



Mesa CARES

Utility Assistance Program

Ed Quedens, Business Services Director

September 14, 2020



- Current Program Overview
- Customer Response
- Resumption of Utility Disconnects
- Proposed Program Updates



Current Program Overview

- Customers apply for assistance through Mesa CAN
- Mesa Address
- COVID-19 Financial Impact
- Income Qualification



Current Program Overview

- AZDES Award Amount Criteria
 - \$75-\$800 Award Amounts
 - \$1,000 Supplemental Amount Possible
 - Split to Mesa, SRP and SWG
- Mesa CAN sends award information to the City
- Mesa CAN sends payment to SRP and SWG



Program Update Proposals

1. Update Income Qualifications
2. Enhance the Amount of Assistance Under the Program - Pay Off March to October Mesa, SRP and SWG Open Balances



Awards

Utility	Count	Amount	As of
Mesa	102	\$51,801	9/12/2020
SRP	64	\$33,558	9/9/2020
SWG	2	\$522	9/9/2020

(Program went live 6/15/2020)



Delinquent Utility Accounts-Residential

Past Due	Count	Amount
1-30 Days	8,525	\$1,874,712
31-60 Days	4,897	\$758,424
61-90 Days	3,174	\$392,532
91+ Days	1,893	\$567,670
Total Past Due	8,525	\$3,593,389

- Does Not Include Maricopa County and Pinal County (MAGMA) Accounts
- \$247,697 Past Due on Non-Mesa Accounts
- As of 9/12/2020



Delinquent Account Disconnects

- Suspended March 9 Due to Pandemic
- Plan to Resume October 1
 - SRP-October 1
 - Others-Between October 1 and January 1
- Resume Disconnects - Standard Practice
 - Delinquent Balance > \$150
 - Suspend when National Weather Service Issues Excessive Heat Warning (except Gas)



Utility Assistance Outreach Efforts

- Postcards and Robocalls
 - 6/10, 7/21, 8/10 (Incremental to Those with Delinquent Disconnects Pending)
 - 4,196 Accounts
 - 8/26 (All with Delinquent Disconnects Pending)
 - Notification Disconnects Resume October 1
 - 2,937 Mesa Residential Accounts



Ahead

- Starting Week of 9/14 Door Hangers & Personal Contact (All with Delinquent Disconnects Pending)
 - Notification Disconnects Resume October 1
- Starting 10/1 and Continuing Until Complete
 - Robocalls (All with Delinquent Disconnects Pending)
 - Account Eligible for Disconnect
 - Last Chance to Pay or Get Assistance



Expedited Safety Net Program

- Prevent as Many Disconnects as Possible
- Mesa Credit Staff Able to
 - Verify Eligibility
 - Pay off Mesa Account Balance
- Assistance for SRP and SWG – Apply with Mesa CAN



Program Update Proposals

1. Update Income Qualifications
2. Enhance the Amount of Assistance Under the Program - Pay Off March to October Mesa, SRP and SWG Open Balances
3. Create an Expedited Safety Net Program for Disconnects



Utility Assistance Budget Recommendation

- If Council approves the three program proposals, staff recommends we increase the program budget from \$1 Million to \$8 Million.



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Discussion?