

RMU Customer Assistance Program





2019 Customer Information

- Approximately 280 customers were shut off for non-payment
- The average shut off amount was \$502 per customer
- According to 2016 US Census, an estimated 311 households within RMU territory were below poverty level



RMU Assistance Program

- Provide monetary assistance to customers
 - \$300 per calendar 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 \$3,219/mo.





RMU Assistance Program

- Funding is from the Rochelle Energy Center renewable methane credits
 - \$68,000 is available from the 2019 credits



2019

- Provided financial assistance to 122 households in 2019
 - 158 adults and 61 children
 - Total of \$36,600





2020

- Provided assistance to 22 households in January and February
 - 24 adults and 28 children
 - Total of \$6,600
 - Approximately \$61,400 remaining



Possible Future Programs

- Senior Citizen Assistance (62+ years old and 300% at or below poverty level)
- Bill Credit Assistance (150% at or below poverty level and credit applied each time bill is paid in full and on time)
- Disability Assistance (150% at or below poverty level and only receiving a disability income)
- Energy Audits (audit of home for residential customers)