designated the Project Need Fund, needs to be established in the Treasury of the City of Tacoma to collect the monies contributed to Project Need, in order that these monies be kept separate from other city funds. Once the fund is established, customers of the Department of Public Utilities will be encouraged to make contributions to assist needy customers with the payment of their electric bills.

10. ESTIMATED TIME REQUIRED, AFTER LEGISLATION, TO IMPLEMENT PROJECT _____ N/A

11. ENVIRONMENTAL ASSESSMENT:

Non-Action

Exempt

Declaration of Non-Significance

EIS

COMMENTS:

(If needed, see Guide No. 43 (ADM 1600), Subject: Environmental (SEPA) Public Information Center.)

12. SOURCE DOCUMENTS: (List all material filed in the City Clerk's Office as backup information for the request, and attach said backup information.)

A. **Letter to Mayor and City Council from Paul J. Nolan, dated December 23, 1982**

B. **Public Utility Board Resolution No. U-6646**

C.

D.

13. SUMMARY TITLE: (A brief sentence, not to exceed fifty words, as it will appear on the Council Agenda.)

Request for ordinance to create a special fund to be known as the PROJECT NEED FUND.

14. INDEX DATA: (Provide a minimum of three cross reference key words or phrases other than department or program.)

A. **Need**

B. **Assistance**

C. **Low Income**

15. Ordinance # 22858 First Read DEC 28 1982 Passed JAN 4 1983

Resolution # _____ Adopted _____

Comments or Other Action Taken:

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DIVISIONS
Light
Water
Belt Line



City of Tacoma

WASHINGTON

DEPARTMENT OF PUBLIC UTILITIES
Paul J. Nolan, Director

Please address reply to:
City of Tacoma
Department of Public Utilities
P. O. Box 11007
Tacoma, Washington 98411
(206) 383-2471

Attention:

December 23, 1982

To the Mayor and Members of the City Council

RE: Resolution No. U-6646

As a final step in the implementation of the Department of Public Utilities' "Project Need," a special fund needs to be established to properly collect and account for monies contributed by customers separate from other city funds. The establishment of such a fund requires a city ordinance. At the Public Utility Board's December 22, 1982 meeting, the program was approved by Board Resolution No. U-6645 and Resolution No. U-6646 was adopted requesting such an ordinance.

Copies of the explanatory documents related to the program, and Board Resolution No. U-6645 are attached for your further information.

It is the Department's intent to implement this program in January 1983 and begin announcing it as soon as this fund is established.

Following many in-house meetings, which included representatives from the city's Human Development and Finance Departments, it has been agreed that the utility bill's message center will be imprinted as follows:

"PROJECT NEED" NEEDS YOUR HELP. ADD \$2 OR
MORE TO YOUR PAYMENT AND SIGN THE ATTACHED
BILL STUB. THANK YOU.

Utility bill stubs will be printed as follows, under the "Amount Due" box:

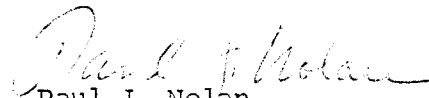
Yes, I want to donate to Project Need:
Signed _____ Amount \$ _____

To explain the program more fully, a special bill enclosure will be included with utility bills beginning in January.

As payments are made, the city's Finance Office will separate those with Project Need contributions and handle them manually. This manual procedure will be computerized if the contributions become numerous. The money will be deposited into the Project Need fund. The administering agency will notify the Department's customer service staff of the customers to be helped, and the amount of money to be allocated to each account. Customer service will charge the fund and credit the appropriate customers. No receipts will be mailed to customers acknowledging their contributions, but audit trails will be maintained in the event verification is requested by customers.

In accordance with prescribed procedures, your concurrence with the Public Utility Board recommendation is requested.

Very truly yours,


Paul J. Nolan
Director of Utilities

Attachments:

1. Public Utility Board Resolution U-6645
2. Memorandum from June L. Zamjahn to Paul Nolan, dated December 15, 1982
3. Proposal from the Metropolitan Development Council, dated December 10, 1982
4. Letter from the Salvation Army, dated December 10, 1982
5. Letter from the Tacoma Urban League, dated December 10, 1982
6. Letter agreement between the Department of Public Utilities and the Metropolitan Development Council, dated December 16, 1982 - Draft



RESOLUTION NO. U-6645

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2 WHEREAS because the impending electrical rate
3 increases will have an adverse effect on low income customers
4 of the Light Division and

5 WHEREAS the Light Division of the Department of
6 Public Utilities has proposed that a program known as the
7 "Project Need Program" be instituted whereby Light Division
8 customers would be encouraged to donate contributions to a
9 special Light Division fund to be used and applied to electric
10 bills owed by low income persons as recommended by the
11 Metropolitan Development Council, and

12 WHEREAS it is necessary to implement said program and
13 authorize the Metropolitan Development Council to act as an
14 advisory agency to assist the administration of the "Project
15 Need Program" at no cost to the Department of Public
16 Utilities, and it is in the best public interest that said
17 program be implemented; Now, therefore.

18 BE IT RESOLVED BY THE PUBLIC UTILITY BOARD OF THE CITY OF TACOMA:


19 That the proper officers of the Department of Public
20 Utilities be and they are hereby authorized and directed to
21 institute and retain the services of the Metropolitan
22 Development Council to assist in the administration of the
23 program known as the "Project Need Program" whereby customers of
24 the Light Division would be requested to submit contributions
25 along with their regular utility bills to the Department of
26 Public Utilities or directly to the special fund, and said funds
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CITY OF TACOMA
DEPARTMENT OF PUBLIC UTILITIES

MEMORANDUM

DATE: December 15, 1982

TO: Paul J. Nolan, Director of Utilitiies

FROM: June L. Zamjahn, Manager, Community/Media Services 

SUBJECT: Selection of Project Need's Administering Agency

The purpose of this memo is to recommend that the Metropolitan Development Council (MDC) be designated as the administering agency for Project Need and that a letter agreement confirm that arrangement.

To give you the background behind this recommendation, on December 1 the Department sent Requests for Proposals (RFPs) to the following six agencies suggested by the city's Human Development Office: Associated Ministries, Tacoma Urban League, Tacoma Rescue Mission, Pierce County Community Action Agency, Salvation Army and the Metropolitan Development Council. In addition, advertisements were placed in THE TACOMA NEWS TRIBUNE and the TACOMA DAILY INDEX in accordance with bid requirements.

We received one proposal on December 10, the day called for in the RFP, that of MDC. A copy of it is attached. On Monday, December 13, we received letters from the Tacoma Urban League and the Salvation Army, postmarked December 10, also attached.

On Tuesday, December 14, the selection committee referenced in the RFP met at the city's Human Development Office to consider the three responses. I noted that Rev. Alger, Associated Ministries, also had responded by telephone to say their staff already was too busy to handle Project Need but he offered encouragement for what he said is a very worthwhile effort. The committee, chaired by Mel Jackson, director of Human Development, was represented by the following human service organizations: Comprehensive Mental Health, Friends In Human Services (FISH) Food Banks, Pierce County Association for Retarded Citizens, American Red Cross, Martin Luther King Center and Head Start. Susan Manthou, Human Development, also attended this meeting.

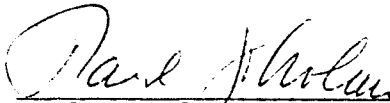
The committee reviewed the responses and noted that the Salvation Army had not prepared a very comprehensive document. Most members were surprised at this, since that organization is involved with similar programs not only in other states, but also locally through the

Washington Natural Gas Company and Puget Sound Power & Light. The committee felt the Salvation Army's overhead of 15% was too high to consider for Project Need. Since the Tacoma Urban League's letter was not a proposal, it was acknowledged only.

To save time, Mel arranged for the committee to interview representatives from MDC following the review of the responses. Linsey Hinand, executive director of MDC, and Milton Caron, the organization's planner, responded to the committee's questions satisfactorily. It was the committee's unanimous decision that MDC be designated as the agency to administer Project Need.

We request your approval to submit this matter to the Public Utility Board for their consideration.

APPROVED:



Paul J. Nolan
Director of Utilities

JLZ:mc

METROPOLITAN DEVELOPMENT COUNCIL



TAFF BROWN
PRESIDENT
BOARD OF DIRECTORS

J. LINSEY HINAND
EXECUTIVE DIRECTOR

December 10, 1982

City of Tacoma
Department of Public Utilities
P.O. Box 11007
Tacoma, Washington 98411

Attention: June L. Zamjahn

Dear Ms. Zamjahn,

The attached proposal, in support of Project Need (the public utility energy assistance program) is submitted for your consideration.

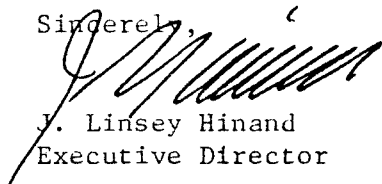
We anticipate that over 8,000 low income families will request energy assistance from MDC (and the Pierce County Community Action Agency) Energy Assistance Program during 1983.

Project Need closely complements the energy services which are in place and have been operating in the Tacoma City Light service area to effectively serve the community most effectively. We would require no additional administrative funds to support Project Need.

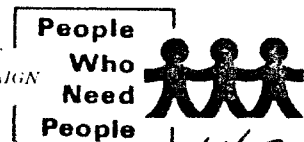
Thank you for your serious consideration of this proposal.

If you need additional information please call Milt Caron in the Planning and Evaluation Department - 383-3921.

Sincerely,


J. Linsey Hinand
Executive Director

MDC ENDORSES THE
UNITED WAY CAMPAIGN



INFORMATION REQUESTED UNDER ITEM 6-D:

- 1) MDC's experience in providing financial assistance to low income people for energy:

The Energy Assistance and Emergency Services programs of MDC have been providing financial crisis assistance to low income Tacoma residents for the past 18 years.

This process has involved intake, outreach, funds mobilizing, screening, processing and client counseling.

The MDC accounting system provides strict accountability for funds control and disbursement.

During 1982, \$9,000 was contributed by United Way of Pierce County and disbursed through MDC in similar manner as we proposed to disburse Project funds without administrative costs, as a complement to our other programs.

- 2) Primary Project staff; qualifications and experience:

The Program Director and staff of the Energy Assistance Program will be the primary people involved with Project Need. The staff have an average experience level of 5 years per person in energy crisis intervention.

The Program Director, Loren Johnson, has worked in this capacity since 1977; (at MDC for 4½ years and prior to that in the City of Tacoma Department of Human Development Energy program). The MDC program is one of the largest in the state, and ongoing evaluations indicate that it is a superior program with a minimum of error (in spite of elaborate procedures required by PCAA).

- 3) Affiliation with other programs:

MDC will affiliate with the Energy Assistance Program of the Pierce County Community Action Agency which currently provides the same energy assistance to county residents which MDC provides to city of Tacoma residents.

At present, both programs refer clients to one another, depending on where the household is located. Under Project Need, the County CAA will refer City Light customers who live outside the city limits to the MDC program for assistance. This will eliminate duplications of service and will ensure that low income households will have access to financial assistance after their state funding is exhausted.

4) Present staff for Project Need:

Currently the MDC Energy and Emergency Services staff include:

Program Director
Assistant Program Director
Information & Referral Supervisor
Processing Supervisor
Records Maintenance Supervisor
7 Intake Clerks
1 Outreach Worker
Data Examination Clerk
4 WIN Volunteers

No additional staff would be hired to administer Project Need.

5) Administrative Costs:

The primary objective of MDC in applying for this proposal is to provide as much direct client support as possible. Since the network is already in place and working effectively, additional administrative funding is not necessary to carryout Project Need. MDC will assign the cost of this project to other expense areas. MDC will submit to City Light verification of eligibility with necessary support documentation, upon which City Light can credit the appropriate account.

6) Basic Eligibility:

MDC and the Pierce County Community Action Agency operate the present energy assistance programs with eligibility requirements of 125% of the federal poverty income guidelines. In instances of dire need, families which do not qualify under the federal guidelines could be assisted with Project Need funding. (Poverty income guidelines are attached).

In addition, Project Need will raise the funding ceiling for households which have energy bills which exceed the current funding levels. If a household has a bill exceeding \$475 and no additional resources, the current program could not help with payment, since the funds available would not prevent a shut-off. With Project Need funding, the household could qualify for the base funding, ensuring that shut-offs would not occur.

Families receiving State General Assistance could qualify for assistance through Project Need. In some cases, however, the additional income could reduce the amount of welfare money for which they qualify.

The Metropolitan Development Council Energy Assistance Program operated under the Low Income Home Energy Assistance Act which directs that, from the funds available to each state, a reasonable amount based on data from prior years must be reserved for weather-related and supply shortage emergencies, i.e., energy crisis intervention.

Program Specific Objectives of the MDC Energy Assistance Program include:

Energy Assistance Program (EAP) - Provide financial assistance to qualified low income households to help them pay home heating bills. It is anticipated that approximately 4,000 households will be served during program year 82/83.

Energy Crisis Intervention Program (ECIP) - Provide services to approximately 2,000 low income households in crisis due to actual or impending loss of home heating energy during the winter months or to alleviate weather-related supply shortage emergencies throughout the remainder of the program year. Priority for assistance is given to persons facing life or health-threatening situations and to the elderly, handicapped and small children.

Efforts are made to provide the highest level of assistance possible within funding limits to those households with the lowest incomes relative to family size and the highest energy costs in relation to that income.

Demographic data is collected on the population served to meet reporting and planning needs. A summary of the demographic data will be provided to local programs upon request for use in planning activities.

Special efforts are made to provide information about available assistance to elderly and handicapped individuals, and to persons and families who are subject to barriers to communication; e.g. non-English speaking persons and persons who do not have easy access to common public news media, such as newspapers, radio, or television.

MDC is required to engage in outreach activities to ensure that eligible households are informed about EAP, ECIP, and other energy assistance programs. Special efforts are made to inform households with young children, elderly, or handicapped persons, and households that are hindered by communication barriers.

The majority of households that are recipients of other income assistance programs are informed of the availability of the EAP and other energy assistance programs through the participation of DSHS in the implementation of the EAP Program.

The Energy Assistance Program (EAP) provides eligible households with financial assistance to help meet rising home heating costs. The assistance is provided through direct payments to the eligible applicant or through payments to a heating vendor on behalf of the eligible household.

Applicant households receive EAP assistance if:

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- a. The household is determined to be at or below 125 percent of the nonfarm poverty level and
- b. The household pays for home heating costs either directly to the energy vendor or indirectly as an undesignated portion of the home rental cost and is not fully or partially compensated for those heating costs through a subsidized housing program; and
- c. The household has not received maximum benefits through another EAP program and
- d. The household is not eligible for assistance through a similar home energy program administered by a Native American Tribal organization.

The amount of the benefit for which the applicant household is eligible will be determined considering:

- the climatic zone in which the household lives and
- the household's average monthly income; and
- the household size; and
- benefit level is based on climatic zone, average monthly income and household size.

EAP benefits are provided to eligible households through payment to the household's energy vendor (oil company, electric utility, gas company, etc.) on behalf of the household, or through direct payment to the applicant.

The Energy Crisis Intervention Program is designed when there is danger to health due to actual or impending loss of heating energy during the winter months or to alleviate weather related and supply shortage emergencies throughout the remainder of the program year.

The total cost of assistance provided to any eligible household through the ECIP program will not exceed \$400.

On a one-time-only basis, payments may be made to heating energy vendors for reinstating service or for continuing service when a notice of pending termination of service has been received or, in the case of nonregulated fuel, when the applicant has less than one week's supply of fuel on hand and insufficient funds to reorder. An amount not to exceed \$200 per household may be made available for this purpose. No payments may be made to a vendor who has not signed the Home Energy Vendor Agreement. Subsidized rental housing unit residents living at addresses of Housing Authorities who are participating in the Energy Assistance Program are not eligible for this direct ECIP service activity. Those affected households should contact the appropriate Housing Authority for assistance to alleviate an energy-related crisis.

Inoperative furnaces or other heating systems may be repaired. Blankets, warm clothing, temporary shelter, space heaters, survival kits, and other direct services related to alleviating a household's current energy crisis may be provided.

The Metropolitan Development Council is responsible for providing households within its service area with information about available program services and ensuring that those who want to apply may do so. Special efforts are made to inform households with small children, elderly, or handicapped persons, and

households whose members are hindered by communications barriers, e.g. non-English speaking persons or persons who do not have easy access to common public news media. Local programs will accept certifiable applications through June 30, 1983.

Efforts are made to enable eligible household to access resources available through other community-based crisis assistance programs. Such services may include communicating with personnel of other crisis assistance programs to locate needed services, transporting eligible clients to a service site, delivery of supplies to the client's home, and other services directly related to accessing energy crisis intervention services for eligible clients.

In addition coordination is made with other community-based service agencies and community organizations to secure supplies, funds, and services in order to respond quickly to energy-related emergencies.

Outreach activities include:

- Issuing press releases and arranging for public service announcements on radio or television (multi-lingual, to meet community needs);
- Distributing informational flyers around the community (multi-lingual, to meet community needs);
- Providing vendors with a suggested procedure for informing their customers of program details;
- Seeking out special interest groups and organizations that can assist the agency in informing potentially eligible households, particularly those targeted as a priority for outreach;
- Providing interpreters, when necessary, for non-English speaking applicants or applicants with communication handicaps; and
- Providing for mail-in or at-home application procedures or transportation services for homebound applicants.

Eligible households receive benefits through payments to the energy vendor concerned.

Payments are made to vendors for energy costs incurred by the household and/or to establish a line of credit for the household. Such households are eligible for assistance only for actual fuel costs; no cash payments are made if fuel costs do not at least equal benefit for which the household member is eligible.

Payments are made to energy vendors to establish a line of credit for the household when:

- The household and the vendor are willing; and
- The vendor's customer billing documents the amount of the credit.

Payments are made to vendors on behalf of the eligible household in the amount of any unpaid bill pertaining to:

- Costs incurred for heating energy usage; and
- Other incidental charges related to restarting or maintaining supply of energy for heating (does not include repair of furnaces or other heating mechanisms).

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EAP and ECIP applicants are provided opportunity for a fair hearing if:

- 1) the application is denied; or
- 2) within 30 days of receipt of a certifiable application for the EAP and WAP programs, the application is neither denied nor approved; or
- 3) within 7 days of receipt of a certifiable application for the ECIP program the application is neither denied nor approved; or
- 4) the benefit is less than the applicant thinks it should be; and
- 5) the hearing is requested within 60 days of the applicant's receipt of notice of benefit or denial.

-The fair hearing will be held in a place and at a time reasonably convenient to the claimant.

-The claimant will be afforded the opportunity to review the case file.

-The hearing officer will be an employee of the Planning and Community Affairs Agency (PCAA).

-The hearing will be held within 45 days of the receipt of the request for the hearing.

-Within 10 days of the date of the hearing, a written decision will be mailed to the claimant.

All applicants will be informed in writing of their right to a fair hearing at the time of application and when they receive notice of eligibility. Administration of programs will be in compliance with the nondiscrimination provisions of the Act (Section 2606(a)):

No person shall on the ground of race, creed, color, national origin, or sex be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity.

INCOME ELIGIBILITY GUIDELINES*

<u>Household Size</u>	<u>Average Monthly Income</u>	<u>Household Size</u>	<u>Average Monthly Income</u>
1	\$ 488.00	13	\$2,414.00
2	648.00	14	2,574.00
3	809.00	15	2,735.00
4	969.00	16	2,895.00
5	1,130.00	17	3,056.00
6	1,290.00	18	3,216.00
7	1,451.00	19	3,376.00
8	1,612.00	20	3,537.00
9	1,772.00	21	3,697.00
10	1,933.00	22	3,856.00
11	2,093.00	23	4,018.00
12	2,254.00	24	4,178.00

* 125% of the federally established poverty level

The Salvation Army

MAJOR A. R. JARVIE, *Commanding Officer*



OFFICES: 321 East 25th / 572-8452
United Way Agency

TACOMA CITADEL CORPS
1110 South Puget Sound Ave. / 752-1661
P.O. Box 1254 / Tacoma, WA 98401-1254

December 10, 1982

Community and Media Services Office
Department of Public Utilities
PO Box 11007
Tacoma, WA 98411

Gentlemen:

The Salvation Army would like to be considered as the administering agency for Project Need. Answering Letter "D" - Content of Proposal - we would make the following comments:

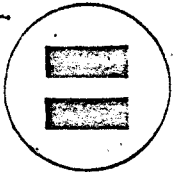
1. The Salvation Army has been historically working in this area with underprivileged people. In fact, we are administering a similar program with Washington Natural Gas.
2. Major Jarvie with 25 years of experience will be supervising the project. Young Lee, who holds a M.S.W., will be the prime mover.
3. We would anticipate cooperating with agencies already working in this field (such as mentioned in Request for Proposal #5).
4. We have already decided to add to our staff for 1983.
5. We would like to request a 15% administrative cost taken from the funds from Department of Utilities monies.
6. We will follow our present eligibility guidelines with special attention to the "New Poor".

I trust that these brief answers to your proposed questions will give some indication of our intent. We would be prepared to meet with your committee to further discuss this program.

May God bless you abundantly.

Sincerely,

A. R. Jarvie, Major



TACOMA URBAN LEAGUE, INC.

(A National Urban League Affiliate)

Building for Equality

THOMAS DIXON, PRESIDENT

2550 SOUTH YAKIMA AVENUE
TACOMA, WASHINGTON 98405
TELEPHONE: (206) 383-3006

December 9, 1982

June L. Zamjahn, Manager
Community/Media Services
Department of Public Utilities
P.O. Box 11007
Tacoma, WA 98411

Dear Mrs. Zamjahn:

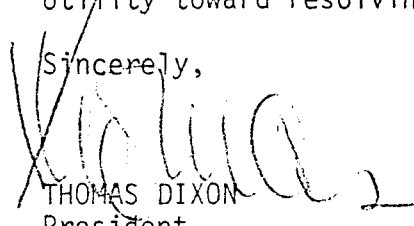
Tacoma Urban League was, and is, very interested in Project Need. However, the problems, i.e., a zero funding base and the absence of data on need, make it very difficult to reasonably program our scarce resources, space and services.

Tacoma Urban League does not have the capability to advance funds for this project or to lend its line of credit. Therefore, any kind of advertisement through your offices or by word of mouth, prior to funds being collected, could seriously jeopardize the League's goodwill standing in the community - especially if contributions prove to be less than anticipated.

We assume that any agency that undertakes this project would have to coordinate with the existing providers of energy services. Rather than duplicate already existing services, it appears prudent to postpone your December 10 deadline so that these providers can submit bids. The Salvation Army appears uniquely situated to successfully operate this program.

If no postponement is considered, and if no bids are received, we urge you to consider another bid process. TUL does support the concept and would be willing to enter into discussions with the Utility toward resolving some of these major problems.

Sincerely,


THOMAS DIXON
President

TD/mh



ERF

PROJECT NEED

AN AGREEMENT BETWEEN the City of Tacoma, Department of Public Utilities and the Metropolitan Development Council, the Project Need coordinating agency.

1. Project Need is a program that would encourage and allow Department customers to voluntarily add \$2 or more to their utility bill payments as donations to help the low-income or needy Light Division customers pay their electric bills. The Department will provide a system that allows customers to donate \$2 or more to a special fund through its billing system. Project Need contributions collected by the City Treasurer will be deposited daily in a special City fund to be designated as the Project Need Fund.
2. Such funds generated from Department customer donations will be used only to help low-income and needy Department customers pay their current or delinquent electric bills. The money will not be used to pay deposits, administrative costs, or other fuel bills.
3. The Metropolitan Development Council's professional staff is authorized to determine eligibility for program recipients and the discretion in the use of the funds made so available to meet individual recipient emergency energy assistance needs. Expenditures should generally be limited to \$200 once a year per individual or family for the purpose of maintaining minimal energy service. The individual should have exhausted all other available energy assistance programs and should not have been purposely delinquent in payment of earlier bills.
4. Program oversight will be provided by an independent Project Need Committee comprised of human service representatives and

representatives from the Department and General Government. The Committee will advise on general eligibility criteria and suggest revisions from time to time as may appear necessary.

5. The Metropolitan Development Council will maintain the staff necessary to properly qualify as many Department customers as practical within the available funds and counsel Department customers about the conservation of electricity.
6. The Department of Public Utilities will provide the Project Need committee members with quarterly reports of expenditures and basic services provided to Light Division customers. Project Need is not intended to replace or supplant existing programs or funding sources, but is to be an expansion of presently available resources. Both the Department and the Metropolitan Development Council will administer the program so that all funds distributed through Project Need will go to ultimate beneficiaries without deduction of salaries, administrative costs or other expenses. Should a change be necessary, the agency will present it to the Committee for review. If the Committee concurs and a change is made, it will be announced to the Department's customers.
7. The Department will be unable to provide receipts to customers contributing to this program, but information as to individual amounts contributed by customers can be provided upon request.
8. The program will continue so long as the Department and the Committee agree that it is serving a useful purpose and providing adequate funds on a reasonable cost-benefit basis, and that there are no legal or regulatory enactments which will adversely affect the Department or the Metropolitan

- . Development Council's ability to participate. Either the Department or the Metropolitan Development Council may terminate this agreement at any time and for any reason, upon 30 days written notice to the other party.
9. The Department will coordinate promotion of the program among its customers. All informational/promotional efforts by the Metropolitan Development Council for Project Need shall be submitted to the Department's Community/Media Services Office for review.
10. The city's Human Development Office will administer this agreement.

Agreed to this _____ day of December, 1982.

Paul J. Nolan
Director of Utilities
Department of Public Utilities

J. Linsey Hinand
Executive Director
Metropolitan Development Council

Assistant City Attorney

Approved as to Form and Legality