

# SMUD

## Low Income Programs

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Jana Katz

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Low Income Oversight Board

Sacramento

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Powering forward. Together.



# Sacramento Municipal Utility District

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is a community owned electric utility;  
was established in 1946;  
is governed by a 7 member, publically-elected Board;  
serves 592,000 customers (1.4M population);  
in Sacramento County, plus part of Placer and Yolo;  
is the sixth largest public utility in the U.S.;  
received the highest customer satisfaction ratings in CA by J.D. Power and Associates for the last eight years.



# Residential Assistance Programs

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- Rate Assistance Programs
  - Energy Assistance Program Rate (EAPR), Medical Equipment Discount (MED) Rate
- Bill Assistance Programs
  - Customer EnergyHelp donations, federally funded bill payments, local agency bill payments
- Dwelling Assistance Programs
  - Weatherization, Refrigerator replacement, Community Partners
- Education and Outreach
  - Workshops, fairs, events, partnerships, multiple languages

# Energy Assistance Program Rate

- Discount on monthly infrastructure charge and energy charges
  - Fixed \$3.50 monthly infrastructure charge (vs. standard \$7.20)
  - 35% discount on Base Use energy charges (700kWh in summer)
  - 30% discount on Base-Plus Usage
  - Average annual discount is about \$350
  - City of Sacramento Utility User's Tax credit

# Energy Assistance Program Rate

- 200% federal poverty guidelines
- 100% up-front income verification
- Re-certification every two years
- 105,000 participants
- 68% penetration
- Data sharing with PG&E
- CARE Joint Utilities meetings

# Bill Assistance Programs

- EnergyHelp
  - 13,000 customers donate \$500k annually through line-item pledge on their monthly bill
  - Crisis intervention bill payments to over 200 households each month
  - 14,000 customers assisted with \$2.2 million since 2004
- Low Income Home Energy Assistance Program (LIHEAP)
  - Federal funding (\$4.3M to over 14,000 households)
- Agencies
  - Local charities, churches, tribal organizations \$270k to 1,600 households)

# Dwelling Assistance

- Weatherization
  - Electric-heat homes (1,000/year)
  - Single and multi-family dwellings
  - Energy audits by SMUD staff
- Refrigerator Replacement
  - Electric or gas (600/year)
- Community Partners
  - Leverages resources for additional services (roof repair, window replacement, appliance replacement, access ramps, adaptive technologies, gas-saving efficiency measures, etc.)
  - Includes: Community Resource Project, PG&E, Sacramento Housing and Redevelopment Agency, Rebuilding Together, Sacramento Food Bank and Family Services, local Cities and Counties, plus others

# Education & Outreach

- One-on-one energy education during home visits
- Energy workshops (24/yr)
- On-line energy analysis tools
- Program materials in multiple languages
- Community events and fairs (175/yr)
- Networking Partnerships (Community Housing Coalition, Citrus Heights Collaborative, Folsom Cordova Partnership, Sacramento Food Bank and Family Services, and many individual organizations.)



# Questions?

Jana Katz

Sacramento Municipal Utility District

[jkatz@smud.org](mailto:jkatz@smud.org)