

MBCP COVID-19 Response FAQ

What is happening?

MBCP's Policy Board of Directors unanimously approved the adoption a resolution to defer fifty percent of generation charges for the months of May and June 2020 to address the hardship that the Central Coast community is suffering because of the COVID-19 pandemic. This action will allow for over \$22 million in financial relief for all customers MBCP serves.

Why is MBCP adopting this resolution?

As a locally controlled agency, MBCP is nimble, responsive to the central coast community needs and intent on mitigating the regional economic impacts of COVID-19 through this effort. MBCP believes any action taken by the board related to COVID-19 should provide the following:

- 1) Immediate financial assistance to MBCP communities
- 2) Greatest relief for all customers with MBCP service area
- 3) Boost the local economy while avoiding any disparate impacts on various customer classes
- 4) Logistically simple and quick to implement

Are all customers included and do they need to apply for these funds?

Yes, all enrolled MBCP customers will participate and there is no application process. MBCP will reduce its rates by 50% for the months of May and June 2020, effectively realizing a reduction of 50% of their charges. If a customer normally pays \$40 per month for electric generation charges, then the customer would pay \$20 in the month of May and June.

What is the financial impact? Will all customers see the 50% rate reduction?

Yes, all customers will experience the 50% rate reduction. MBCP estimates the following cumulative deferred charges at \$22.4 million dollars by the three main customer classes:

- 1) \$6.45 million for Residential Customers
- 2) \$10.95 million for Commercial Customers
- 3) \$5.03 million for Agriculture Customers

What happens after June 30, 2020?

MBCP's rates will continue to be lower than PG&E's and no action is needed.

How will MBCP let the community know about this program?

MBCP plans to execute on the following outreach strategy

- 1) Share press release with all media outlets across the Central Coast
- 2) Develop infographic and social media messaging to share via social media platforms
- 3) Direct outreach to customer groups such as:
 - a. Member Agencies
 - b. Membership Organizations
 - c. Community Organizations
 - d. Key Accounts
- 4) Direct email campaign to all MBCP customers
- 5) Provide additional efforts to reach Spanish speaking community
- 6) Share additional resources available to customers whether it be regional, state or federal