



STAFF REPORT

Meeting Type: City Council Meeting
Meeting Date: June 15, 2026
From: Tyler Deems, City Manager
Subject: Resolution 2026-13: Expanding the Utility Customer Assistance Program

DECISION TO BE MADE:

Whether to adopt Resolution 2026-13, expanding the City of Sandy's Utility Assistance Program.

BACKGROUND / CONTEXT:

The City Council originally established the Utility Customer Assistance Program on [February 3, 2020](#), to provide discounted wastewater rates for lower income households in Sandy. The Council's intention during these initial stages of the City's wastewater system improvement program (Sandy Clean Waters) was to limit the impact of higher utility rates, which were necessary to fund the system improvements, on households least able to afford increased costs.

Since that time, the City has also begun vital system improvements for the water utility. On [August 7, 2023](#), the Council expanded the Utility Customer Assistance Program to apply to both water and wastewater charges to ensure that utility bills remain manageable for lower income households in Sandy.

KEY CONSIDERATIONS / ANALYSIS:

The current guidelines for the Utility Customer Assistance Program sets the enrollment threshold at 185% of the United States Department of Health and Human Services Poverty Guidelines for a household of two. For 2026, that income threshold is \$40,034. There is currently no higher threshold for households that have more than two people.

Staff receives a great deal of interest in the program from customers who have larger household sizes but household incomes slightly above the current threshold. Given the current cost of utilities, and the anticipated future increases that will be needed to ensure timely completion of the water and wastewater system investments, staff is proposing revising the current program structure to provide additional benefit for households with three or four people.

Based on the [2026 HHS Poverty Guidelines](#), the revised program would look like this:

Household Size	Current Income Threshold	Proposed Income Threshold
Up to 2	40,034	40,034
3	40,034	50,542
4	40,034	61,050

Staff believe this adjustment will provide much needed relief to many families who currently struggle to make ends meet with rising costs. Additionally, the resolution ties eligibility to the HHS Poverty Guidelines for each year as applicable and does not permanently set the threshold at the fixed rates noted above.

BUDGET IMPACT:

Unable to determine at this time. There are currently 95 accounts enrolled in the program. Staff expects this number to increase, but the extent is unknown. The Water and Wastewater Funds will absorb any minor reduction in rate revenue.

RECOMMENDATION:

Staff recommends adoption of Resolution 2026-13.

SUGGESTED MOTION LANGUAGE:

"I move to adopt Resolution 2026-13."

LIST OF ATTACHMENTS / EXHIBITS:

- Resolution 2026-13