

Serving our customers

Bill Credit Assistance Plan Update

April 24, 2024



Bill Credit Assistance Plan Review



- **Bill Credit Assistance Plan (BCAP)**
 - What is it?
 - How does it work?
 - How much is the credit?
 - Who qualifies?
 - How do you apply?
- **Customer Communication**
- **Community Outreach**
- **Auto Enrollment**
- **Current Status**
- **What's Next?**

Bill Credit Assistance Plan (BCAP)



- **What is it?**

- BCAP is a program designed to help reduce the energy burden for income-eligible households.

- **How does it work?**

- Accounts enrolled in the program are automatically provided a credit for each utility service billed directly through Tacoma Public Utilities.
- Additional credits are achievable with full, on-time payments.

Bill Credit Assistance Plan (BCAP)



- How much is the credit?

- Credits are based on the number of services billed through TPU



- Annual credit up to **\$1,107.60**

Bill Credit Assistance Plan (BCAP)



- **Who qualifies?**

- TPU customers with the account in their name.
- Live in the dwelling full-time as their primary residence.
- Residential, single-metered service (meter cannot be shared with another unit or structure).
- Household meets the income guidelines shown in the list below:

| Household Size | Maximum household gross monthly income |
|----------------|--|
| 1 person | \$4,054 |
| 2 person | \$4,633 |
| 3 person | \$5,213 |
| 4 person | \$5,792 |

Bill Credit Assistance Plan (BCAP)



- **How to apply for the program?**

- Apply online or download an application by going to MyTPU.org/Assistance.
- For more information or to request an application, call Customer Services at 253-502-8600.

Promoting BCAP



Marketing:

- Website
- Lobby Displays
- Flyers
- Postcards
- Crew Cards
- Social Media
- Online Videos
- Advertising
- Employee education

Postcard

Tacoma Public Utilities
3628 South 35th Street
Tacoma WA 98409

You are eligible to apply if:

- You are a Tacoma Public Utilities customer.
- Your household income meets the eligibility requirements.

Find out more or apply now!

Apply online or download an application at MyTPU.org/Assistance
Scan the QR code for more information.

Find out how to get **over \$40 a month credit** on your utility bill.

Visit MyTPU.org/Assistance to learn more.

BCAP Customer Communication Materials

Program flyer

Onsite Enrollment Postcard and Flyer

You may qualify for the Bill Credit Assistance Plan and receive a credit of up to \$42 a month on your utility bill

Your household income must not be higher than:

| Household size | 1 person | 2 person | 3 person | 4 person |
|--|----------|----------|----------|----------|
| Maximum household gross monthly income | \$3,763 | \$4,300 | \$4,838 | \$5,375 |

Our staff will be at:

Date: _____
Time: _____

To assist with enrollment in the Bill Credit Assistance Plan.

Bring these items to determine if you qualify (check here all the documents to bring):

- Photo ID for all adults 18 and older (with an ID for 17 or younger during program, if any)
- Children under 18 years (Date of Birth or driver's license/passport/immigration card/other legal document)
- Household income verification for the last three months (including any public social security benefits, disability, unemployment, etc.)

Learn more at MyTPU.org/Assistance

You may qualify for the Bill Credit Assistance Plan and receive a credit of up to \$43 a month on your utility bill

Our staff will be at your apartment complex on _____ from _____ p.m. to _____ p.m. to assist with enrollment in this program.

If you need these income requirements:

| Household size | 1 person | 2 person | 3 person | 4 person |
|--|----------|----------|----------|----------|
| Maximum household gross monthly income | \$3,763 | \$4,300 | \$4,838 | \$5,375 |

Bring these items to determine if you qualify (check here all the documents to apply):

- Photo ID for all adults 18 and older (with an ID for 17 or younger during program, if any)
- Children under 18 years (Date of Birth or driver's license/passport/immigration card/other legal document)
- Household income verification for the last three months (including any public social security benefits, disability, unemployment, etc.)

Learn more at MyTPU.org/Assistance

Save money on your utility bill

Enroll in our Bill Credit Assistance Plan today to receive a monthly credit

Automatic monthly credit applied to your account

Up to \$37 annually

Additional credit that you can achieve

Up to \$482 annually

Receive over \$80 a month in credit on your utility bill

Up to \$1,000 annually

The credit amount you receive depends on the number of services you are billed directly through our utility.

You are eligible to apply if:

- You are a Tacoma Public Utilities customer.
- You live in a house with a combined income that does not exceed the income eligibility requirements to the right.

| Household size | Maximum household gross monthly income |
|----------------|--|
| 1 person | \$3,763 |
| 2 person | \$4,300 |
| 3 person | \$4,838 |
| 4 person | \$5,375 |

Find out more or apply now!

- Apply online or download an application by going to MyTPU.org/Assistance
- Scan the QR code for more information.

MyTPU.org/Assistance

Questions? Contact our Customer Solutions Office.
CSolutions@CityofTacoma.org | 253-852-6600

12/19/2023

Community Outreach



- Community fairs & events
- Presentations for non-profit organizations
- On-site enrollments at apartment complexes
- Food banks
- Schools & Senior Centers
- Direct mailings
- Tax Refund Sites
- Health Department Resource Fair
- Elevate Women – Star Center

Previous Events Promoting BCAP



Auto-Enrollments



- **Low-Income Home Energy Assistance Program (LIHEAP) participants**
- **Low-Income Household Water Assistance Program (LIHWAP) participants**
- **Multi-family apartment complexes where tenant income meets our same criteria**

Bill Credit Assistance Plan (BCAP) GOAL



- **Promote awareness about the program**
 - TPU-Wide Business Unit Goals – involves all employees.
 - All nonprofit organizations receiving sponsorships from TPU are committed to providing communications to their members or audiences.
- **Expand enrollment in the program to at least 10,000 households by the end of 2024**
- **Current enrollment...**

6,645

Customer Stories

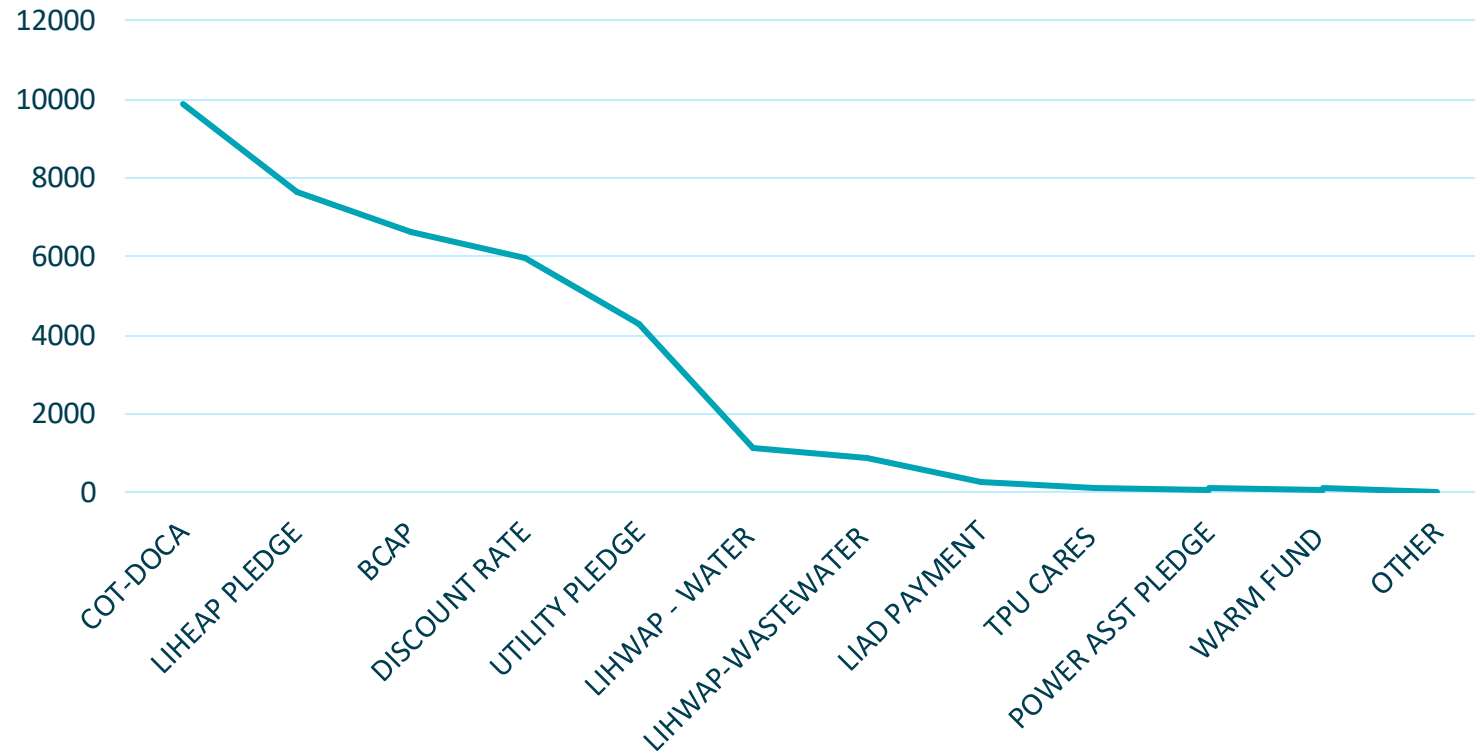


- A senior enrolled during an on-site event contacted me to tell me what a blessing it has been to be in the program. Since her enrollment in 2018, the credits have covered her bills, leaving her more money to pay her rent on time and buy food and other necessities.
- A customer needed help with her utility bill. Another program turned her away because she couldn't access her children's social security cards. She stopped by the TPU Customer Solutions Office, got assistance, and enrolled in BCAP. Now, her account is back on track.

Utility Assistance 1/1/2023 to 3/31/2024



HOUSEHOLDS SERVED BY PROGRAM

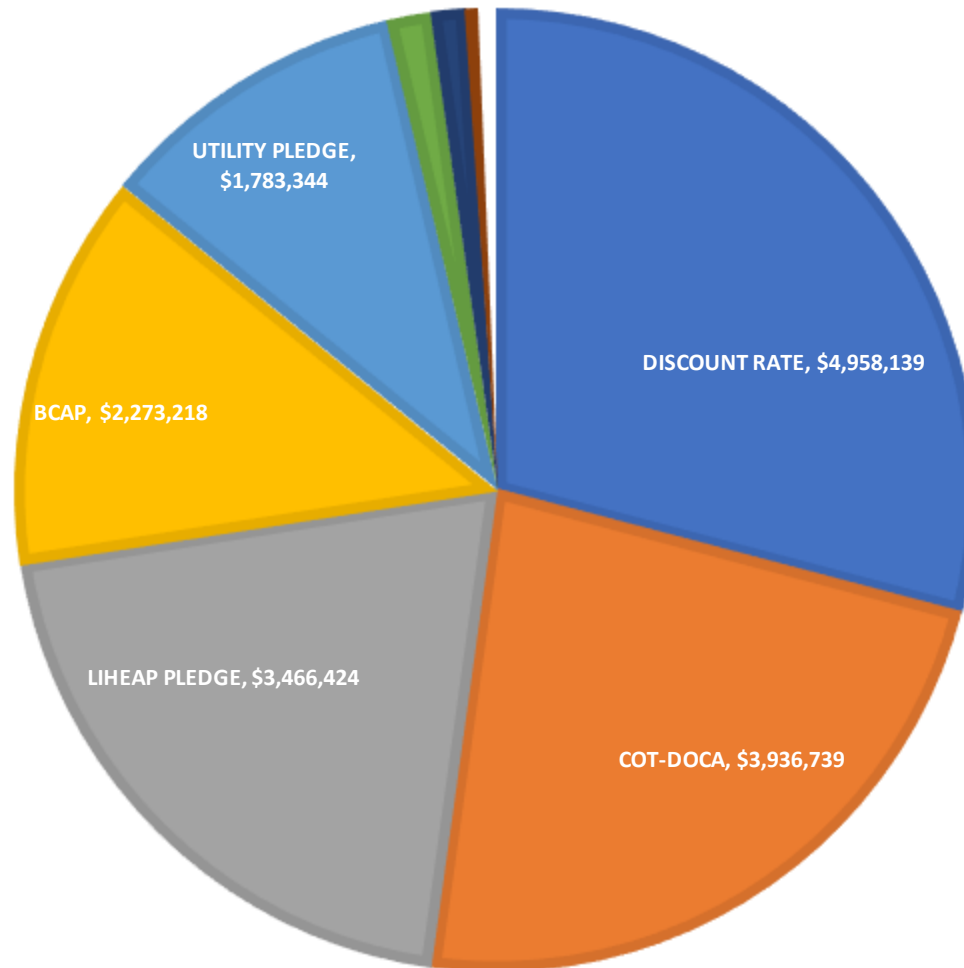


| PROGRAM | HOUSEHOLDS |
|-------------------|------------|
| COT-DOCA | 9908 |
| LIHEAP PLEDGE | 7651 |
| BCAP | 6,645 |
| DISCOUNT RATE | 5,967 |
| UTILITY PLEDGE | 4306 |
| LIHWAP - WATER | 1148 |
| LIHWAP-WASTEWATER | 891 |
| LIAD PAYMENT | 266 |
| TPU CARES | 123 |
| POWER ASST PLEDGE | 114 |
| WARM FUND | 99 |
| OTHER | 24 |

Utility Assistance 1/1/2023 to 3/31/2024



Dollar Amount By Program



| PROGRAM | DOLLARS |
|----------------------|-------------|
| DISCOUNT RATE | \$4,958,139 |
| COT-DOCA | \$3,936,739 |
| LIHEAP PLEDGE | \$3,466,424 |
| BCAP | \$2,273,218 |
| UTILITY PLEDGE | \$1,783,344 |
| LIHWAP- WATER PLEDGE | \$252,672 |
| LIHWAP -WASTEWATER | \$198,229 |
| LIAD PAYMENT | \$70,881 |
| TPU CARES | \$39,109 |
| POWER ASST PLEDGE | \$32,788 |
| WARM FUND | \$19,800 |
| OTHER | \$10,356 |

What's Next?



- Continuing work to identify opportunities for auto-enrollments.
- Using available data to identify customers for direct marketing opportunities.
- Extensive marketing of the program to eligible households
- Developing a survey for customers enrolled in BCAP

Questions



Contact:

- **Francine Artis, Customer Service Division Manager:**
fartis@cityoftacoma.org

THANK YOU!