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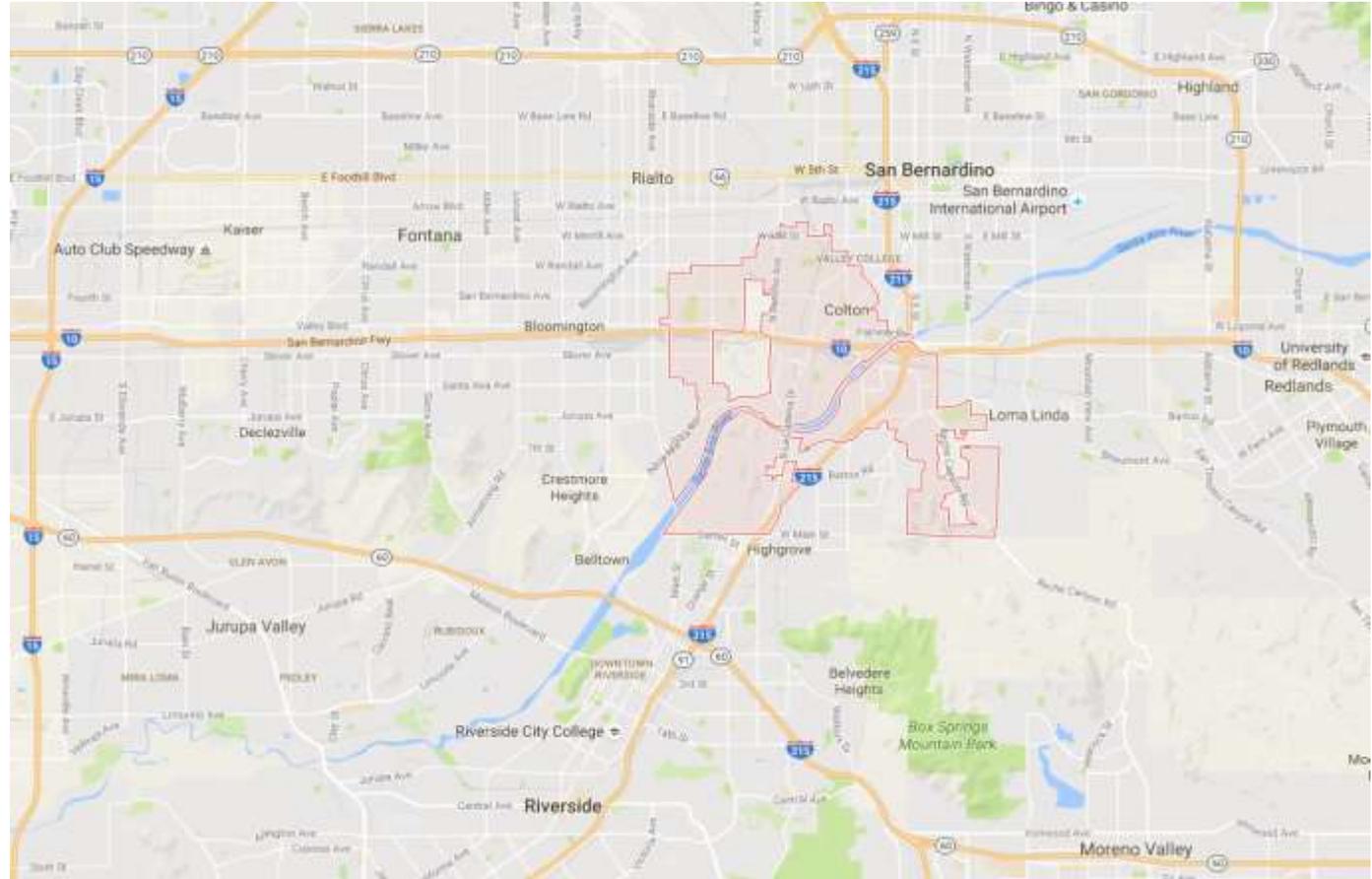
# **Residential COVID- 19 Assistance Program**

**Presented By:  
Adrienne Rogers  
City of Colton Electric Utility  
Sr. Energy Services Specialist**

# City of Colton



- 16 Square Miles
- Population of 54,000
- Approx. 17,000 Residential, and 2,500 C & I Electric Meters
- Low Income/ Disadvantaged Community
- Surrounded by SCE Territory



# What Happened?



EXECUTIVE DEPARTMENT  
STATE OF CALIFORNIA

**GOV. ISSUES 'STAY AT HOME' ORDER**

**EXECUTIVE ORDER N-33-20**

ORDER OF THE STATE PUBLIC HEALTH OFFICER  
March 19, 2020

To protect public health, I as State Public Health Officer and Director of the California Department of Public Health order all individuals living in the State of California to stay home or at their place of residence except as needed to maintain continuity of operations of the federal critical infrastructure sectors, as outlined at <https://www.cisa.gov/critical-infrastructure-sectors>. In addition, and in consultation with the Director of the Governor's Office of Emergency Services, I may designate additional sectors as critical in order to

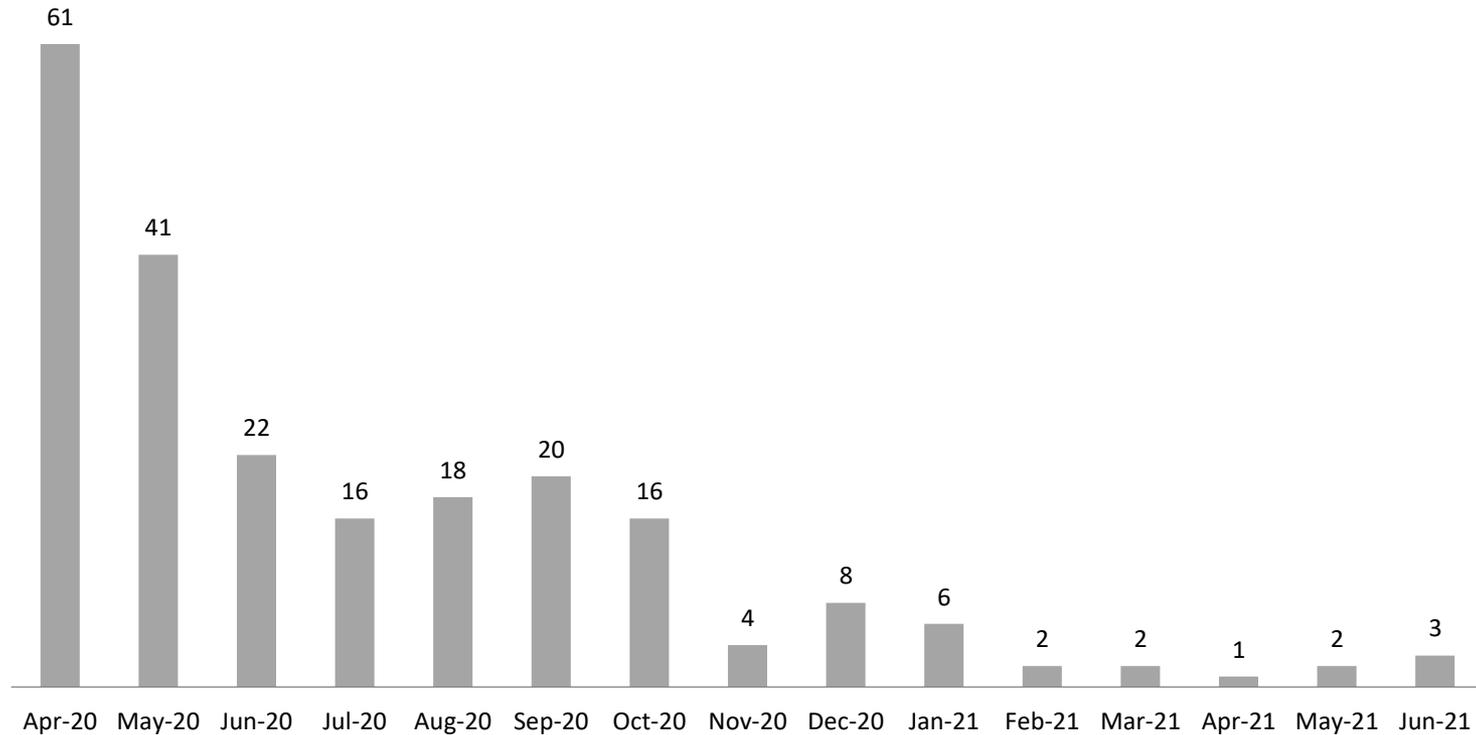


- Customers will receive a \$25 credit on the Electric portion of their Utility Bill
  - Each month for six (6) consecutive months
- Verification of COVID-19 related Job Loss
  - Proof of filing for COVID Unemployment claim
- Only one credit per Household
  - Did not need to be the primary account holder, but needed to supply proof of residency
- Online Application Process
  - Documentation uploaded through our website

# Program Participation



## COVID - 19 Assistance Program





# Program Outcomes and Evaluation



- Positive Feedback from City Management
- Customers Appreciative of the program
- Program ran for 15 months, with 80% participation in the first 6 months

222 Customers

\$25 monthly credit X 6 Months

Total Expense = \$33,300

# Lessons Learned



- Job loss was not as great as we expected
  - Customers lost hours, not employment!
- Participation in this program was lower than expected
  - We could have increased the incentive \$ amount
  - We allocated an additional \$100K for residential energy audits
- Our other Low Income Programs participation increased
  - Low income Community Solar Program = **35% increase**
  - Low Income Billing Program = **113% increase**



# Questions



**Adrienne Rogers**  
**Sr. Energy Services Specialist**

**Email: [arogers@coltonca.gov](mailto:arogers@coltonca.gov)**

**Phone: 909-514-4214**



**Thank You**