

Utility Rate Relief and Emergency Assistance Program

Efforts to Help Low-Income Residents

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February 4, 2021



Direction Needed from Commission

- No action by the Commission is required. This is an informational briefing.



Agenda

1. Program Background
2. Efforts During COVID-19
3. Next Steps
4. Questions



Program Background



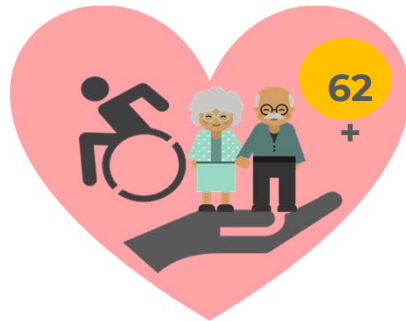
Utility Rate Relief Program Guiding Principles

- Simplicity and Accessibility
- Equity and Diversity
- Affordability and Sustainability
- Conservation
- Accountability

Utility Rate Relief Program

Utility Rate Relief

Low Income Seniors
Disabled Residents



70% Utility Bill
Discount or
Rebate

Emergency Assistance Program

Experiencing Temporary
Financial Shock



Waive up to **4**
Months Utility Bills



Customer Profiles - 2020

❖ 977 Customers

❖ 382 Direct Discount; 595 Rebates

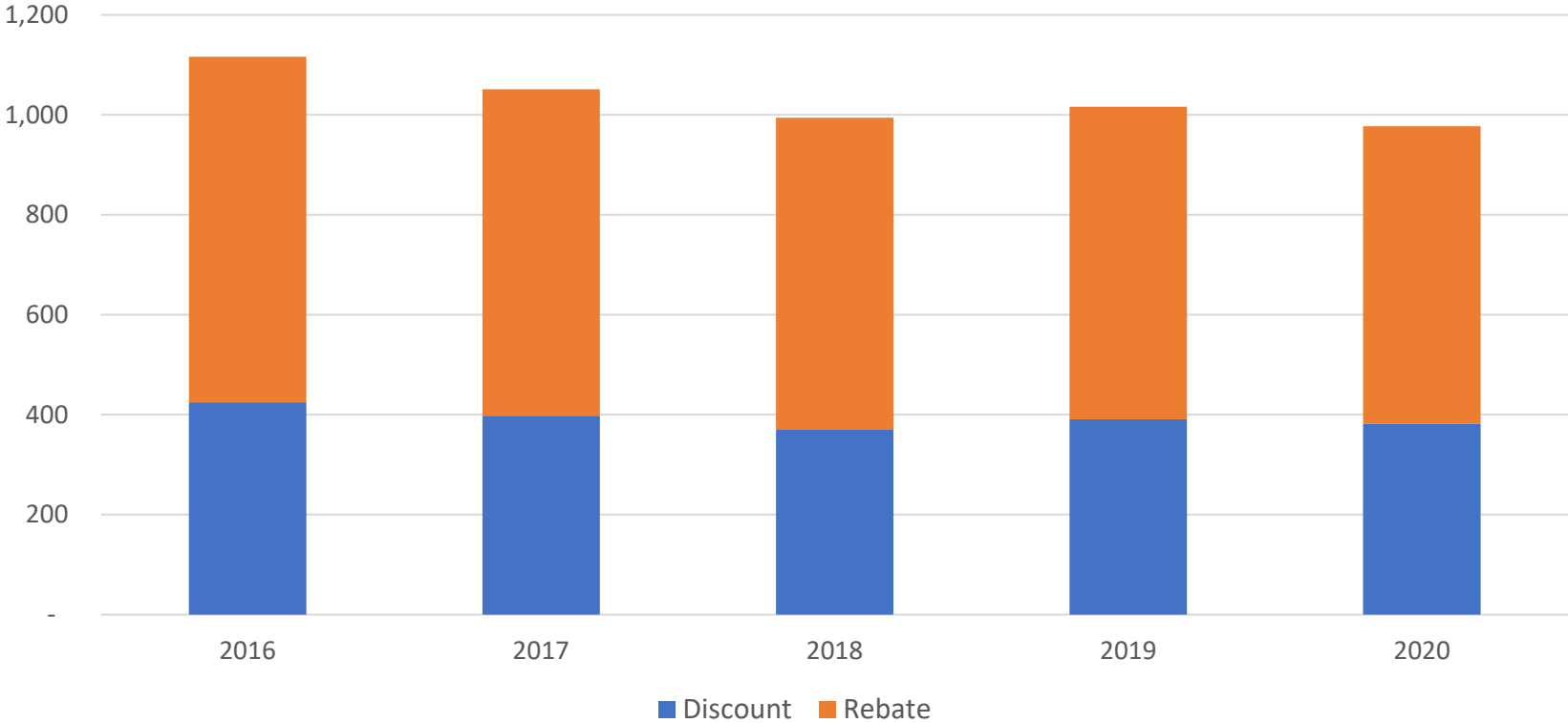
❖ Maximum Rebate: \$704

❖ Average Income: ~\$18,000

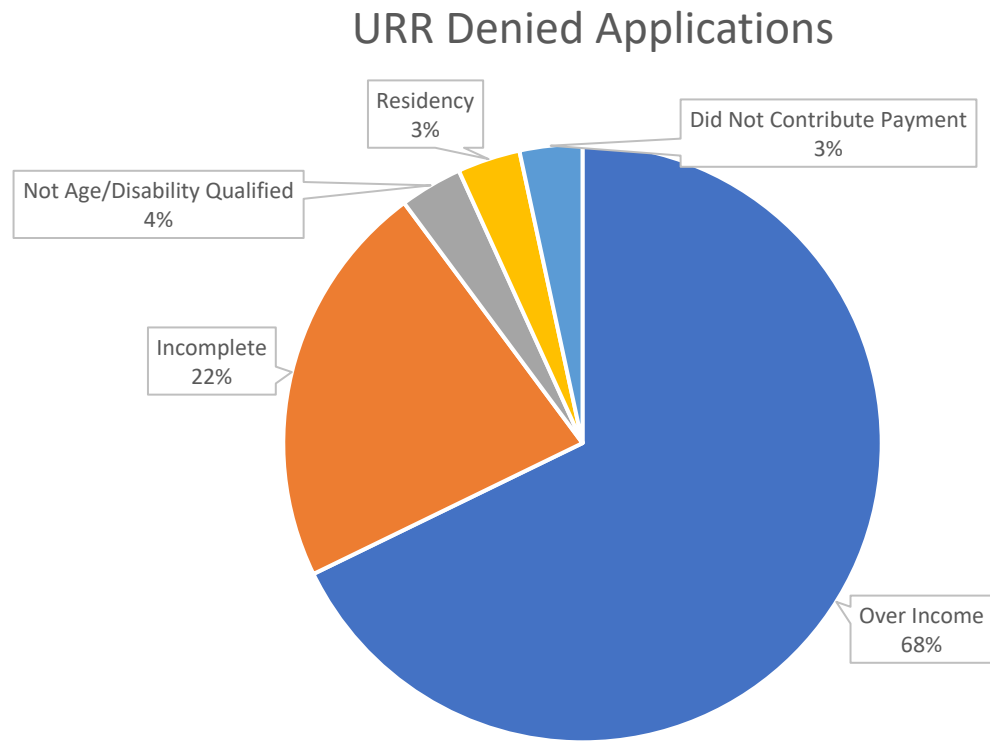
❖ 811 Seniors; 166 Customers with Disabilities

Five-Year URR Enrollment

Enrollment in Utility Rate Relief

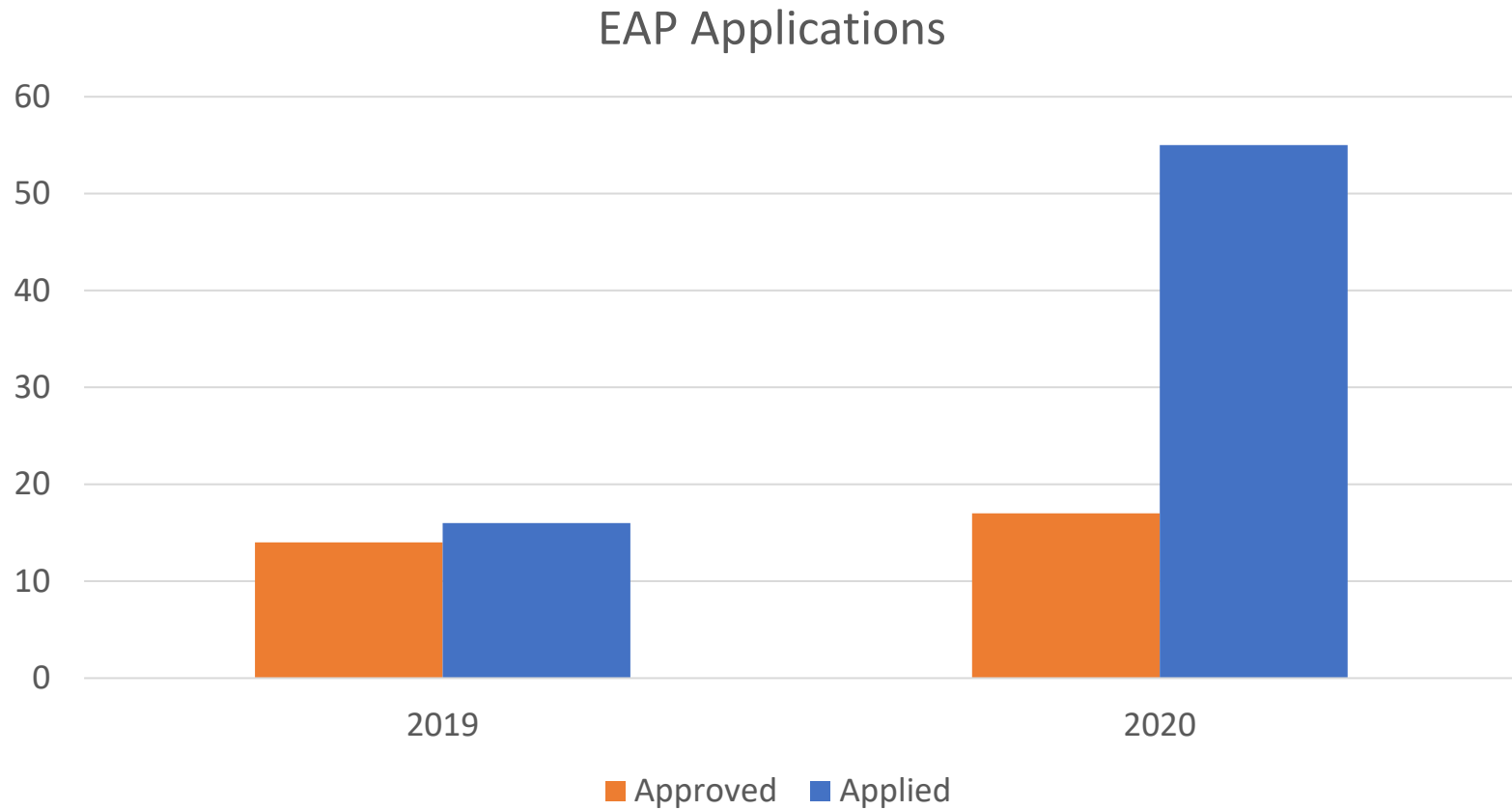


URR Denied Applications



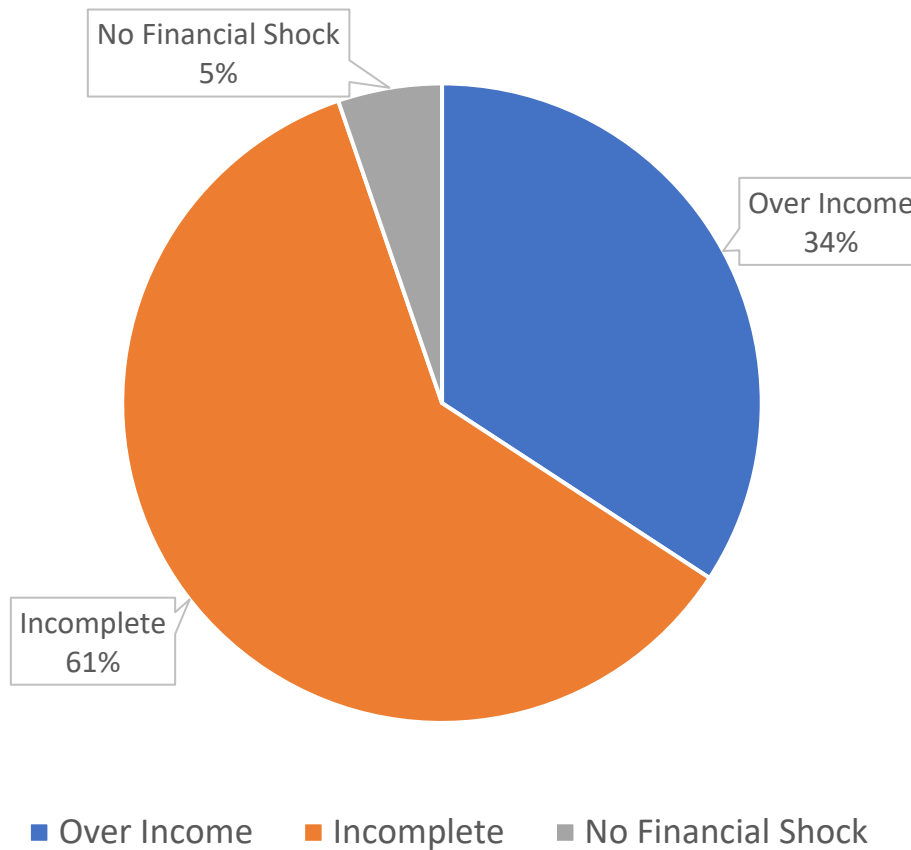
■ Over Income ■ Incomplete ■ Not Age/Disability Qualified ■ Residency ■ Did Not Contribute Payment

Emergency Assistance Program Enrollment



Emergency Assistance Program

Reasons for EAP Denied Applications



Efforts During COVID-19



URR Pre-COVID-19

- In-person assistance
- Paper-based applications
- Outreach events



URR During COVID-19

Assisting Customers

- Short renewal forms
- Secure electronic submittals
- Telephone assistance

Reaching Customers

- City-wide publications
- Community partners
- Community action agencies referrals

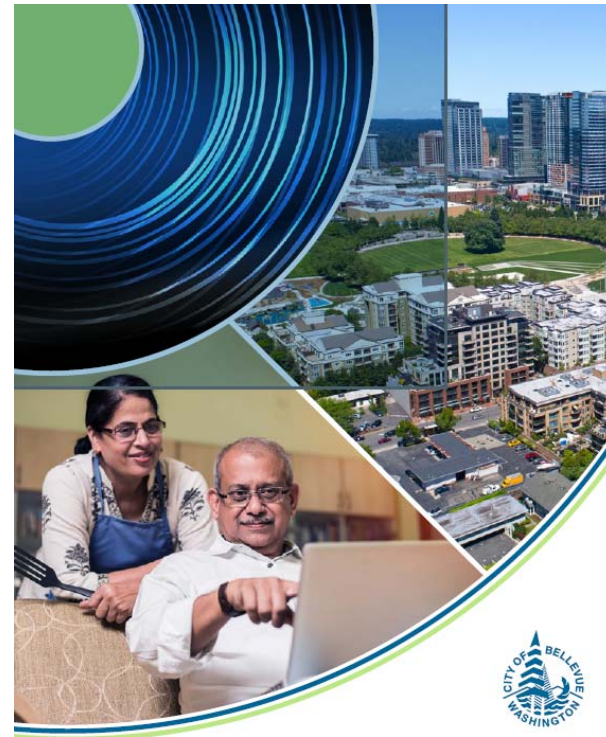


Next Steps



URR and EAP Outreach

- Continue the efforts made in 2020
- URR and EAP brochure in top languages
- Electronic forms
- Exploring additional avenues for promotion



UTILITY
RATE RELIEF
PROGRAMS



Questions?

