



# RMU Customer Assistance Program



# RMU Customer Assistance Program

- On 3/20/2019, the Utility Advisory Board recommended moving forward with pursuing a financial assistance program for RMU customers.
- The recommendation before the City Council is to approve a resolution authorizing the City Manager to establish an RMU assistance program.





# Assistance Program Financing

- Fund with renewable energy credits from previous year
- 258 households can receive assistance (\$300) from the renewable energy methane credits



2018 Methane Credits	
Jan-18 \$	5,844.00
Feb-18 \$	4,948.00
Mar-18 \$	4,880.00
Apr-18 \$	7,344.00
May-18 \$	7,456.00
Jun-18 \$	7,436.00
Jul-18 \$	7,212.00
Aug-18 \$	7,212.00
Sep-18 \$	4,792.00
Oct-18 \$	4,276.00
Nov-18 \$	7,524.00
Dec-18 \$	8,488.00
\$	77,412.00



# 2018 Customer Information

- Approximately 300 customers were shut off for non-payment
- The average shut off amount was \$527 per customer
- According to 2016 US Census, an estimated 311 households within RMU territory were below poverty level



# \$300 Per Household

- The average total utility bill per residential customer is \$154.49

Electric		Water		Water Rec	
2018		2018		2018	
kWh Avg:	718	CuFt Avg:	491	CuFt Avg:	485
Charge/kWh	\$ 0.11875	Charge/CuFt	\$ 0.0306	Charge/CuFt	\$ 0.0483
CC Charge	\$ 9.00000	CC Charge	\$ 10.45	CC Charge	\$ 8.05
PCA Avg	\$ 0.00457				
Average Bill		Average Bill		Average Bill	
kWh Charge	\$ 85.26	CuFt Charge	\$ 15.02	CuFt Charge	\$ 23.43
CC Charge	\$ 9.00000	CC Charge	\$ 10.45	CC Charge	\$ 8.05
PCA	\$ 3.28				
	\$ 97.54		\$ 25.47		\$ 31.48



# RMU Assistance Program

- Provide monetary assistance to customers
  - \$300 per year and per household
  - Based on income
    - Must be at or below 150% of the federal poverty guidelines
      - i.e. 4 person household must be at or below \$3,138/mo.
- Must apply with Tri-County (LIHEAP)
  - If they are not taking applications, will verify income based on proof of gross income for all household members for 30-day period prior to application date

