



MEMORANDUM

EUGENE WATER & ELECTRIC BOARD
EMPLOYEE CUSTOMER & COMMUNITY SERVICES DIVISION

Rely on us.

TO: Commissioners Farmer, Brown, Cassidy, Cunningham and Ernst
FROM: Debra Smith and Mark Freeman
DATE: September 9, 2009
SUBJECT: 2009 4th Quarter Limited Income Assistance.

Issue Statement:

EWEB staff would like to reallocate funds, approved in Budget Amendment #2 during the April 21, 2009 Board Meeting, to other existing limited income programs.

Background:

In February 2009, the EWEB Board voted to allocate \$4.4 million in additional customer assistance. The program was marketed as Community Care and the funds were designated across a broad range of programs, including \$2.2 million in residential bill rebates and \$535,000 in EMS programs. The balance was specifically allocated to an expanded group of limited income offerings.

Discussion:

Based upon customer participation and input from our limited income partners staff would like to reallocate \$315,000 of these funds to alternate limited income programs already being offered by EWEB. These changes would take affect during the 4th quarter of 2009, which is the beginning of the new limited income program year. This would include:

- \$100,000 for our Customer Care Program, increasing assistance from \$200 to \$300
- \$115,000 to assist customers between 61% and 80% of Oregon median income. Current program only assists up to 60%.
- \$100,000 for an anticipated increase in uncollectible accounts.

At the September 1, 2009 Board meeting, staff presented a number of potential program modifications designed to create consistency across all limited income offerings and extend certain programs introduced as part of the Community Care Program. The memo referenced \$615,000 in Community Care funds that would be unspent at year-end without the proposed program modifications. This memo only deals with the funds that are being reallocated to different programs. The remaining \$300,000 will be spent consistent with the Board's original approval during the 4th quarter of 2009.

Recommendation:

Reallocation of 2009 Community Care funds as outlined above.

Requested Action:

Approval of above recommendation.

If you have questions, please call Debra at 685-7196 or Mark at 685-7061.