

DATE: February 8, 2022
TO: Board of Trustees
FROM: Sandi Clark
SUBJECT: BCRSD Customers Identified as Low-Income Households

The Board of Trustees requested in November 2021 a report illustrating how many customers of the BCRSD may be considered low-income households. The following data results from an analysis of how many BCRSD customers with payment extensions from BCRSD were also approved for utility assistance payments from local assistance organizations.

BCRSD - No. of Customers with Agreements/ Approved for Assistance - 1/1/2021 to 1/1/2022

86 Account Holders Approved for Assistance - ~1.2% of BCRSD Customer Base over 1 year
381 applications approved for assistance from 1/1/2021 to 1/1/2022
Total Pay Asst for Sewer/Electric 1/1/2021 to 2/1/2022 - \$78,083.36

BCRSD - No. of Customers with Agreements/ Approved for Assistance - 1/1/2020 to 1/1/2021

91 Account Holders Approved for Assistance - ~1.5% of BCRSD Customer Base over 2 years
285 applications approved for assistance
Total Pay Asst for Sewer/Electric Rcvd from 1/1/2020 to 2/1/2021- \$77,614.22

The BCRSD relies on the use of iVue, a utility billing software for which Boone Electric Cooperative (BEC) holds the license and agreement with the vendor. Through BCRSD's agreements with BEC, the BCRSD has access to some customer information and trends, but the software designed to serve BEC does not always lend to finding specific answers about sewer customers and trends, and the results from such limited data is often skewed.

These results do not reveal:

- Any LIH that may have received assistance without a BCRSD agreement at the time of their application.
- Any LIH that may not have applied for assistance with their utilities
- Any LIH that may have been disqualified due to the account's status for electric or sewer (some factors not directly related to income, such as broken payment agreements, will impact eligibility)