



# Utility Assistance - Update

City of Tacoma | Customer Services

**September 8, 2020**



# Emergency Assistance Program

## Emergency Assistance Program Budget as of 9/8/2020

Utility Service	Total Emergency Assistance Program Budget	Emergency Assistance Program Expenditures (9/8/2020)	Remaining Emergency Assistance Program Budget	Number of Households Assisted
Power	\$1,700,000	\$1,438,257	\$261,743	10,668
Water	\$300,000	\$195,334	\$104,666	4,883
Wastewater	\$160,000	\$122,970	\$37,030	4,099
Surface Water	\$45,000	\$39,380	\$5,620	3,938
Solid Waste	\$195,000	\$168,801	\$26,199	4,220
<b>TOTALS</b>	<b>\$2,400,000</b>	<b>\$1,964,742</b>	<b>\$435,258</b>	<b>2</b>

\*Funds allocated from BCAP

# Emergency Assistance Program

## Application Status (as of 9/8/2020)

Applications Received	Applications Approved	Applications Denied*
14,012	10,753	3,123

## Applications Received

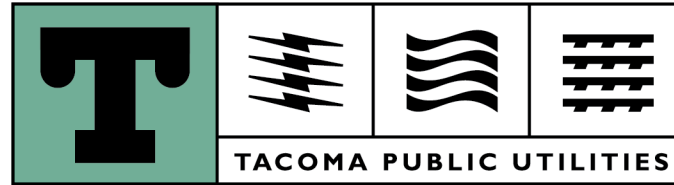
Inside the City	Outside the City
59%	41%

**\*Denial Reasons:** Not in TPU service area; Over Income; Not listed as a customer; Incomplete application; Duplicate applications.

## Emergency Assistance Program Eligible Credit

Power House	Power Apartment	Water	Wastewater*	Surface Water*	Solid Waste*
\$150	\$100	\$40	\$30	\$10	\$40

\*Assistance amount is based on whether it's a single family home or apartment and the number of services (Power, Water, Wastewater, Surface Water, Solid Waste) billed directly by Tacoma Public Utilities. A household in the City of Tacoma with five services would receive \$270.



# COVID Response: Energy Savings Kit Promotion

Power Management | Customer Energy Programs

**Public Utility Board**  
**September 9, 2020**



# ● ● ● OVERVIEW

- Free Energy Savings Kit offered to recipients of the Emergency Assistance Program (EAP).
- Designed as rapid COVID response to reach high need customers.
- Opportunity for ongoing engagement and education on energy use and available programs.

# THE AUDIENCE

Household Size	Maximum Monthly Household Income
1 Person	\$2,127
2 People	\$2,873
3 People	\$3,620
4 People	\$4,367
5 People	\$5,113
6 People	\$5,860
7 People	\$6,607
8 People	\$7,353

- 5,314 Tacoma Power customers
- Recipients of EAP funding
- Limited income as designated by EAP

# THE KIT



What's inside:

- (4) LED light bulbs
- (1) High performance showerhead
- (2) Sink aerators
- (2) Rolls of door weather-stripping
- (1) Energy savings tip sheet
- \$50 value

# THE RESULTS

- Over 500 requests received in the first 24 hours.
- Goal of 1,000 kits fulfilled in two weeks.
- High response and click rate shows interest from our customers and effective marketing.
- Through ongoing engagement, customers are gaining access to additional assistance programs, including an offer for a deferred loan for energy efficient home upgrades.