



Community Support Member Assistance Program

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October 16, 2017

Member Assistance Program (MAP) Review

Purpose

- Update policy to include Building Assistance Program
 - In 2010, the PEC Board approved a Resolution to partner with Habitat for Humanity
 - Include this practice into Community Support – MAP Policy
- Payment Assistance Program overview
- Member Assistance Program budget requirements



MAP – Current State

Annual Budget

- Based on **\$0.50** per member or roughly **\$120K** for 2017

Payment Assistance

- **7** Local agencies qualify members applying for assistance
- **\$300** limit per member annually

Burn Victim Assistance

- Member works directly with PEC – no agency involvement
- **\$300** limit per member annually



MAP – Building Assistance Program

Requirements

- The organization must be a 501(c)(3) nonprofit
- The location must be a permanent single-family residence

History of partnerships:

| | Habitat for Humanity | Wounded Warrior | Other Organization | Total |
|------|----------------------|-----------------|--------------------|-------|
| 2013 | 5 | 0 | 0 | 5 |
| 2014 | 2 | 1 | 0 | 3 |
| 2015 | 4 | 2 | 0 | 6 |
| 2016 | 4 | 0 | 0 | 4 |
| 2017 | 3 | 1 | 1 | 5 |



MAP – Building Assistance Program

Details of the assistance

- PEC waives the fees associated with setting up electric service:
 - **\$50** Membership Fee
 - **\$75** Establishment Fee
 - **\$200** System Impact Fee
- No security deposit requirement
- PEC provides free electric service during the construction
- Once completed, PEC credits the homeowner's account **\$150** to cover the Membership Fee and **\$100** of usage
- Total donation estimated to be **\$575** per participating member



MAP – Budgeting

2016 & 2017 Budget Adjustments

- 2016: Allocated **\$1** per member
- 2017: Allocated **\$0.50** per member
- Reduced distribution limit to **\$300** per member

| | 2014 | 2015 | 2016 | 2017 |
|-----------------------|--------|--------|---------------|---------------|
| Annual Budget | \$500K | \$500K | \$230K | \$120K |
| \$ Allowed per Member | \$500 | \$500 | \$300 | \$300 |

Distribution amounts have been decreasing since 2012

| | | | | |
|------------------|--------|--------|--------|--------|
| \$ Distributions | \$314K | \$139K | \$112K | \$82K* |
|------------------|--------|--------|--------|--------|

** projected*



MAP – Reduction in Payment Assistance

Major factors affecting participation:

- Agency staffing – fewer resources assisting members
- Fewer PEC members are getting behind and seeking assistance
 - Members have been adapting to standardized collection practices introduced with PEC's 2010 Bad Debt Reduction Plan
 - Annually, aged balances and write-off amounts continue to decrease
 - New rate options have incentivized members to remain current
 - Fixed due dates have helped prevent escalating late balances
 - Agents have strived to identify past-due issues and work with members for solutions

Additionally, these factors have also lead to favorable JD Power metrics in Billing & Payments and Customer Satisfaction categories



MAP – Reviewing Budget Calculation

Updated MAP Policy to allow annual budget adjustments based on distribution projections

4.1. Availability of Funds

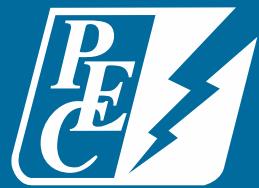
4.1.1. PEC will allocate funds to Programs in this Policy through the budget approved annually by the Board for the Member Assistance Programs.

The 2018 calculation will continue with \$0.50 per member

| | 2016 | 2017 | 2018 |
|---------------------|--------------|-----------------|-----------------|
| Budget Calculation | \$1 / member | \$0.50 / member | \$0.50 / member |
| Annual Member Count | 230K | 240K | 252K* |
| Annual Budget | \$230K | \$120K | \$126K |

** projected*





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