

# UTILITY BILL ASSISTANCE PROGRAM

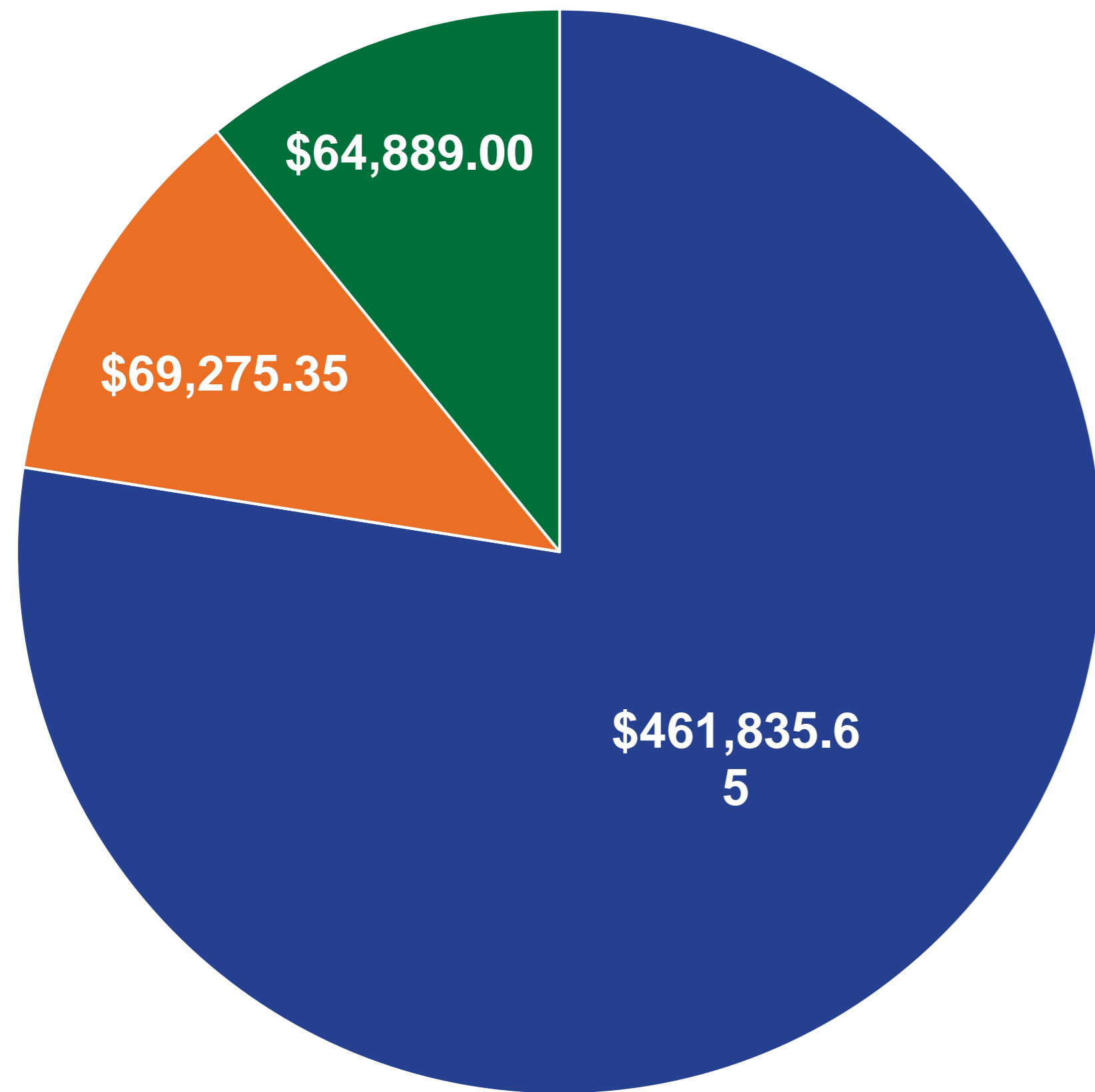
## Program Update

- June 2026



# FY2026 MONTHLY REPORT

## FY2026 Utility Assistance

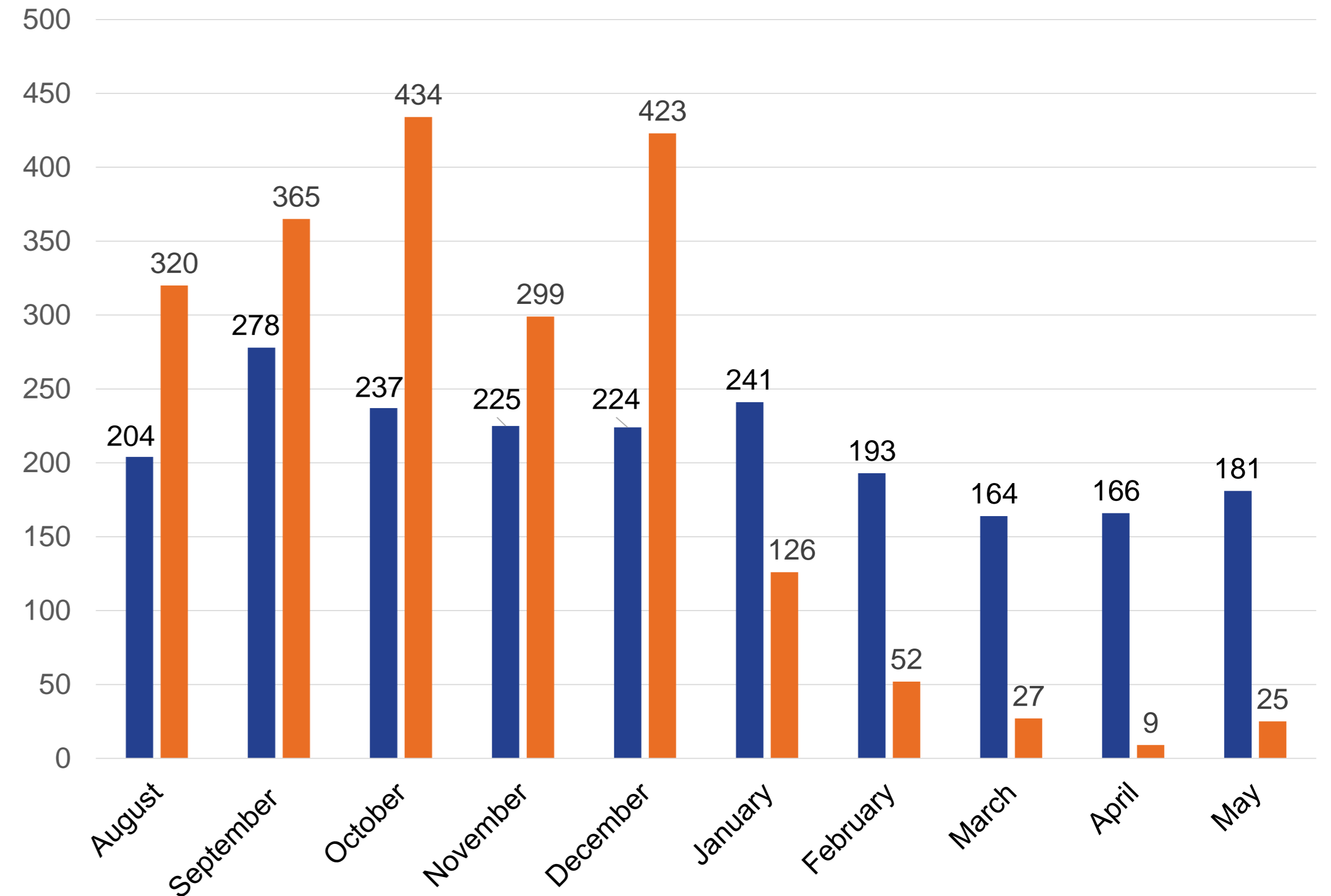


■ Utility Assistance ■ Admin Fee ■ Remaining Funds

**GRAND TOTAL: \$531,111.00**

*Prior Year Through May: \$502,903.03*

## Voucher Count



■ FY 2025 ■ FY 2026

**GRAND TOTAL: 2,080**

*Prior Year Through May: 2,113*

*\* Numbers current as of 5/31/26*

### Mission

Strengthening our community by providing resilient essential services

### + Vision

Be a trusted community partner dedicated to excellence in service

### + Core Values

Safety, Team, Integrity, Culture, and Stewardship

# CONTINUITY OF FY2026 PROGRAM

## JANUARY 2026 – JULY 2026

- Eligibility limit 150% Federal Poverty Level
  - 100% or below - 100% funding for usage
  - 101 - 125% - 70% funding for usage
  - 126-150% - 50% funding for usage
- No irrigation covered
- New applicants Only
- Up to \$400 in assistance
- Effective May 8<sup>th</sup>, the current bill and up to 60 days of past due charges
- Exceptions on a case-by-case basis based on hardship
- Weekly budget check ins from the NFBF to determine if any changes are needed to remain on budget

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# FY2027 PROGRAM PROPOSAL

- **Eligibility limit 150% Federal Poverty Level**
  - 100% or below - 100% funding for usage
  - 101 - 125% - 70% funding for usage
  - 126-150% - 50% funding for usage
- **Max assistance per customer based on services provided:**
  - Electric - \$400
  - Water – \$100
  - Wastewater - \$100
  - Irrigation will not be covered as it is not an essential use
- **Up to 3 total applications annually**
- **Assistance may cover current bill and up to 60 days of past due charges**
- **Third annual assistance customer must attend NBFB hosted financial health or energy conservation class before proceeding with voucher**
- **Supplemental documentation may be provided to the NBFB for proof of hardship**

*This proposal is financially sustainable with current budget and within industry standard*

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# Community Assistance Program Comparison

UTILITY	PROGRAM	ADMINISTRATOR	POVERTY LEVEL	DISTRIBUTION PER HOUSEHOLD	FUNDED BY	MHI (2019-2023)
NBU – FY 2027	Utility Bill Assistance	NB Food Bank	150%	\$600.00/year	Budget	\$88,257.00
AUSTIN ENERGY	Customer Assistance Discount Program (CAP)	Funding is distributed by local social service agencies.	200%	Average of \$1,092.00/year	Surcharge on Monthly Bills	\$91,000.00
CPS	Residential Energy Assistance Partnership (REAP)	- The City of SA and Bexar County Processes applications - CPS handles all administrative	150%	\$480.00/year 2 Applications/year	Budget and Fundraising	\$69,906.00
PEC	Member Assistance Program (MAP) Funding	Participating community agencies qualify members.	250%	\$300.00/year	Budget	\$93,114.00
SAN MARCOS	Payment Assistance Program	City of San Marcos, Administered by Community Action, Inc. of Central Texas.	250%	Varies/4 times per year	Budget and Fundraising	\$51,030.00
SAWS	Uplift Assistance Program	Applications managed in house with a dedicated team.	125%	14 different initiatives for assistance.	Fee on Monthly Bills	\$69,906.00

*Other assistance outside NBU include Community Council of South Texas, Family Life Center of NB, and Salvation Army*

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# Action Item

Discuss and Consider Authorizing the CEO or His Designee to Execute a First Amended and Restated Professional Services Agreement with the San Antonio Food Bank d/b/a New Braunfels Food Bank for the Utility Bill Assistance Program