



**BPUB's Share Program (SHARE)
Guidelines as Amended on October 30, 2023**



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The SHARE Program is meant to help BPUB Customers who are in financial distress due to low income or recent extreme expenses and need aid with their BPUB utility bill. Subject to funding allocations by BPUB, the Share program would be available to a residential customer who demonstrates that (s)he satisfies at least one of the following program requirements:

- Low Income
- Elderly – 62 years or older
- Medical Expenses
 - Must be able to document unusually high medical expenses.
- Disabled
 - Provide documents of disability
- Funeral Expenses
 - Recent paid receipts totaling \$250.00 or more within a six-month period
- Recent Unemployment
 - Documents of unemployment

Limitations

- Arrears
 - Customer cannot be past due more than 2 months on their account
- Bill Due Date
 - Customers can only be assisted on bill that is past due
- \$200.00 limit per client, may cover multiple bills.
- BPUB customer may be assisted in 2-month increments

When you go to your appointment you must take the following documents with you:

- ✓ Medical Expenses
- ✓ Funeral Expenses
- ✓ Proof of Citizenship
- ✓ Utility Bill
- ✓ Proof of income last 30 days

Definitions

- 1) A person is “elderly” if he or she is an individual 62 years of age or older who is a residential customer. Reasonable proof of age will be required, as determined by BPUB staff.
- 2) A “low-income” customer is an individual who is a residential customer (1) whose household income is not more than 150 percent of the federal poverty guidelines, or (2) who receives food stamps from the Texas Department of Human Services or medical assistance from a state agency administering a part of the medical assistance program. Reasonable proof of the individual’s participation in the program(s) relied upon for qualification will be required, as determined by BPUB staff.
- 3) A “residential customer” is the individual whose name is on the utility bill as the customer of record for his/her principal residence, i.e., occupying the entire premises, and who is billed for services by BPUB under residential rates at that location.

Disconnection to Bill Assistance Grantees. BPUB will not terminate service to a delinquent residential customer who is an elderly, low income customer for a billing period in which the customer has applied for and has been granted energy assistance funds, including funds from Project SHARE or the ELIAP, if an agency administering those funds has notified BPUB prior to the date of disconnection of approval of an award sufficient to cover the bill, or a portion thereof, so that the customer can successfully enter into a deferred payment plan for the balance. BPUB is not liable if an agency has not notified BPUB in time to avoid disconnection.

Third-Party Administration. BPUB staff may arrange for and contract with a third-party administrator to interview and process applications authorized under this Program.

Annual Reporting Required. BPUB staff will report annually as to the use of allocated funds of the Program and any recommendations to improve or discontinue the Program.