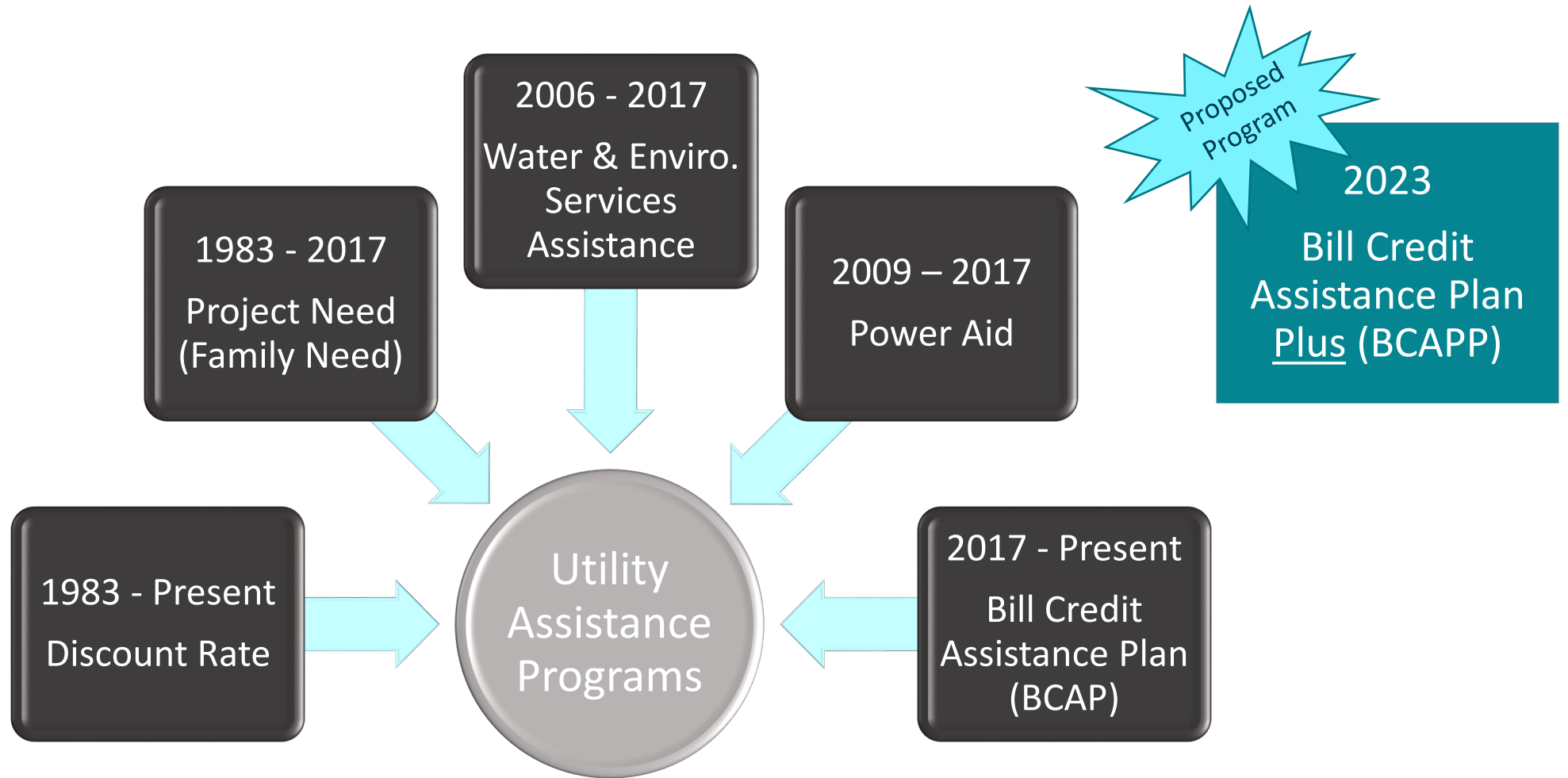


Residential Utility Assistance Proposed Program Changes

Public Utility Board

11 May 2022

History of Utility Assistance



Previous Changes



- In January 2021, income eligibility changed from federal poverty to area median.

| Household Size | Monthly Household Income Eligibility | | |
|----------------|--|---|------------------------------------|
| | Prior Program Income 150% Federal Poverty | Current Discount Rate 45% Area Median | Current BCAP 60% Area Median |
| 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%.

Current BCAP vs Proposed Changes

Current

Current BCAP

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

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

Proposed

BCAP Plus

Monthly and Achievable Credits

(Households would receive a monthly credit regardless of payment. Additional BCAP Plus credit could be achieved with full, on-time payments)

| Service | BCAP | BCAP Plus | BCAP/BCAP Plus Annual Credit |
|---------------|-----------------------|--------------------------|------------------------------|
| | <u>Monthly</u> Credit | <u>Achievable</u> 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 |

Customer Success

- Eligible households are encouraged to apply for annual federal Energy & Water Assistance Programs
- Enrolling in Budget Billing makes bill payment more manageable because monthly amounts are levelized for the year
- Achieving the additional BCAP Plus credit means households are:
 - Reducing/eliminating the amount of their income being paid towards utility expenses
 - Not experiencing the negative impacts of service disruptions



Residential Services for Income Constrained



| Program | Services | Area Median Income 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 Water efficiency kits (free) <ul style="list-style-type: none"> - Showerheads & faucet aerators - Outdoor watering supplies | X | X | X | X | Tacoma Water WaterGrantLoan@cityoftacoma.org 253.502.8058 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 |