



MEMORANDUM

EUGENE WATER & ELECTRIC BOARD

Rely on us.

TO: Commissioners Brown, Carlson, Helgeson, Mital and Simpson
FROM: Rene Gonzalez, Customer Solutions Manager; Anna Wade, Business Line Manager
DATE: May 25, 2018
SUBJECT: Limited Income Program Goals
OBJECTIVE: Board Direction

Issue

Staff is seeking feedback from the Board in order to inform future recommendations relating to limited income program development.

Background and Discussion

Limited income support to ratepayers is provided through bill pay assistance, education and energy efficiency incentives. At the Board's direction, Customer Solutions staff have undertaken an initial evaluation of current programs. Previously, Staff has presented the Board with funding allocations, program content and delivery mechanisms.

In order to develop specific recommendations relating to limited income products and services, staff has prepared materials to consider EWEB programs within the context of alternatives and program intent. Staff will be asking commissioners to formally weigh in on what these products and services should attempt to achieve. Specifically:

- State the goals and purpose of bill assistance
- Define the scope of educational components
- Clarify the target population for program eligibility

Request for Board Direction

Provide direction for limited income products and services in order to establish a framework for staff development of program recommendations.