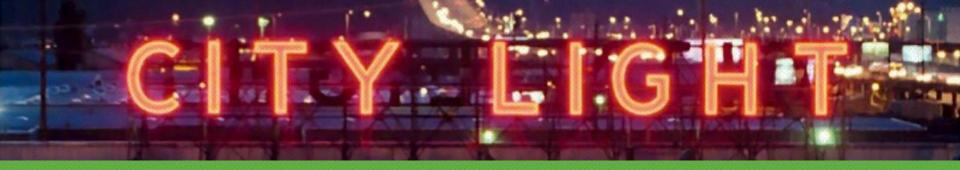**Seattle City Light**

HOUSING, HEALTH, ENERGY, AND WORKERS' RIGHTS COMMITTEE

Emergency Low Income Assistance (ELIA)

Brian Hawksford | September 24, 2019

OUR MISSION

Seattle City Light is dedicated to delivering customers affordable, reliable and environmentally responsible electricity services.

OUR VISION

We resolve to provide a positive, fulfilling and engaging experience for our employees. We will expect and reinforce leadership behaviors that contribute to that culture. Our workforce is the foundation upon which we achieve our public service goals and will reflect the diversity of the community we serve.

We strive to improve quality of life by understanding and answering the needs of our customers. We aim to provide more opportunities to those with fewer resources and will protect the well-being and safety of the public.

We aspire to be the nation's greenest utility by fulfilling our mission in an environmentally and socially responsible manner.

OUR VALUES

Safety, Environmental Stewardship, Innovation, Excellence, Customer Care

Seattle City Light

BACKGROUND
EMERGENCY LOW INCOME ASSISTANCE (ELIA) PROGRAM

- Program was established in 1985 by City Light

- Funded through City Light rates

- Available to City Light residential customers with incomes up to 70% of State median income

- Offered to customers in imminent danger of being disconnected from their service (i.e., shut-off notice received)

Seattle City Light

REASONS FOR AMENDMENTS

- This legislation amends existing Seattle Municipal Code (21.49.042) to make rate assistance more accessible and to align with other City utility rate assistance programs.

- These amendments will help our customers avoid disconnections thru easier access to the Emergency Low Income Assistance (ELIA) program.

AMENDMENT CHANGES

- Eligible upon receiving a 10-day shut-off notice (from 24-hour notice).

- Credit is allowed twice per year with minor child(ren) in the home (from once per year)

- Maximum credit of 100% of bill amount up to program limit of $200 (from 50% of bill)

- Maximum credit will be adjusted yearly to match average City Light rate growth