



2026-2027 Bill Credit Assistance Plan (BCAP)

Customer Experience and External Affairs



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BCAP Goals



- **Improve equitable access to utility assistance**
- **Provide simple, transparent, and income-based assistance that aligns support with customer need**
- **Align program eligibility and enrollment processes with trusted community and government programs to streamline participation**

Current BCAP Credits



Monthly bill credits

Achievable additional monthly bill credits

Power – \$31.30

Power – \$21

Water – \$8

Water – \$5

Wastewater – \$7

Wastewater – \$8

Surface water – \$3

Surface water – \$4

Solid waste – \$9

Solid waste – \$6

Monthly Total – \$58.30

Monthly total – \$44

Total Annual Credit: \$1,227.60

Proposed Changes to BCAP



- Remove earned credits and adjust base credits
- **Expand eligibility from 60% AMI to 80% AMI**
- **Increase access through auto-enrollment and outreach**
- **Implement income based tiers**

60 to 80% AMI Eligible Customers



| 60% AMI | Power | Water |
|---|--------------|--------------|
| Eligible Customer Count | 43,344 | 25,121 |
| 2025 Actuals | 9,759 | 3,166 |
| 2025 Participation % of eligible population | 23% | 13% |
| 80% AMI | Power | Water |
| Eligible Customer Count | 63,465 | 36,959 |
| 2027 Estimate @ 25% Participation | 15,867 | 9,240 |

2027 and Beyond



- **Develop a proposed income based tiered assistance model that improves equity and ensures resources are aligned with customer need**
- **Inform Water, Power, and Environmental Services budget groups of customer population estimates**
- **Continue auto-enrollment and outreach**

Questions and Discussion

