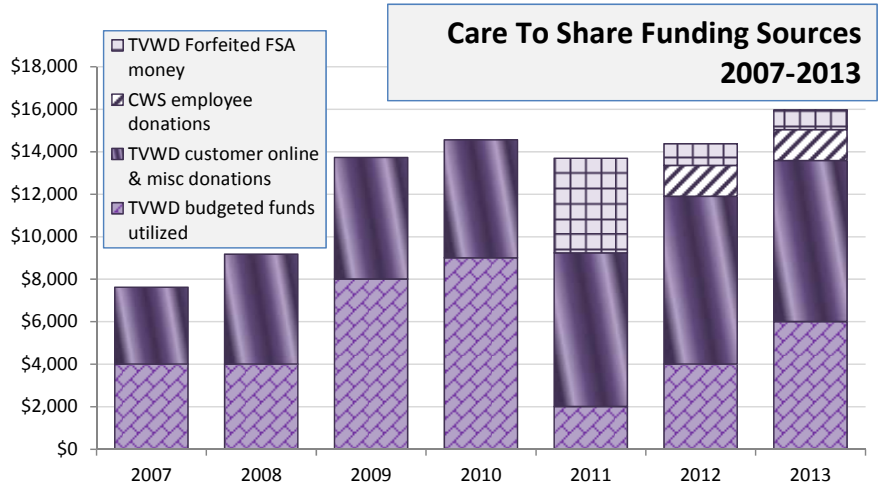


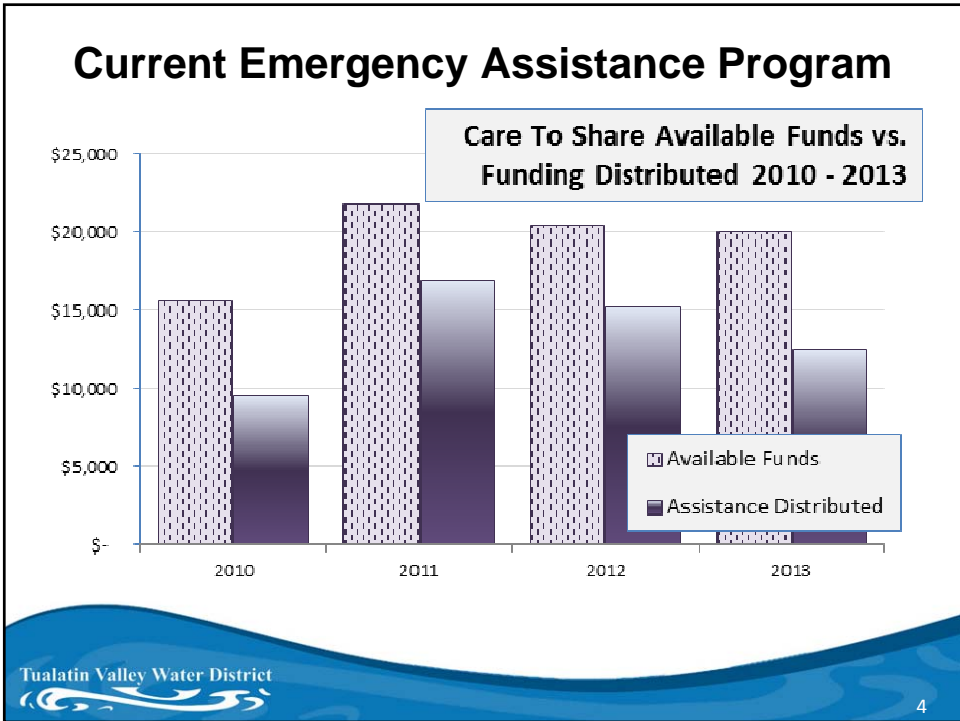
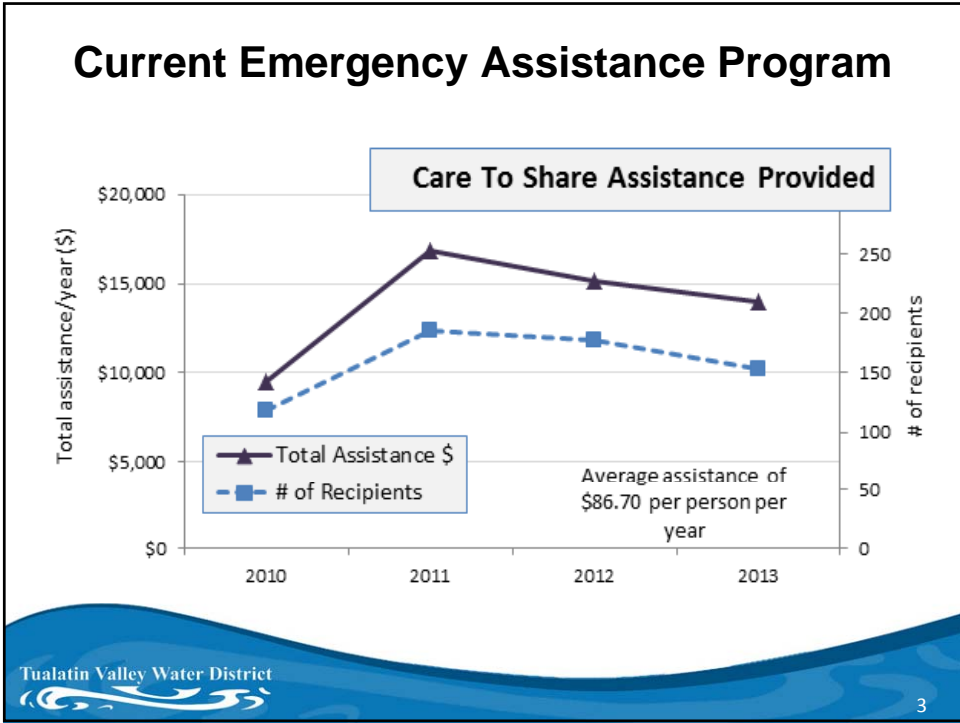
TVWD Customer Emergency Assistance Program

Board Work Session
February 4, 2014



Current Emergency Assistance Program





Current Criteria

- Minimum of 6 months TVWD water service
- Copy of TVWD Urgent Notice
- Proof of Food Stamps or cash assistance (if any)
- Proof of income for last 30 days
- Copy of paid receipt for client's portion of bill
- CTS verification of income form (req'd from every adult in household not receiving income)

Possible Modifications

- **Change Service Provider**
 - Addition of service charge or provider for added services
- **Frequency of assistance**
 - Once per year instead of once per lifetime
- **Amount of assistance**
 - \$100 max → \$150 or some other amount
- **Eligibility criteria**
 - Allow assistance for those experiencing hardships but not actually on the shut off list
- **Awareness campaign**
 - Increase fundraising/donation appeals
 - Establish TVWD employee contribution program or events
 - Match customer funds with TVWD funds

Provider Options

- **Care To Share**
 - No current admin fee, but that possibility exists
 - Works with City of Beaverton
 - They see many of our potential grantees re: other services
- **Salvation Army**
 - 10% admin fee
 - Works with City of Hillsboro
- **St. Vincent DePaul**
 - 5% admin fee
 - Works with City of Tigard

Financial Projections - Scenarios

ANNUAL EXPENSE

	Average 2010-13	Projected Expense				
		2014	2015	2016	2017	2018
	\$ 13,861					
Scenario 1 1% Annual Growth in Demand		\$ 14,000	\$ 14,140	\$ 14,281	\$ 14,424	\$ 14,568
Scenario 2 10% Administrative Fee		\$ 15,400	\$ 15,554	\$ 15,709	\$ 15,866	\$ 16,025
Scenario 3 Increased awareness → 20% growth		\$ 16,633	\$ 16,800	\$ 16,968	\$ 17,137	\$ 17,309
Scenario 4 Annual assistance availability		\$ 20,981	\$ 21,191	\$ 21,403	\$ 21,617	\$ 21,833
Scenario 5 Increase assistance max to \$150		\$ 20,999	\$ 21,209	\$ 21,422	\$ 21,636	\$ 21,852

ANNUAL NUMBER OF RECIPIENTS

	Average 2010-13	Projected # of Recipients				
		2014	2015	2016	2017	2018
	159					
Scenario 1 1% Annual Growth in Demand		161	162	164	165	167
Scenario 2 10% Administrative Fee		161	162	164	165	167
Scenario 3 Increased awareness → 20% growth		191	193	195	197	199
Scenario 4 Annual assistance availability		242	244	247	249	252
Scenario 5 Increase assistance max to \$150		161	162	164	165	167

Discussion

