



## RESOLUTION NO. U-11332

1 A RESOLUTION related to the use of customer donations to the Bill Credit  
2 Assistance Plan to assist eligible low-income households with payment  
3 for all five services billed directly by Tacoma Public Utilities.

4 WHEREAS effective December 22, 1982 the City of Tacoma,  
5 Department of Public Utilities, created the Project Need Program, pursuant to  
6 Board Resolution U-6645, which encouraged Tacoma Power customers to  
7 donate to a special fund for the benefit of assisting eligible low-income  
8 households with power bill payments, and

9 WHEREAS the City Council appropriated funding for the administration of  
10 the Project Need Program, and

11 WHEREAS the Project Need Program was renamed the "Family Need  
12 Program" and ultimately, renamed the "Bill Credit Assistance Plan (BCAP)," and

13 WHEREAS subsequent to and in addition to the funding appropriated by  
14 the City Council and the ongoing donations from customers, BCAP is now  
15 supported by budgeted funding from each utility, and

16 WHEREAS BCAP funding is available to eligible electricity, drinking  
17 water, solid waste, recycling and surface water customers, and provides  
18 assistance in the form of a utility credit up to \$564 annually, which may be used  
19 toward all five of the above listed services and which is applied to the utility  
20 account each time the bill is paid in full and on time, and

21 WHEREAS it is being requested that BCAP funding resulting from  
22 customer donations no longer be restricted to use toward power bill payments,  
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but be available to assist income-eligible households with all utility charges through BCAP; Now, therefore,

**BE IT RESOLVED BY THE PUBLIC UTILITY BOARD OF THE CITY OF TACOMA:**

That customer donations to the Bill Credit Assistance Plan implemented by Tacoma Public Utilities are allowed to be used to assist eligible low-income households with payment for all five services billed directly by Tacoma Public Utilities.

Approved as to form:

<i>/s/</i>	
Chief Deputy City Attorney	Chair
	Secretary
Clerk	Adopted_____



## Board Action Memorandum

**TO:** Jackie Flowers, Director of Utilities  
**COPY:** Charleen Jacobs, Director and Board Offices  
**FROM:** **Francine Artis, Interim Customer Services Manager**  
**MEETING DATE:** July 27, 2022  
**DATE:** June 24, 2022

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### **STRATEGIC DIRECTIVE ALIGNMENT (select as many that apply):**

Please indicate which of the Public Utility Board's Strategic Directives is supported by this action.

- |   |   |
|---|---|
| <input type="checkbox"/> SD1 – Equity & Inclusion       | <input type="checkbox"/> SD8 – Telecom                            |
| <input type="checkbox"/> SD2 – Financial Sustainability | <input type="checkbox"/> SD9 – Economic Development               |
| <input type="checkbox"/> SD3 – Rates                    | <input type="checkbox"/> SD10 – Government Relations              |
| <input type="checkbox"/> SD4 – Stakeholder Engagement   | <input type="checkbox"/> SD11 – Decarbonization/Electric Vehicles |
| <input type="checkbox"/> SD5 – Environmental Leadership | <input type="checkbox"/> SD12 – Employee Relations                |
| <input type="checkbox"/> SD6 – Innovation               | <input checked="" type="checkbox"/> SD13 – Customer Service       |
| <input type="checkbox"/> SD7 – Reliability & Resiliency | <input type="checkbox"/> SD14 – Resource Planning                 |

**SUMMARY:** Tacoma Public Utilities requests a resolution to allow the use of customer donations on all five services billed directly by Tacoma Public Utilities.

**BACKGROUND:** Effective December 22, 1982, the City of Tacoma, Department of Public Utilities, pursuant to Board Resolution U-6645 created the Project Need Program which encouraged Tacoma Power customer to donate to a special fund to assist with power charges for income-eligible households. The Project Need Program was renamed the Family Need Program and, ultimately, renamed the Bill Credit Assistance Plan (BCAP). Subsequent to, and in addition to the funding appropriated by the City Council, the BCAP program is now supported by budgets fully funded by each utility. As such, we are requesting that funding resulting from customer donations be applicable to charges for all utilities when using the fund to assist income-eligible households.



## Board Action Memorandum

**ARE THE EXPENDITURES AND REVENUES PLANNED AND BUDGETED? No**

**IF THE EXPENSE IS NOT BUDGETED, PLEASE EXPLAIN HOW IT IS TO BE COVERED.**

As customer donations are made on a voluntary basis and in various amounts, it is not a budgeted expense. However, eligible households would only be assisted using customer donations for emergencies if N/A funding is available.

**IF THE ACTION REQUESTED IS APPROVAL OF A CONTRACT, INCLUDE LANGUAGE IN RESOLUTION AUTHORIZING \$200,000 INCREASE IN ADMINISTRATIVE AUTHORITY TO DIRECTOR? No**

**ATTACHMENTS:** Board Resolution U-6645

**CONTACT:**

Primary Contact: Francine Artis, Interim Customer Services Manager, (253) 720-0607

Supervisor's Name: Jackie Flowers

Presenter (if different from primary contact):

Additional staff requiring a Zoom presentation link: