

# Mesa

# Utility Assistance Programs

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# Mesa Utility Billing Information

- 182,000 Utility Accounts
- Each with 1 to 5 Utility Services (Water, Wastewater, Gas, Electric, Solid Waste) depending on the location

# Mesa Utility Billing Cycle

- ▶ **Day 1 - Services turned on**
- ▶ Day 30 - Bill 1 issued
- ▶ **Day 51 - Bill 1 is due**
- ▶ Day 52 - Bill 1 is delinquent
- ▶ Day 60 - Bill 2 is issued - “DELINQUENT” in header
- ▶ Day 65 - Delinquency/Disconnect letter is issued for Bill 1
- ▶ Day 71 - Robo call - Disconnect is pending
- ▶ **Day 72 - Collection turn-off scheduled**

# Non-Payment Disconnects

- Delinquent balance greater than \$50
- ~ 14,500 Accounts receive delinquent/disconnect letters each month
- ~ 96% Pay or make payment arrangements before disconnect

# Utility Assistance Available

- Payment Arrangements – Up to 6 per year
- Select a Due Date
- Budget Billing Program

# Utility Assistance Available

- Mesa Utility Assistance Program
  - \$100,000 Annually (increased from \$50,000 in FY18/19)
  - Administered by A New Leaf-Mesa CAN, The Salvation Army and Lutheran Social Services
  - Use their existing guidelines to determine who is eligible (LIHEAP)
  - Provide City notice of award and City applies to the Utility Account

# Utility Assistance Available

## Mesa Utility Assistance Program

| FY               | Available | Utilized  | Awards | Avg Amt | Months |
|------------------|-----------|-----------|--------|---------|--------|
| 4/1/15 - 6/30/15 | \$50,000  | \$48,919  | 138    | \$354   | 3      |
| 2015/16          | \$50,000  | \$50,622  | 204    | \$248   | 6      |
| 2016/17          | \$50,000  | \$50,694  | 168    | \$302   | 6      |
| 2017/18          | \$50,000  | \$49,999  | 131    | \$382   | 8      |
| 2018/19          | \$100,000 | \$100,408 | 265    | \$379   | 11     |
| 2019/20          | \$100,000 | \$21,719  | 61     | \$356   | 1.5    |

# Utility Assistance Available

- Mesa Summer Electric Assistance Program (SEA)
  - Residential Customers
  - Mesa's Electric Utility Area
  - Income qualified (\$27,000)
  - Assistance on July, August and September bills
    - Up to \$15.85 per month (\$47.55 Total)
  - 191 Customers in 2019 / 200 in 2018



# Utility Assistance Available

- Other Resources Available (Other Funding Sources)
  - Community Action Human Resources Agency (MAGMA Customers)
  - Faith-based Organizations
    - Queen of Peace, St. Vincent De Paul
  - Lutheran Social Services
  - The Salvation Army
  - New Leaf – Mesa Community Action Network

# Pilot Program

- 2019 - Pilot program suspended electric disconnects from June 1 to September 30
  - ~170 accounts / Average outstanding balance \$555
  - Eligible for turn-off on October 1 – if unpaid/no payment arrangement

# Program Enhancements

- Increasing Disconnect Threshold from \$50 to \$150
- Continue No disconnects for any service except Gas during Excessive Heat Warnings issued by the National Weather Service
- Increasing Mesa Utility Assistance Program funding from \$100,000 to \$125,000

# Program Enhancements (cont.)

- Proposal – Water Service Charge Reduced by 30% (approx. \$100/year per account in FY 20/21)
  - Lower Income Seniors
- Implementation of Advanced Meter Infrastructure (AMI)
  - Smart Meters
  - What can the City and the Customer do with usage data
  - AMI presentation coming in late October

# Discussion