



**TO:** Commissioners Simpson, Brown, Helgeson, Manning and Mital  
**FROM:** Wendi Schultz-Kerns, Cash Accounting Supervisor  
Mark Freeman, Energy Management & Customer Services Manager  
**DATE:** February 19, 2013  
**SUBJECT:** Customer Care Programs: Inter-Governmental Agreement No. 13-0001 Lane County HSD

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### **Issue Statement**

EWEB offers a number of programs to help income-eligible customers who are having trouble paying their utility bills. EWEB commits more than \$2 million each year to its limited-income programs, or about 1 percent of retail electric revenues. EWEB contracts with Lane County Human Services Division (HSD) to administer EWEB's Customer Care Programs.

The current contract with HSD expires on March 31, 2013 and staff is requesting approval of a new five-year Intergovernmental Agreement (IGA) with Lane County Human Services Division (HSD) for their coordination and execution of programs available to EWEB customers.

### **Background**

EWEB staff best describes our Customer Care Programs in two categories; one is an assistance program, EWEB Customer Care (ECC), and the other is an education program, EWEB Customer Care Plus (ECCP). Both programs are funded annually by the Board approved budget and voluntary public donations.

ECC is an income eligible assistance program which currently offers \$200 assistance once during the Program Year, Oct. 1<sup>st</sup> through Sept. 30<sup>th</sup>. Intake appointments are conducted by the HSD and their sub-agents located throughout the community; Saint Vincent DePaul, Catholic Community Services of Springfield, and Campbell Senior Center. EWEB serves approximately 3500-4500 households annually. ECCP is an income eligible education program which contains a "menu of services" designed to meet the varied needs of our customers. Intakes are conducted by HSD. EWEB serves up to 1000 households annually. Upon enrollment, customers are assigned a HSD Energy Advocate who works directly with the household throughout the annual enrollment period to help them achieve energy conservation and improved payment behavior. The program offers budget counseling, energy conservation kits and appliances, and educational activities that the customer can complete to receive credit toward their EWEB bills. Each household can receive up to \$350 of incentives during their annual enrollment period.

### **Discussion**

EWEB and HSD contract with one another under Oregon law (190.010) that provides that local governments may enter into a written agreement with another unit (or units) of local government for the performance of any or all functions and activities that a party to the agreement, its officers or agencies, have authority to perform. In the future, EWEB and HSD agree that we can best serve EWEB customers with various community resources by partnering our services through an IGA. The agreement provides EWEB customers access to various other social service programs in our area.

These services were previously solicited and HSD was determined to be the best resource for administering EWEB's Customer Care Programs. And during the last several years, EWEB has developed a successful working relationship with HSD. Staff has negotiated a new IGA with HSD to administer EWEB's Customer Care program activities. The IGA will support all expenditures for EWEB's Customer Care programs, including operational costs and administrative overhead, for a five year period, effective April 01, 2013 through March 31, 2018.

**Recommendation**

Staff recommends EWEB entering into the IGA with HSD in the amount of \$3.9 million. This amount is sufficient to cover five years of projected program costs. This requested amount does not include the Customer Care funds applied directly to customer accounts.

**Requested Board Action**

Approve the 5 year IGA with Lane County Human Services Division (HSD).

**EWEB BOARD AGENDA ITEM ACTION REQUEST**  
***For Contract Awards, Renewals, and Increases generally over \$1 million***

The Board is being asked to approve a new Intergovernmental Agreement (IGA) with **Lane County Human Service Division (HSD)** for the administration of EWEB's Limited-Income Energy Assistance services.

Backgrounder ("See backgrounder information") Yes

Board Meeting Date: March 5, 2013

Project Name/Contract#: Limited-Income Energy Assistance Services

Primary Contact: Debra Smith, AGM Ext. 7196

Secondary Contact: Mark Freeman Ext. 7061

Purchasing Contact: Quentin Furrow Ext. 7380

<b>Action Requested:</b>	
<input checked="" type="checkbox"/>	Contract Award
<input type="checkbox"/>	Contract Renewal
<input type="checkbox"/>	Contract Increase
<input type="checkbox"/>	Other

**Contract Amount:**

Original Contract Amount: \$3.9 million (over five years)

Additional \$ Previously Approved: \$

Invoices over last approval: \$

Percentage over last approval:        %

Amount this Request: \$3.9 million

**Resulting Cumulative Total:** **\$3.9 million**

<b>Funding Source:</b>	
<input checked="" type="checkbox"/>	Budget
<input type="checkbox"/>	Reserves
<input type="checkbox"/>	New Revenue
<input type="checkbox"/>	Bonding
<input type="checkbox"/>	Other

**Contracting Method:**

Method of Solicitation: N/A

If applicable, basis for exemption: N/A

Term of Agreement: April 01, 2013 – March 31, 2018

Option to Renew? No

Approval for purchases "as needed" for the life of the contract No

<b>Form of Contract:</b>	
<input type="checkbox"/>	Single Purchase
<input type="checkbox"/>	Services
<input type="checkbox"/>	Personal Services
<input type="checkbox"/>	Construction
<input checked="" type="checkbox"/>	IGA
<input type="checkbox"/>	Price Agreement
<input type="checkbox"/>	Other

**Narrative:**

The Board is being asked to approve a new Intergovernmental Agreement (IGA) with **Lane County Human Services Division (HSD)** for the administration of EWEB's Limited-Income Energy Assistance services.

*See the backgrounder for more details.*

Lane County HSC administers a variety of social services to limited income families in Lane County. In 2004, EWEB contracted with HSD to include the administration of EWEB's energy assistance programs in its menu of services. These administrative services include all the labor and materials required to assist EWEB's limited-income customers. EWEB "Customer Care" (ECC) and "Customer Care Plus" (ECCP) funds are made available to qualified applicants in combination with Lane County's other social service assistance programs, allowing families to obtain all of the available benefits at one central location. The programs have evolved over time to meet the changing needs of EWEB customers, and community partners leverage funding whenever possible.

The contract has been very successful and staff has negotiated a new intergovernmental agreement (IGA) with HSD to provide these same services over the next five years. Lane County's provision of these services for EWEB is made possible under an Oregon law (ORS190.010) that provides that local governments may enter into a written (intergovernmental) agreement with another unit (or units) of local government for the performance of any or all functions and activities that a party to the agreement has authority to perform.

The current Contract expires March 31, 2013. If approved, the new IGA will begin on April 01, 2013, and continue through March 31, 2018.

**ACTION REQUESTED:**

Management requests Board approve an Intergovernmental Agreement (IGA) with **Lane County Human Services Division (HSD)** for the administration of EWEB's Limited-Income Energy Assistance services. Funds for these services were budgeted for 2013 and will be budgeted annually.

**SIGNATURES:**

Project Coordinator: \_\_\_\_\_

Manager: \_\_\_\_\_

Assistant General Manager: \_\_\_\_\_

Purchasing Manager: \_\_\_\_\_

General Manager: \_\_\_\_\_

Board Approval Date: \_\_\_\_\_

Secretary/Assistant Secretary verification: \_\_\_\_\_