

# UTILITY ASSISTANCE PROGRAMS

JOINT STUDY SESSION  
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Customer Services

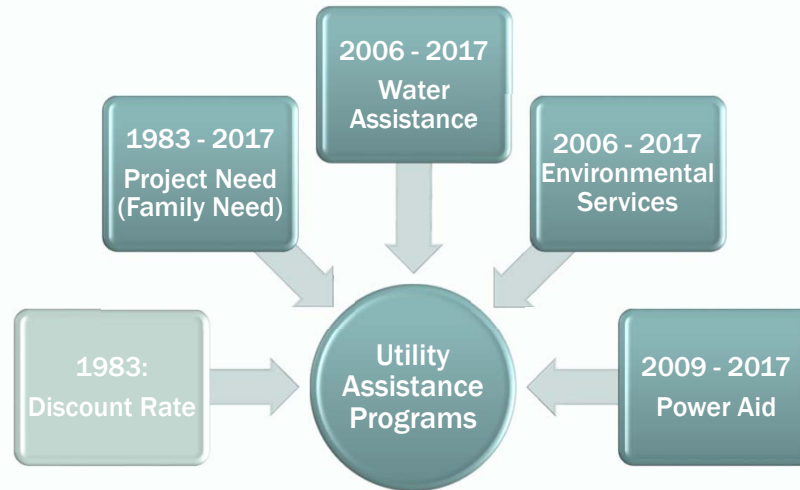


## DISCUSSION

- History of Utility Assistance Programs
- Drivers for Change
- Goal of Utility Assistance
- A Holistic Approach to Assistance
  - Alleviate –
  - Educate –
  - Connect –
- Community Demographics
- BCAP Budget
- Targeted Outreach
- Marketing & Communications
- Next Steps



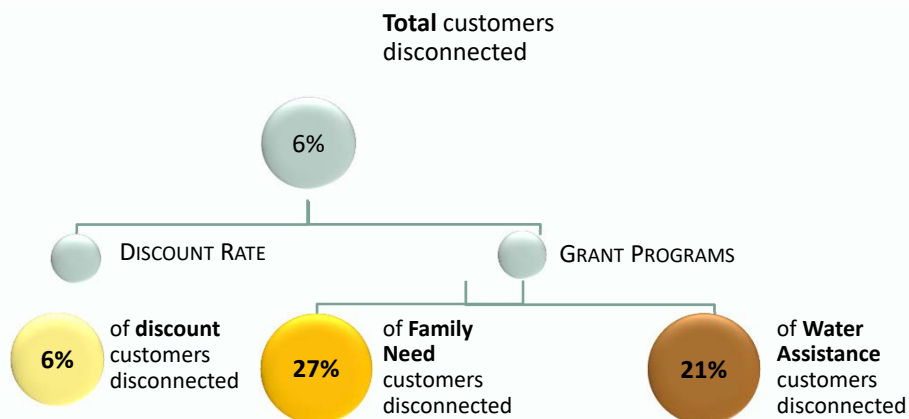
## HISTORY OF UTILITY ASSISTANCE PROGRAMS



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## DRIVERS FOR CHANGE



Many customers who received grants also experienced disconnections – some multiple times.

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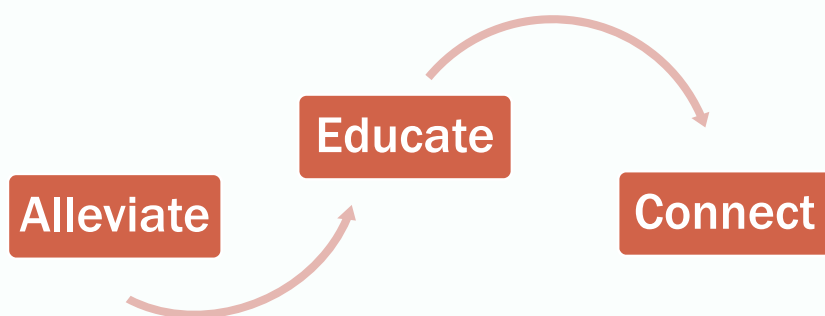
## GOAL OF UTILITY ASSISTANCE

Provide education and resources  
to empower customers seeking assistance so they can  
successfully manage their utility services.

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## A HOLISTIC APPROACH TO ASSISTANCE



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## ALLEVIATE – SEEK CUSTOMER SOLUTIONS

### Seek Customer Solutions

- Evaluate urgent account matters (pending or disconnected accounts)
- Assess customers ability to pay
- Utilize Emergency Assistance Funds within established guidelines
- Identify other agency resources



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## EDUCATE – TWO SEPARATE PROGRAMS

### Assistance Programs:

- Both programs are for household income up to 150% of federal poverty guidelines
- Households can be enrollment in one program only – not both



Household Size	Annual Income	Monthly Income
	\$18,210	\$1,518
	\$24,690	\$2,058
	\$31,170	\$3,138
	\$37,650	\$3,678

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# EDUCATE - DISCOUNT RATE PROGRAM

## Discount Rate Program Criteria

- Customers 62 years or older or receiving qualifying disability income
- 30 Percent discount for all services billed directly through TPU

 MyTPU.org/MyAccount (253) 502-8600 3628 S. 35th St.   Tacoma, WA 98409	
<b>Account# 100</b> <b>Amount Due</b> <b>\$328.50</b> <b>Due Date</b> <b>3/12/18</b>	
<b>Billing period - 12/15/17 to 2/14/18 (62 days)</b>	
<b>Electricity</b> Average cost per day \$2.00	\$123.78
<b>Drinking water</b> Average cost per day \$0.91	\$56.29
<b>Environmental Services</b>	
<b>Wastewater</b> Average cost per day \$1.49	\$92.57
<b>Solid waste &amp; recycling</b> Average cost per day \$0.49	\$30.39
<b>Surface water</b> Average cost per day \$0.41	\$25.47
<b>Total Current Charges</b>	<b>\$328.50</b>

Previous Amount Due \$314.57  
Payments -\$314.57  
Balance \$0.00  
Current Charges Due 3/12/18 \$328.50  
**Amount Due \$328.50**

**You are on the discount rate**  
This discount applies to income-eligible customers 62 years or older or adults receiving disability income. The discount is shown in the service details.

**Get ready for storm season**  
Prepare for outages during windy, rainy fall weather. [MyTPU.org/StormPrep](http://MyTPU.org/StormPrep)

**Hydroelectric cars?**  
Find out more about Tacoma Power and electric vehicles. [MyTPU.org/EV](http://MyTPU.org/EV)

**Billing period - 12/15/17 to 2/14/18 (62 days)**  
Issue date 2/16/18

Tacoma Power	Meter #
Energy* 1949.083@ \$0.042437/kWh	\$82.71
Distribution* 1949.083@ \$0.034435/kWh	\$67.12
Fixed charge @ \$13.50/month	\$27.00
<b>Low Income/62+/Disabled Discount</b>	<b>-\$53.05</b>
<b>Total</b>	<b>\$123.78</b>

Taxes included in your power service:  
Tacoma gross earnings - 6.0%  
State Public Utility - 3.8734%

\* The energy charge is for producing electricity. The distribution charge is for delivering that electricity to you.

Tacoma Water	Meter #
4.640@ \$1.825000/cdf	\$8.47
12.300@ \$1.895000/cdf	\$23.31
Fixed Charge @ \$21.20/month	\$11.63
Fixed Charge @ \$22.05/month	\$32.01
Hydrant Service Fee	\$1.31
Hydrant Service Fee	\$3.69
<b>Low Income/62+/Disabled Discount</b>	<b>-\$24.13</b>
<b>Total</b>	<b>\$56.29</b>

Taxes included in your water service:  
Tacoma gross earnings - 8.0%  
State Public Utility - 5.029%




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# EDUCATE - BILL CREDIT ASSISTANCE PLAN

## Bill Credit Assistance Plan Criteria

- Monthly credits based on full, on-time payments
- Credit amount depends on number of services billed through TPU

 MyTPU.org/MyAccount (253) 502-8600 3628 S. 35th St.   Tacoma, WA 98409	
<b>Account# 100</b> <b>Amount Due</b> <b>\$334.92</b> <b>Due Date</b> <b>3/8/18</b>	
<b>Billing period - 12/20/17 to 2/20/18 (63 days)</b>	
<b>Electricity</b> Average cost per day \$2.20	\$138.74
<b>Drinking water</b> Average cost per day \$0.76	\$48.11
<b>Environmental Services</b>	
<b>Wastewater</b> Average cost per day \$1.15	\$72.27
<b>Solid waste &amp; recycling</b> Average cost per day \$0.53	\$33.56
<b>Surface water</b> Average cost per day \$0.47	\$42.24
<b>Total Current Charges</b>	<b>\$334.92</b>

**You are enrolled in the Bill Credit Assistance Plan (BCAP)**  
The bill credit received is \$78.00. BCAP credit is achieved with full, timely payments.

**Get ready for storm season**  
Prepare for outages during windy, rainy fall weather. [MyTPU.org/StormPrep](http://MyTPU.org/StormPrep)

**Hydroelectric cars?**  
Find out more about Tacoma Power and electric vehicles. [MyTPU.org/EV](http://MyTPU.org/EV)

**Billing period - 12/20/17 to 2/20/18 (63 days)**  
Issue date 2/21/18

Tacoma Power	Meter #
Energy* 2000@ \$0.042437/kWh	\$84.87
Distribution* 2000@ \$0.034435/kWh	\$68.87
Fixed charge @ \$13.50/month	\$27.00
<b>BCAP Credit - Power</b>	<b>-\$42.00</b>
<b>Total</b>	<b>\$138.74</b>

Taxes included in your power service:  
Tacoma gross earnings - 6.0% - \$8.32  
State Public Utility - 3.8734% - \$5.37

\* The energy charge is for producing electricity. The distribution charge is for delivering that electricity to you.

Tacoma Water	Meter #
1.340@ \$1.825000/cdf	\$2.45
5.730@ \$1.895000/cdf	\$10.86
Fixed Charge @ \$21.20/month	\$8.08
Fixed Charge @ \$22.05/month	\$35.70
Hydrant Service Fee	\$0.91
Hydrant Service Fee	\$4.11
<b>BCAP Credit - Water</b>	<b>-\$14.00</b>
<b>Total</b>	<b>\$48.11</b>

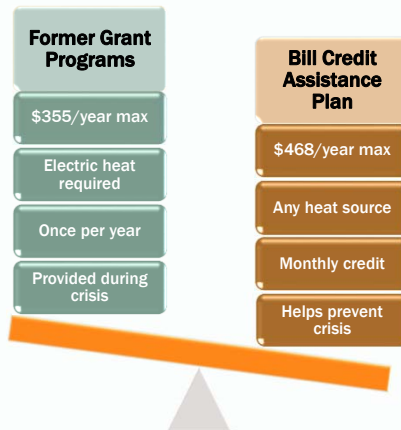
Taxes included in your water service:  
Tacoma gross earnings - 8.0% - \$3.85  
State Public Utility - 5.029% - \$2.42



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## EDUCATE - BILL CREDIT ASSISTANCE PLAN

### Benefits of Bill Credits



#### 2017/2018

Maximum monthly credit = \$39  
Maximum annual credit = \$468

#### 2019/2020

Maximum monthly credit = \$47  
Maximum annual credit = \$564

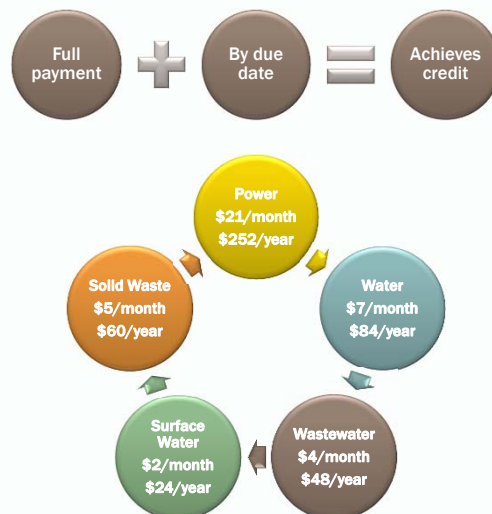
Maximum annual amount of former grant programs = \$355

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## EDUCATE - BILL CREDIT ASSISTANCE PLAN

### How the plan works



- Pledges from outside agencies can help achieve bill credits
- Installment plans may be available
- Two-year enrollment
- Late payment one month does not end program enrollment

\*Amounts shown are based on 2018 credits

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## EDUCATE – FINANCIAL EDUCATION CREDIT

### Financial Education Credit

- Partnership with Tacoma Goodwill “Key to Change” Financial Education Course - Identified as one of United Ways “Center for Strong Families”
- A portion of the training specifically addresses utility information
- Optional opportunity for customers enrolled in the Discount Rate Program and the Bill Credit Assistance Plan
- Additional one-time credit up to \$160 for completion of the course and personalized, one-on-one financial coaching



Scheduled to start in 3<sup>rd</sup> quarter 2018



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## CONNECT - TACOMA 2025 STRATEGIC PLAN

### Increase interdepartmental collaboration to promote - Opportunity/Equity/Partnerships/Accountability

- **Tacoma Power**
  - Energy-efficiency products and services
  - Apprenticeships & Internship Programs
  - Parks & Recreation
- **Tacoma Water**
  - Water-efficiency products and services
  - Apprenticeships & Internship Programs
- **Environmental Services**
  - Side-Sewer Loan Program
  - TAGRO
- **Neighborhood and Community Services**
  - Home repair programs
  - Services for seniors & persons with disabilities
  - Self-sufficiency programs



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## CONNECT – COMMUNITY RESOURCES

### Current Resources & Partnerships

- Catholic Community Services
- Department of Social and Health Services
- Greater Tacoma Community Foundation
- HopeSparks
- Living Access Support Alliance
- Metropolitan Development Council
- Pierce County Human Services (Energy Assistance & Disability Resources)
- Pierce County Veterans Bureau
- Puyallup Tribe of Indians
- Salvation Army
- Sound Outreach
- St. Rita / St. Vincent DePaul
- Tacoma Head Start
- Tacoma/Pierce County Housing Authorities
- Tacoma Urban League
- United Way of Pierce County - Centers for Strong Families

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## CONNECT - COMMUNITY RESOURCES

### Expanded Resources & Partnerships

- Asian Pacific Cultural Center
- Boys & Girls Clubs
- Centro Latino
- Churches
- Community Colleges
- Comprehensive Life Resources
- Employment Security
- Korean Women's Association
- Lutheran Community Services
- Mercy Housing
- School Districts
- Senior Centers / Senior Housing
- Tacoma Community House
- YWCA

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## COMMUNITY DEMOGRAPHICS

### Discount Rate Program

- Household Income up to 150% of federal poverty guidelines

One person/\$18,210 or less

Four people/\$37,650 or less

Division	Estimated Eligible Households	Households Served in 2017
Power	8,800	6,355 (72.2%)
Water	5,300	2,830 (53.4%)
Wastewater	3,800	2,446 (64.4%)
Surface Water	4,200	2,389 (56.9%)
Solid Waste	3,636	2,535 (69.7%)

Estimates based on 2014 American Community Survey (US Census Bureau)

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## COMMUNITY DEMOGRAPHICS

### Bill Credit Assistance Plan

- Household income up to 150% of federal poverty guidelines

One person/\$18,210 or less

Four people/\$37,650 or less

Division	Estimated Eligible Households	Households Served in 2017
Power	47,000	1,925 (4.1%)
Water	21,000	1,072 (5.1%)
Wastewater	18,000	993 (5.5%)
Surface Water	20,000	942 (4.7%)
Solid Waste	17,000	1,011 (5.9%)

Estimates based on 2014 American Community Survey (US Census Bureau)

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## TARGETED OUTREACH

### 2018 - Short-Term Outreach Strategy

- Identified approximately 60 multi-family complexes throughout City of Tacoma and Pierce County that provide housing for low-income seniors and families including, but not limited to:
  - Pierce County Housing Authority
  - Tacoma Housing Authority
  - Mercy Housing
  - Metropolitan Development Council
- On-site enrollments at low-income complexes with community rooms
- Direct mail brochures and applications
- Community partner locations
- Senior Centers

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## BCAP BUDGET

### Bill Credit Assistance Plan

Division	Estimated Eligible Households	2019/2020 Proposed Budget		2019/2020 If Proposed Budget is Increased by 100%	
		Biennium Budget	# of Households Budget Can Support (% of Eligible Households)	Biennium Budget	# of Households Budget Can Support (% of Eligible Households)
Power	47,000	\$1,800,000	3,571 (7.6%)	\$3,600,000	7,143 (15.2%)
Water	21,000	\$275,000	1,637 (7.8%)	\$550,000	3,274 (15.6%)
Wastewater	18,000	\$150,000	781 (4.3)	\$300,000	1,563 (8.7%)
Surface Water	20,000	\$70,000	729 (3.6)	\$140,000	1,458 (7.3%)
Solid Waste	17,000	\$190,000	1,131 (6.7)	\$380,000	2,262 (13.3%)

Estimates based on 2014 American Community Survey (US Census Bureau)

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## MARKETING & COMMUNICATIONS

### Multi-lingual Marketing Campaign

- Program FAQs & Talking Points for Staff & Agency Partners
- Updated web content
- Web banners (MyTPU.org) – rotate monthly
- Brochures
- Posters/Flyers
- Advertising
- Newsletters
- Direct Mail
- Public Service Announcements (PSA)



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## NEXT STEPS

- Launch Financial Education Credit component in 3rd Quarter.
- Establish funding levels for 2019/2020.
- Connect with other partner programs and services throughout the City of Tacoma and surrounding areas to better understand the needs of our community and leverage resources.
- Conduct program evaluations, provide monthly updates to the Customer Service Advisory Board and report to the board and council at the end of each calendar year.



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