

RULE NO. 26

ENERGY BILL ASSISTANCE FOR INCOME-QUALIFIED CUSTOMERS

GENERAL

The Utility offers programs in the areas of energy efficiency; low-income services and rate discounts; research, development, and demonstration programs; and renewable resources. All public utilities in California are required to offer these programs, which are collectively referred to as Public Benefit Programs. This Rule provides information regarding Public Benefit Programs and other programs that provide energy bill assistance to income-qualified Customers.

A. ENERGY DISCOUNT FOR INCOME-QUALIFIED SENIOR, LONG-TERM DISABLED, OR MILITARY VETERAN CUSTOMERS

The Income-Qualified Senior/Long-Term Disabled/Military Veteran Energy Discount Program provides a 10% discount on residential electric charges for income-qualified senior, long-term disabled, and military veteran Customers, as set forth in Sections A1 and A4. This Program remains in effect until terminated by the City Council.

1. Qualifications

To receive the assistance as an income-qualified senior Customer, the following guidelines must be met:

- a. Have an annual household income level of 80% or less of the Orange County median, according to the annual Housing and Urban Development Section 8 income guidelines.
- b. Be at least 62 years of age as demonstrated by submitting a copy of state issued identification.
- c. Be a residential electric Customer of record or Sub-metered master-metered Customer.

To receive the assistance as an income-qualified long-term disabled Customer, the following guidelines must be met:

- a. Have an annual household income level of 80% or less of the Orange County median, according to the annual Housing and Urban Development Section 8 income guidelines.
- b. Submit to the Utility Social Security Supplement to Income (SSI) documentation or a letter from a licensed physician.
- c. Be a residential electric Customer of record or Sub-metered master-metered Customer.

To receive the assistance as an income-qualified military veteran Customer, the following guidelines must be met:

- a. Have an annual household income level of 80% or less of the Orange County median, according to the annual Housing and Urban Development Section 8 income guidelines.
- b. Submit to the Utility identification establishing military service such as a copy of a DD-214, Veteran Health Identification Card (VHIC), or Common Access Card (CAC).
- c. Be a residential electric Customer of record or Sub-metered master-metered Customer.

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A. ENERGY DISCOUNT FOR INCOME-QUALIFIED SENIOR, LONG-TERM DISABLED, OR MILITARY VETERAN CUSTOMERS (Continued)

2. Adjustment of Electric Bills

Income-qualified senior, long-term disabled, and military veteran residential electric Customers will receive an electric discount of a total of 10% on their residential electric charge. For the purpose of this Rule, the electric charge includes the Customer charge and the energy charges. The discount shall appear as a line item on the Customer bill. The discount shall be calculated separately for each Customer individually metered by the Utility, based upon the electric charge.

Master-metered Customers that provide electric Sub-metering to qualified tenants are also eligible for the electric discount. The master-metered Customer shall be issued a flat discount amount equal to \$10 per month. This will be multiplied by the number of income-qualified senior, long-term disabled, and military veteran tenants who are Sub-metered to the master meter.

3. Termination of Billing Discount

Once instituted, the discount shall remain in effect until any one of the following occurs:

1. The annual household income of the income-qualifying senior, long-term disabled, or military veteran person exceeds 80% of the Orange County median, according to the annual Housing and Urban Development Section 8 income guidelines.
2. For individually metered accounts, the income-qualifying senior, long-term disabled, or military veteran person is no longer named on the Customer account.
3. For master-metered accounts, the income-qualifying senior, long-term disabled, or military veteran person is no longer named as the tenant.
4. The Public Benefit Programs funds are exhausted.
5. The Income-Qualified Senior/Long-term Disabled/Military Veteran Energy Discount Program is terminated by the City Council.

4. Billing Discount

1. Income-qualified senior, long-term disabled, and military veteran Customers who are individually metered by the Utility will receive a 10% total discount applied to the total electric charge on their bill, including the Customer charge and energy charges, as shown in the following formula:

$$(\text{Customer and energy charges}) \times .10 = \text{Electric Discount.}$$

2. Master-Metered Customers

- a. Master-metered Customers that provide electric Sub-metering and issue electric bills to their tenants shall be issued a flat monthly discount for their income-qualifying senior, long-term disabled, and military veteran tenants using the following formula:

$$\text{Number of income-qualified senior, long-term disabled, and military veteran tenants} \times \$10 = \text{Electric Discount.}$$

The master-metered Customer shall pass this savings directly on to the income-qualified senior, long-term disabled, and military veteran tenants.

- b. The master-metered Customer shall maintain records of proof of payment of Customer credits to qualified tenants. The records of proof of payment of Customer credits to qualified tenants are subject to periodic review and audit by the Utility. Credits that are misappropriated are subject to recapture on the master-metered Customer bill by the Utility.

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B. EMERGENCY ASSISTANCE

Emergency Electric Utility bill payment assistance is a Public Benefit Program offered by the Utility to income-qualified residents. Customer service representatives will provide information regarding Electric Utility bill payment assistance, including the application process. Customers approved for emergency Electric Utility bill payment assistance receive assistance in the form of a bill credit applied to the electric charges portion of the Customer's Utility bill.

C. SOLAR POWER PROGRAM

The Solar Power Program provides income-qualified residential Customers access to solar energy derived from Utility-owned solar facilities located on public school sites at a discounted rate. The discount is reflected as a credit on the Customer's Electric Utility bill. Details of the Solar Power Program, including eligibility requirements, are outlined in Electric Rule No. 29.

D. THIRD PARTY FINANCIAL ASSISTANCE

Customers experiencing financial difficulty may qualify for Electric Utility bill payment assistance from a third-party local, state, or federal agency. The Utility is not directly affiliated with these agencies but provides a list of such agencies on its website. Assistance from these agencies is subject to Customers meeting the agency's eligibility requirements and is dependent upon available funding. Payments received by the Utility from such agencies, on behalf of the Customer, shall be applied to the electric charges portion of the Customer's Utility bill.