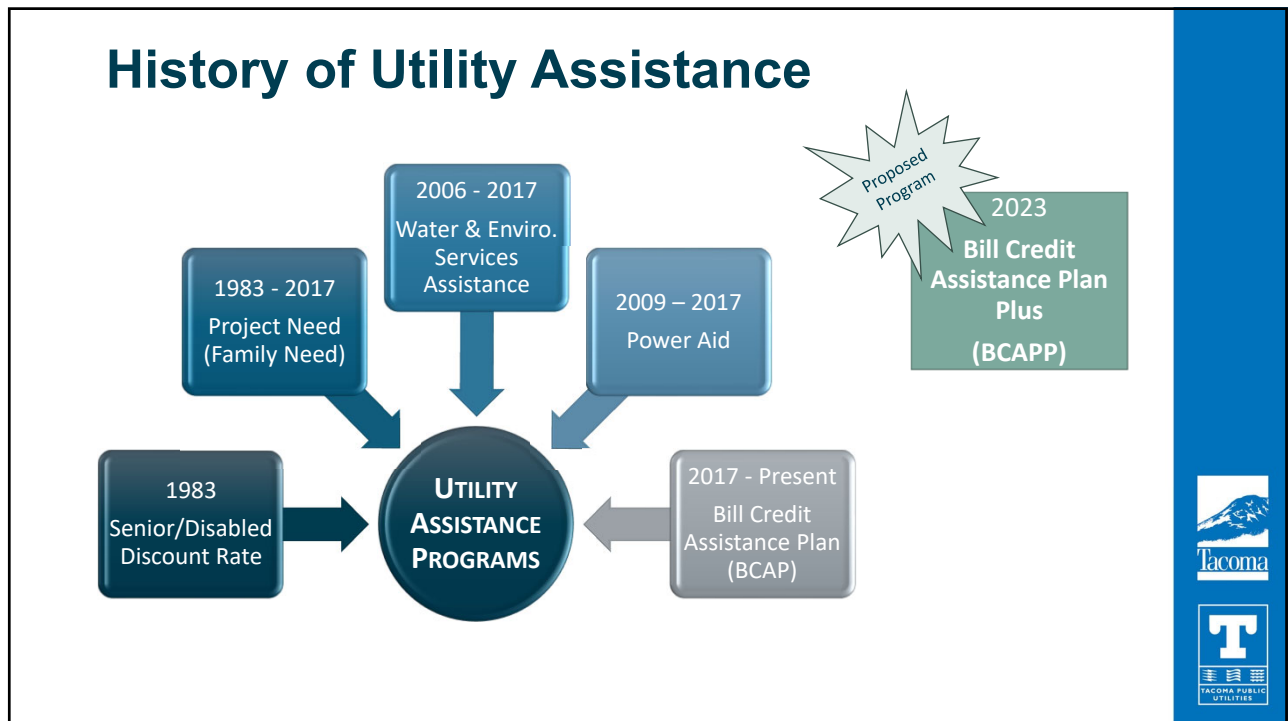




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Customer Feedback

What do you like about the BCAP program?

- “I like that it lowers my monthly bill.”
- “Every single thing!”
- “I don’t know what I would do without the help from this program. Cost of living is so high today, not having to worry about my utilities is a blessing!”
- “I think it’s great and I’m glad it’s an option. Thank you for the added resource to assist your customers.”



3

Customer Feedback

How can we improve the program?

- “More credit and funding for families who cannot pay consistently.”
- “Send reminder notifications.”
- “Remove unnecessary barriers. Allow people to apply/renew online. Increase income limits to qualify.”



4

2021 Enhancements for Assistance

- Eligibility definition changed from Federal poverty guidelines to Health & Human Services (HHS) Fair Market Rent Area median.

Household Size	Monthly Household Income Eligibility		
	Prior Program Threshold <i>150% Federal Poverty</i>	Discount Rate Current Threshold <i>45% HHS Median</i>	BCAP Current Threshold <i>60% HHS Median</i>
1 Person	\$1,699	\$2,666	\$3,555
2 People	\$2,289	\$3,045	\$4,060
3 People	\$2,879	\$3,428	\$4,570
4 People	\$3,469	\$3,806	\$5,075

- Increase BCAP annual credits from \$564 to \$672.
- Increase senior/disabled discount from 30% to 35%.



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Current BCAP vs Proposed Enhancements



Current BCAP
(Households with full, on-time payments can achieve monthly credits)

Service	BCAP Achievable Credit	
	Monthly	Annual
Power	\$21	\$252
Water	\$9	\$108
Wastewater	\$11	\$132
Surface Water	\$5	\$60
Solid Waste	\$10	\$120
Total	\$56	\$672



BCAP Plus
Automatic and Achievable Credits
(Households would receive an automatic credit regardless of payment. Additional BCAP Plus credit could be achieved with full, on-time payments)

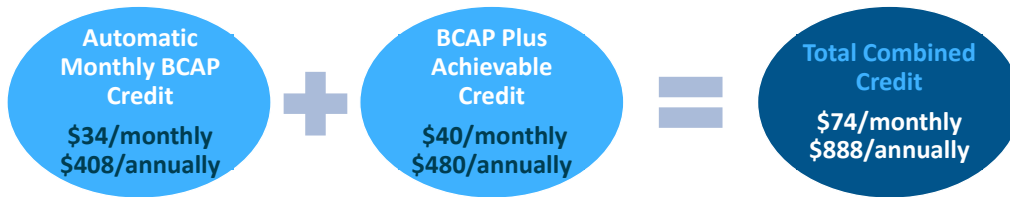
Service	BCAP	BCAP Plus	BCAP/BCAP Plus
	Automatic Credit	Achievable Credit	Annual Credit
Power	\$18	\$21	\$468
Water	\$4	\$5	\$108
Wastewater	\$5	\$6	\$132
Surface Water	\$2	\$3	\$60
Solid Waste	\$5	\$5	\$120
Total	\$34	\$40	\$888



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Customer Success

- Eligible households are encouraged to apply for **Federal Energy & Water Assistance Programs** annually
- **Budget Billing** makes bill payment more manageable because monthly amounts are leveled for the year
- Additional **BCAP Plus** credit means households are:
 - Reducing the amount of income being paid towards utility expenses
 - Not experiencing the negative impacts of service disruptions



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Residential Services for Income-Constrained

Program	Services	HHS Median Eligibility				Who to Contact
		45%	50%	60%	80%	
Utility Bill Assistance	<ul style="list-style-type: none"> - Bill Credit Assistance Plan (BCAP) - Discount Rate Program (senior and/or disabled customers) 	X	X	X		Tacoma Public Utilities Customer Solutions Office MyTPU.org/Assistance 253.502.8600
Energy Efficiency	Grants and deferred loans for: <ul style="list-style-type: none"> - Heat pump - Insulation - Windows - Hybrid Water Heater 	X	X	X	X	Tacoma Power Customer Energy Programs MyTPU.org/Ways-to-save 253.502.8363
Water Efficiency	Grants and deferred loans for: <ul style="list-style-type: none"> - Leaking water line repairs 	X	X	X	X	Tacoma Water WaterGrantLoan@cityoftacoma.org 253.502.8058
	Water efficiency kits (free) <ul style="list-style-type: none"> - Showerheads & faucet aerators - Outdoor watering supplies 	X	X	X	X	Conservation Programs MyTPU.org/Ways-to-save 253.502.8723
Residential Home Rehabilitation Loan	<ul style="list-style-type: none"> - Roof replacement - Electrical work - Foundation or structural repairs - Additional services available 	X	X	X	X	City of Tacoma Home Rehabilitation Program SingleFamilyRehab@CityofTacoma.org 253.591.5667
Sewer Conservation Loan	<ul style="list-style-type: none"> - Side sewer repair or replacement costs 	X	X	X	X	City of Tacoma Sewer Conservation Loan sseivert@cityoftacoma.org 253.502.2255



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Expansion of Water Grants & Loans

Program Details

- Grant or loan to **replace aged or leaking water line** associated with advanced meter deployment
- **\$5,000** grant for income-eligible and/or \$5,000 loan with zero interest for 84 months

Program Status May 2021 through May 2022

- 1 customer has received a grant of \$5,000
- What can we do to expand the program and help more customers?

Program Expanded June 2022

- **Eliminate 45-day window** and AMI-enabled program eligibility
- Establish a **tiered funding priority**
- **Immediate results:** 1 grant and 2 loans in progress



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Expansion of Power Conservation

Energy Audit

- Tenants at **80% HHS Median** or less
- **Build relationship** with landlord and tenant
- Comprehensive proposal **prioritizing energy efficiency** upgrades
- Energy efficiency **kits** for tenants
- Hands-on tenant **education**

Insulation

- **100% grant**
- Conservation-related repairs funded with **avoided tax** on BPA incentive funding

Heating & Windows

- Option 1: **100% grant** (if owner signs **affordability** covenant)
- Option 2: **30/70% grant/interest free loan** “split” (if no affordability covenant)



10

Community Partnerships

Financial Education/Coaching

- Additional, **one-time credit up to \$160** for eligible households who complete financial education/coaching through an approved community partner
- In conjunction with **Goodwill** and **Sound Outreach**

Ongoing Partnerships

- Pierce County Aging & Disability Resources
- Metropolitan Development Council
- Veterans Bureau
- Puyallup Tribe
- Variety of churches and non-profits



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Contact Information

Francine Artis
Customer Services Manager (interim)
Fartis@cityoftacoma.org
253.720-0607



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