



RESOLUTION NO. 2018-64
RESOLUTION NO. PFA-03
ORDINANCE NO. 2018-02

AGENDA

MISSION STATEMENT

"Our team is dedicated to protecting, enhancing, and developing our rich water resources to the highest beneficial use for Calaveras County, while maintaining cost-conscious, reliable service, and our quality of life, through responsible management."

Special Board Meeting
Wednesday, December 5, 2018
11:00 a.m.

Calaveras County Water District
120 Toma Court, (PO Box 846)
San Andreas, California 95249

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the Administration Office at 209-754-3028. Notification in advance of the meeting will enable CCWD to make reasonable arrangements to ensure accessibility to this meeting. Any documents that are made available to the Board before or at the meeting, not privileged or otherwise protected from disclosure, and related to agenda items, will be made available at CCWD for review by the public.

ORDER OF BUSINESS

CALL TO ORDER / PLEDGE OF ALLEGIANCE

1. **ROLL CALL**

2. **PUBLIC COMMENT**

At this time, members of the public may address the Board on any non-agendized item. The public is encouraged to work through staff to place items on the agenda for Board consideration. No action can be taken on matters not listed on the agenda. Comments are limited to three minutes per person.

3. **CONSENT AGENDA**

The following items are expected to be routine / non-controversial. Items will be acted upon by the Board at one time without discussion. Any Board member may request that any item be removed for later discussion.

3a Review Board of Directors Monthly Time Sheets for November, 2018

4. **NEW BUSINESS**

4a Discussion / Action Regarding Adoption of the Customer Assistance Program
(Joel Metzger, Manager of External Affairs, Conservation, and Grants)

RES 2018-_____

BOARD OF DIRECTORS

Scott Ratterman, President
Terry Strange, Director

Russ Thomas, Vice President
Bertha Underhill, Director

Jeff Davidson, Director

4b Discussion / Action Regarding Amending the FY 2018-19 Budget for the Customer Assistance Program (Jeffrey Meyer, Interim General Manager) **RES 2018-_____**

4c* Discussion / Action Regarding Resolution of Appreciation to Director Strange for his Service as CCWD Board Director (Scott Ratterman, Board President) **RES 2018-_____**

4.* GENERAL MANAGER REPORT

5.* BOARD REPORTS / INFORMATION / FUTURE AGENDA ITEMS

6. NEXT BOARD MEETINGS

- Wednesday, December 12, 2018, 1:00 p.m., Regular Board Meeting
- Monday, December 17, 2018, 1:00 p.m., Special Board Meeting

7. CLOSED SESSION

7a Potential litigation Government Code Section 54956.9(d)(2)(4)- 1 case.

8. REPORTABLE ACTION FROM CLOSED SESSION

9. ADJOURNMENT

CALAVERAS COUNTY WATER DISTRICT

Board of Directors

District 1 Scott Ratterman
District 2 Terry Strange
District 3 Bertha Underhill
District 4 Russ Thomas
District 5 Jeff Davidson

Legal Counsel

Matthew Weber, Esq.
Downey Brand, LLP

Financial Services

Umpqua Bank
US Bank
Wells Fargo Bank

Auditor

Richardson & Company, LLP

CCWD Committees

*Engineering Committee
*Finance Committee
*Legal Affairs Committee
Executive Committee (*ad hoc*)
Cost of Service Study Committee (*ad hoc*)

Membership**

Davidson / Thomas (alt. Underhill)
Underhill / Ratterman (alt. Thomas)
Ratterman / Davidson (alt. Underhill)
Ratterman / Thomas
Strange / Ratterman

Joint Power Authorities

ACWA / JPIA
CCWD Public Financing Authority
Calaveras-Amador Mokelumne River Authority (CAMRA)
Calaveras Public Power Agency (CPPA)
Eastern San Joaquin Groundwater Authority
Tuolumne-Stanislaus Integrated Regional Water
Management Joint Powers Authority (T-Stan JPA)
Upper Mokelumne River Watershed Authority (UMRWA)

Ratterman (alt. Dave Eggerton)
All Board Members
Ratterman / Underhill (alt. Strange)
Peter Martin (alt. Dave Eggerton)
Russ Thomas
Strange (alt. Thomas)
Davidson (alt. Ratterman)

Other Regional Organizations of Note

Calaveras LAFCO
Calaveras County Parks and Recreation
Committee
Highway 4 Corridor Working Group
Mountain Counties Water Resources
Association (MCWRA)
Mokelumne River Association (MRA)
Tuolumne-Stanislaus Integrated Regional Water
Mgt. JPA Watershed Advisory Committee (WAC)

Ratterman / Strange
Thomas (alt. Underhill)
Thomas / Underhill
All Board Members
All Board Members
Peter Martin (alt. Metzger)

* Standing committees, meetings of which require agendas & public notice 72 hours in advance of meeting.

** The 1st name listed is the committee chairperson.

Agenda Item

DATE: December 5, 2018
TO: Jeffrey Meyer, Interim General Manager *JM*
FROM: Rebecca Hitchcock, Clerk to the Board
SUBJECT: Review Board of Directors Time Sheets for November, 2018

RECOMMENDED ACTION:

For information only.

SUMMARY:

Pursuant to direction from the Board of Directors, copies of the Board's monthly time sheets from which the Board is compensated from, are included in the monthly agenda package for information. Attached are copies of the Board's time sheets for the month of November, 2018.

Board Members can be reimbursed for mileage cost to travel to meetings/conferences and are paid at the current IRS rate.

FINANCIAL CONSIDERATIONS:

Monthly compensation and mileage reimbursement costs are included in the FY 2018-19 budget.

Attachments: Board of Directors Time Sheets for November, 2018

Agenda Item

DATE: December 5, 2018

TO: Jeffrey Meyer, Interim General Manager *JM*

FROM: Joel Metzger, Manager of External Affairs, Conservation & Grants

SUBJECT: Discussion / Action Regarding Adoption of the Customer Assistance Program Policy for Water and Wastewater

RECOMMENDED ACTION:

Motion: _____/_____ adopting Resolution 2018-_____ approving the Customer Assistance Program Policy.

SUMMARY:

The District has 13,080 water customers, 4,848 wastewater customers and serves approximately 22,000 people. Over the past few years, customers have told District staff that water and sewer rates are creating significant financial hardships for some low-income customers, including retired persons, veterans, single parents and those living on fixed incomes.

In 2002, the District partnered with the Resource Connection to create the Wastewater Rate Assistance Program (WRAP) (attached) for wastewater customers only. Due to a lack of sustainable funding, the program was discontinued in 2010.

At the state level, a low-income relief bill was approved by Gov. Brown in 2016, AB 401 (Dodd), which requires the State Water Resources Control Board to develop a plan for the funding and implementation of a low-income water rate assistance program by 2018. However, the plan has been delayed indefinitely. Additionally, AB 401 does not address sewer bills and the District's single-family residential sewer bills are substantially higher than water bills. Staff will provide an update to the Board on statewide customer assistance program legislation once the State releases its report.

In May 2018, the Board directed staff to develop a policy for a Customer Assistance Program (CAP) before the end of the 2018 calendar year. The Board also called for a public outreach campaign to elicit feedback from the public on the creation of this program. Since that time, staff held community workshops/meetings on September 27,

October 3, October 12, October 24, November 14 and November 19, to receive feedback from the public and Board members.

POLICY HIGHLIGHTS:

The CAP policy (attached) is the result of an iterative process that has incorporated feedback from community meetings, public workshops, the Finance Committee and the Board. The highlights of the policy are as follows:

- The standard program year will run from July 1 – June 30
- Program is limited to 200 water customers and 200 wastewater customers
- Bimonthly credit is \$20 for water and \$30 for wastewater, or \$50 for both
- Credits will be issued on a first come first served basis and program participants will stay on the program if they reapply and meet eligibility requirements
- Program funding will be non-rate revenue and is limited to \$60,000 per fiscal year
- An applicant must provide proof of PG&E Care Program participation, which means household income is at or below 200% of the federal poverty guideline
- Tenants must provide the District with a copy of a valid rental agreement to apply for the CAP or have written permission from the legal-deeded property owner
- Any program participants found to have provided the District with false information will be back-billed for credits they received and permanently banned from the program
- The Board of Directors can modify or terminate this program at any time

FUNDING:

Because Proposition 218 prohibits the use of rate revenue paid by one customer to be used to subsidize the costs of providing service to another customer, only non-rate revenues can be used to fund an assistance program.

The District's adopted FY 2018-2019 budget does not include funding for the CAP. In order to launch the program in 2019, the Board will need to approve a budget adjustment in order to use reserves from the Special Project Fund in the Interest Reserve Fund (Fund 108).

NEXT STEPS:

If the Board adopts the CAP policy, staff will launch a publicity campaign to make customers aware of the new program, and applications will be received by the Customer Service Department starting January 1, 2019. Credits will be applied to a customer's account on the first billing cycle following the approval of the application.

STAFF RECOMMENDATION:

Staff recommends that the Board rescind the WRAP resolution and adopt the new CAP. Furthermore, in a separate resolution, staff will be requesting the adoption of a budget adjustment to fund the program for the remainder of the FY 2018-19 budget year.

FINANCIAL CONSIDERATIONS:

The District's adopted FY 2018-2019 budget does not include funding for the CAP. In order to launch the program in 2019, the Board will need to approve a \$30,000 budget adjustment in order to use reserves from the Special Project Fund in the Interest Reserve Fund (Fund 108). To fully fund the program in future years, the District will need to identify \$60,000 in additional non-rate revenues during the budget process.

*Attachments: Resolution 2018-__ Adopting the Customer Assistance Program Policy for Water and Wastewater
Resolution No. 2002-72 Wastewater Rate Assistance Program
Proposed Customer Assistance Program Policy
Proposed Customer Assistance Program Policy (in draft redline)*

RESOLUTION NO. 2018 - ____

**A RESOLUTION OF THE BOARD OF DIRECTORS
OF THE CALAVERAS COUNTY WATER DISTRICT**

**ADOPTING A CUSTOMER ASSISTANCE
PROGRAM POLICY FOR WATER AND WASTEWATER**

WHEREAS, the Board of Directors of CALAVERAS COUNTY WATER DISTRICT adopted a Wastewater Rate Assistance Program policy, dated August 29, 2002, by Resolution 2002-72, and it was last amended on October 28, 2009, by Resolution No. 2009 – 69; and

WHEREAS, the Wastewater Rate Assistance Program was discontinued in 2010, and;

WHEREAS, in response to feedback from the community regarding financial hardships caused in part by District water and wastewater rates, the Board of Directors desires to implement a new customer assistance program that will provide financial assistance to a limited number of qualifying water and wastewater customers; and

NOW, THEREFORE, BE IT RESOLVED, that the Board of Directors of the CALAVERAS COUNTY WATER District does hereby rescind in its entirety Resolution 2009-69, adopted on October 28, 2009, amending the Wastewater Rate Assistance Program policy; and

BE IT FURTHER RESOLVED, that the Customer Assistance Program policy, attached hereto and made a part hereof, is approved by the Board of Directors, which will be effective on January 1, 2019.

PASSED AND ADOPTED by the Board of Directors of the CALAVERAS COUNTY WATER DISTRICT at a regular meeting thereof held on the 5th day of December, 2018 by the following vote:

AYES:

NOES:

ABSTAIN:

ABSENT:

/

/

/

CALAVERAS COUNTY WATER DISTRICT

Scott Ratterman, President
Board of Directors

ATTEST:

Rebecca Hitchcock
Clerk to the Board

RESOLUTION NO. 2009 – 69

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE
CALAVERAS COUNTY WATER DISTRICT
AMENDING THE WASTEWATER RATE ASSISTANCE POLICY

WHEREAS, the Board of Directors of CALAVERAS COUNTY WATER DISTRICT adopted a Wastewater Rate Assistance Policy, dated August 29, 2002 by Resolution 2002-72 and amended February 12, 2003 by Resolution No. 2003-09; further amended April 28, 2004 by Resolution 2004-16; further amended November 9, 2005 by Resolution 2005-77; further amended November 8, 2006 by Resolution 2006-121; further amended January 16, 2008 by Resolution 2008-05, and further amended October 8, 2008 by Resolution 2008-80; and

WHEREAS, the Board of Directors desires to continue the Wastewater Rate Assistance Policy and Program for the program year commencing on November 1, 2009, through October 31, 2010.

NOW, THEREFORE, BE IT RESOLVED, that the Wastewater Rate Assistance Policy, attached hereto and made a part hereof, is approved by the Board of Directors and shall become effective immediately.

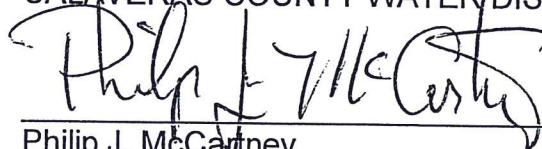
BE IT FURTHER RESOLVED, that the eligibility criteria continue to include households with incomes up to 150% of the Federal Poverty Level as published by 2009 HHS Poverty Guidelines; and

BE IT FURTHER RESOLVED, that the monthly stipend continue to be \$15 per qualified household.

PASSED AND ADOPTED this 28th day of October 2009, by the following vote:

AYES: Directors Davidson, Underhill, Rich, and McCartney
NOES: None
ABSTAIN: None
ABSENT: President Dean

CALAVERAS COUNTY WATER DISTRICT



Philip J. McCartney
Vice President, Board of Directors

ATTEST:



Mona Walker, Clerk to the Board

Calaveras County Water District Wastewater Rate Assistance Program Policy

Calaveras County Water District's (CCWD) Wastewater Rate Assistance Program (WRAP) provides financial aid for low-income customers utilizing wastewater services of the District, primarily funded by outside donations/grants. By approval of the CCWD Board of Directors, the District may provide revenues not derived from customer rates to supplement other revenue sources to foster the program, if desired.

Program Year: The program year will run from November 1st, 2009 through October 31st of the following calendar year. Funds will be distributed to eligible customers having applied as of November 1st, 2009 for the program first, then to first time eligible applicants thereafter on a first-come, first-serve basis, until program revenues for the year are depleted.

General Eligibility Requirements: The Resource Connection of Calaveras County will determine an applicant's eligibility from September 1st until October 31st of the following year, applicants must meet all of the following requirements annually in order to become/remain eligible for the program:

- ❖ The applicant must fill out an application and provide any additional documentation as required by THE RESOURCE CONNECTION to determine income eligibility requirements.
- ❖ The applicant's household income must meet WRAP income eligibility requirements.
- ❖ The applicant must be the owner of the property on which the CCWD wastewater service is located.
- ❖ The applicant must live at the property where the aid will be received.
- ❖ The applicant must live at the property more than half the program year (not for second homes).

Income Eligibility Requirements: The income eligibility level shall be established at 150% of the Department of Health and Human Services (HHS) poverty guidelines in effect at the beginning of the program year (see attached schedule). Income eligibility will be determined by The Resource Connection using the HHS poverty guidelines. The Department of Health and Human Service (HHS) 2009 Poverty Guidelines will be used for the program year starting November 1, 2009. A household's income includes money from any of these sources:

- Wages and Salaries
- Interest and/or Dividends from
 - Savings Accounts
 - Stocks or Bonds
 - Retirement Accounts
- Unemployment Benefits
- Rental and Royalty Income
- School grants, scholarships or other aid used for living expenses
- Profit from Self-Employment (IRS Form Schedule C, Line 29)
- Disability Payments
- Workers Compensation
- Social Security, SSI, SSP
- Pensions
- Insurance Settlements
- Legal Settlements
- TANF (AFDC)
- Food Stamps

- Child Support
- Cash and/or Other Income
- Spousal Support

The total combined household income from the above sources must be equal to or less than the HHS poverty guidelines, less any mid-year Federal or State Cost of Living Adjustments realized during the program year, to be eligible for the program. The Resource Connection will require a completed application and evidence (as determined by The Resource Connection) of the household's income sources annually in order to be eligible for each program year.

WRAP Credit Amount: The WRAP Credit Amount for the 2009/2010 program year is set at \$15.00 per month, of the current monthly wastewater fixed service charge that supports operations. Each year, the CCWD Finance Director will prepare an estimate of the program revenues and number of eligible applicants in order to propose the monthly WRAP credit amount for the upcoming program year. Assistance is not available for other rates, fees, or charges of the District including capacity fees, inspection fees, and capital replacement surcharges. The CCWD General Manager and Finance Committee will approve the WRAP credit amount annually prior to the beginning of the program year.

WRAP credits for the 2009/2010 program year, will be applied to all 2008/2009 program eligible applicants accounts first. Thereafter, funds will be distributed to newly qualifying applicant's accounts on a first-come, first-serve basis, until all program revenue is allocated for the program year. Under no circumstances shall the total WRAP credits exceed program revenue for any program year.

The Resource Connection will notify CCWD by the 15th of each month of newly qualified customers for the WRAP credits. The Resource Connection will additionally forward a check to CCWD by the 15th of each month to support the allocation of credits to newly qualified customers. CCWD will hold the funds as prepayments for the monthly wastewater fees to be distributed bimonthly through WRAP credits.

Program Revenues: Program Revenues are defined as the total funds available for the program less administrative costs for each program year. Funds may be derived from the following sources:

- *Customer Contributions* – Donations will be solicited from customers two times annually during the April/May and September/October billing cycles: Donations will be made directly to THE RESOURCE CONNECTION, a 501(c)(3) Non-Profit Organization, for the benefit of the Wastewater Rate Assistance Program. THE RESOURCE CONNECTION will send a receipt to persons making donations each calendar year.
- *Grants* – CCWD and THE RESOURCE CONNECTION will solicit grant contributions from United Way and other granting organizations annually as available.
- *CCWD Interest Earnings/Non-Rate Revenues* – Each year CCWD may authorize funds to be used for the program during the annual budget process and budget resolution. Unused funds in any fiscal year will be carried over to the following program year unless otherwise indicated in the following year's budget resolution. Funds will be designated as either direct contributions to the program or may be contributed on a matching basis with other program fund sources (e.g., dollar-for-dollar match with customer contributions), as designated in the budget authorizing resolution. CCWD revenues derived from customer rates shall not be used as program revenues. Any funding in excess of the original \$10,000 advanced by CCWD must have Board approval.

Unused funds from sources outside CCWD will automatically be carried over to the following program year until fully distributed through WRAP credits.

Administrative Costs: The Resource Connection will charge an administrative fee based on actual Resource Connection personnel time spent administering the program plus any direct expenses that may be incurred in said administration (i.e. printing, postage). Changes in the fee in future program years must be authorized by both The Resource Connection and the CCWD General Manager prior to the beginning of each program year.

Interest Earnings: WRAP funds will be held in an interest-bearing bank account and interest earnings may be used to defer administration costs and/or to fund the program.

Change of Eligibility Status: Customers who are receiving credits must notify The Resource Connection if their household no longer qualifies for WRAP. Upon notification of the disqualification, credits will be terminated. Failure to notify The Resource Connection when a household no longer meets the qualification for the program would result in the customer's permanent removal from WRAP eligibility and revocation of any credits received during the current program year, which would become immediately due and payable to The Resource Connection.

Customers on the program who provided incorrect information in the determination of their eligibility may be permanently removed from the program. All credits previously given to these customers may be revoked and become immediately due and payable to The Resource Connection. Additionally, an interest penalty at the most current LAIF (Local Agency Investment Fund) rate of interest may be charged for all credits previously received and will become immediately due and payable. Failure to make restitution for the amounts prescribed in this section will subject the customer to CCWD collection procedures as set forth in the Rules and Regulations Governing the Furnishing of Water and/or Wastewater Service, as amended from time to time, and may ultimately result in the termination of the customer's water/wastewater service with CCWD.

Water Efficiency Assistance: CCWD staff will provide customers receiving WRAP credits with free information, water conservation kits and water audit services to help control the cost of their water bills. Additionally, water conservation kits will be supplied to The Resource Connection by CCWD to be distributed to WRAP eligible customers who require them.

Disputes: The CCWD General Manager is authorized to resolve in his sole discretion any disputes or claims that may arise from the administration of this program. General policy changes must be reviewed and approved by the CCWD Board of Directors.

<u>Contacts:</u>	Calaveras County Water District Finance Department 423 E. St. Charles Street P.O. Box 846 San Andreas, CA 95249 Phone: (209) 754-3543 Fax: (209) 754-0270	The Resource Connection c/o CCWD WRAP Program 584 W. St. Charles Street P O Box 919 San Andreas, CA 95249 Phone: (209) 754-1257 Fax: (209) 754-3561
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Approved by



Date 10/29/09

Calaveras County Water District

Calaveras County Water District's (CCWD) Customer Assistance Program (CAP) provides an opportunity for a limited number of low-income customers who utilize the District's water and wastewater services to apply for financial assistance. The Calaveras County Resource Connection Food Bank (Resource Connection) is partnering with CCWD to help administer this program.

Policy framework

- 21.1 CAP Credit**
- 21.2 Program Year**
- 21.3 Program Funding**
- 21.4 General Eligibility Requirements**
- 21.5 Income Eligibility Requirements**
- 21.6 Applications**
- 21.7 Participant Eligibility Verification**
- 21.8 Change of Eligibility Status**
- 21.9 Disputes**
- 21.10 Program Modifications**

21.1 CAP Credit: The CAP credit is set at \$20 per bill (six bills per year), per qualifying water customer for up to 200 customers per fiscal year, and \$30 per bill (six bills per year), per qualifying wastewater customer for up to 200 customers per fiscal year. Customers who receive water and wastewater service may apply for both available credits. CCWD will apply credits to qualifying customers' accounts on a bimonthly basis. The CAP credit will be applied to the first billing cycle following application approval.

21.2 Program Year: The program will launch on January 1, 2019. In future years, the program will run on the fiscal year, from July 1 through June 30 of the following year. Funds will be distributed to eligible customers on a first-come, first served basis, until program revenues for the fiscal year are depleted or the maximum number of customers has been reached.

21.3 Program Funding: The program will be funded using non-rate revenues as allowable by law. The cost of the program is not to exceed \$60,000 per fiscal year. Any unused balance as of June 30 of each program year shall not roll forward to the following fiscal year(s). The CCWD

Board of Directors will approve the CAP credit amount and funding source as part of the annual budget process.

21.4 General Eligibility Requirements:

21.4.1 The applicant may only apply for a CAP credit for their permanent residence.

21.4.2 The applicant must submit the following items:

- A valid CCWD CAP application filled out and signed.
- A copy of a current PG&E bill showing participation in the PG&E CARE Program, or required documentation verifying a household income at or below 200% of the federal poverty guidelines.
- If not the legal deeded owner of the property, the applicant must provide a copy of their current rental agreement which contains the property address, name of owner and tenant and is signed by both parties. The tenant's name on the rental agreement must match the name on the PG&E bill. If there is no written rental agreement, the CCWD Customer Service manager may accept a CAP tenant authorization form that is signed by the legal deeded property owner.

21.4.3 When initially applying for the program, the applicant's account must be in good standing with CCWD, meaning the account is not currently locked off.

21.5 Income Eligibility Requirements: The income eligibility level shall be established at 200% of the United States Department of Health and Human Services (HHS) federal poverty in effect at the beginning of the program year.

21.6 Applications: Applications must be fully filled out, signed and submitted to the Calaveras County Water District Customer Service Department, along with proof of participation in the PG&E CARE Program, such as a copy of a current bill. Applicants who cannot provide proof of PG&E CARE Program participation will be referred to the Resource Connection for income verification and will be asked to provide additional information to verify their income is at or below 200% of the federal poverty guideline.

21.7 Participant Eligibility Verification: In order to continue receiving financial assistance for the following program year, existing program participants are required to keep their CCWD accounts in good standing and reapply for the program each year between April 1 and May 31. When reapplying, program participants must submit a new application, proof of participation in the PG&E CARE Program, such as a current bill, and if a tenant, a copy of the current rental agreement. If a PG&E bill is not available, the Resource Connection will ask for additional information from the customer to verify that their income is at or below 200% of the federal poverty guideline. Existing program participants will not lose their place in the program as long as they reapply within the required time frame and still meet eligibility requirements. However,

if a program participant does not verify eligibility by May 31 of each year starting in 2020, they will be removed from CCWD's CAP, and any openings in the program will be filled on a first-come first-served basis.

21.8 Change of Eligibility Status: Customers who are receiving assistance from this program must notify the CCWD Customer Service Department if their household income no longer qualifies for the CAP, at which time the assistance will be discontinued. Failure to notify CCWD when a household no longer meets the qualifications for the program will result in the customer's permanent removal from the CAP and revocation of any credits received during the current program year, which would become immediately due and payable.

Customers enrolled in the program who provide incorrect information on their application may be permanently removed from the program. All credits previously provided to those customers may be revoked and become immediately due and payable. Failure to make restitution for the amounts prescribed in this section may subject the customer to CCWD collection procedures, as set forth in the CCWD Rules and Regulations Governing the Furnishing of Water and/or Wastewater Service.

If a customer's CCWD service is disconnected for non-payment twice within a 12-month period after January 1, 2019, they will be removed from the assistance program and will be ineligible to reapply for the CAP on any property served by the District for 12 months from the date of the second disconnection. Customers may reapply for the CAP credit only if there are no additional disconnections in the customer's service during the 12-month suspension period.

21.9 Disputes: The CCWD General Manager has sole discretion to resolve any disputes or claims that may arise from the administration of this program.

21.10 Program Modifications: The District's CAP is established at the discretion of the CCWD Board of Directors and subject to the availability of authorized funds. The implementation of an assistance program does not create or confer an entitlement to continued assistance. If the Board determines there are insufficient funds for the program, or changes to the program are desired, it may modify or terminate the program at any time.

Calaveras County Water District

Calaveras County Water District's (CCWD) Customer Assistance Program (CAP) provides an opportunity for a limited number of low-income customers who utilize the District's water and wastewater services to apply for financial assistance. The Calaveras County Resource Connection Food Bank (Resource Connection) is partnering with CCWD to help administer this program.

Policy framework

- 21.1 CAP Credit**
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21.1 CAP Credit: The CAP credit is set at \$20 per bill (six bills per year), per qualifying water customer for up to 200 customers per fiscal year, and \$30 per bill (six bills per year), per qualifying wastewater customer for up to 200 customers per fiscal year. Customers who receive water and wastewater service may apply for both available credits. CCWD will apply credits to qualifying customers' accounts on a bimonthly basis. The CAP credit will be applied to the first billing cycle following application approval.

21.2 Program Year: The program will launch on January 1, 2019. In future years, the program will run on the fiscal year, from July 1 through June 30 of the following year. Funds will be distributed to eligible customers on a first-come, first served basis, until program revenues for the fiscal year are depleted or the maximum number of customers has been reached.

21.3 Program Funding: The program will be funded using non-rate revenues as allowable by law.

The cost of the program is not to exceed \$60,000 ~~annually~~ per fiscal year. Any unused balance as of June 30 of each program year shall not roll forward to the following fiscal year(s). The CCWD Board of Directors will approve the CAP credit amount and funding source as part of the annual budget process.

21.4 General Eligibility Requirements:

~~21.34.1 The applicant must live at the property where the credit assistance is being requested for more than half the program year (this program is not designed for second home owners).~~ The applicant may only apply for a CAP credit for their permanent residence.

~~21.34.2~~ The applicant must submit the following items:

- A valid CCWD CAP application filled out and signed.
- A copy of a current PG&E bill showing participation in the PG&E CARE Program, or provide required documentation verifying a household income at or below 200% of the federal poverty guidelines.
- If the applicant is not the legally deeded owner of the property, then the applicant must provide a copy of their current rental agreement which contains the property address, owners and tenants' names and is signed by both parties. The tenants name on the rental agreement must match the names on the PG&E bill. If there is no written rental agreement, the CCWD Customer Service manager may accept a CAP tenant authorization form that is signed by the legal deeded property owner.

~~21.34.3~~ When initially applying for the program, tThe applicant's account must be in good standing with CCWD, meaning the account is not currently locked off. ~~for nonpayment.~~

21.5 Income Eligibility Requirements: The income eligibility level shall be established at 200% of the Department of Health and Human Services (HHS) federal poverty in effect at the beginning of the program year.

21.6 Applications: Applications must be fully filled out, signed and submitted to the Calaveras County Water District Customer Service Department, along with proof of participation in the PG&E CARE Program, such as a copy of a current bill. Applicants who cannot provide proof of PG&E CARE Program participation will be referred to the Resource Connection for income verification and will be asked to provide additional information to verify their income is at or below 200% of the federal poverty guideline.

21.7 Participant Eligibility Verification: In order to continue receiving financial assistance for the following program year, All existing program participants are required to keep their CCWD accounts in good standing and reapply for the program each year between April 1 and May 31

~~in order to continue receiving financial assistance. When reapplying,~~ P program participants must submit a new application, proof of participation in the PG&E CARE Program, such as a current bill, and if a tenant, a copy of the current rental agreement. If a PG&E bill is not available, the Resource Connection will ask for additional information from the customer to verify that their income is at or below 200% of the federal poverty guideline. If a program participant does not verify eligibility by May 31 of each year following 20~~2019~~, they will be removed from CCWD's CAP.

21.8 Change of Eligibility Status: Customers who are receiving assistance from this program must notify the CCWD Customer Service Department if their household income no longer qualifies for the CAP, at which time the assistance will be discontinued. Failure to notify CCWD when a household no longer meets the qualifications for the program will result in the customer's permanent removal from the CAP and revocation of any credits received during the current program year, which would become immediately due and payable.


Customers enrolled in the program who provide incorrect information on their application may be permanently removed from the program. All credits previously provided to those customers may be revoked and become immediately due and payable. Failure to make restitution for the amounts prescribed in this section may subject the customer to CCWD collection procedures, as set forth in the Rules and Regulations Governing the Furnishing of Water and/or Wastewater Service.

If a customer's CCWD service is disconnected for non-payment twice within a 12-month period after January 1, 2019, the customer will be removed from the assistance program and will be ineligible to reapply for the CAP on any property served by the District for 12 months from the date of the second disconnection. Customers may reapply for the CAP credit only if there are no additional disconnections in the customer's service during the 12-month suspension period.

21.9 Disputes: The CCWD General Manager has sole discretion to resolve any disputes or claims that may arise from the administration of this program.

21.10 Program Modifications: The District's CAP is established at the discretion of the CCWD Board of Directors and subject to the availability of authorized funds. The implementation of an assistance program does not create or confer an entitlement to continued assistance. If the Board determines there are insufficient funds for the program, or changes to the program are desired, it may modify or terminate the program at any time.

Agenda Item

DATE: December 5, 2018
TO: Board of Directors
FROM: Jeffrey Meyer, Interim General Manager 
RE: Discussion / Action Regarding Amending the FY 2018-19 Budget for the Customer Assistance Program

RECOMMENDED ACTION:

Motion: _____ / _____ approving Resolution No. 2018- _____ Amending the FY 2018-19 Operating Budget for the Customer Assistance Program.

SUMMARY:

The Board of Directors have directed staff to implement a Customer Assistance Program for low income rate payers starting January 1, 2019. The program will assist up to 200 water customers by providing a credit of \$20 per billing statement for water services and assist up to 200 sewer customers and provide a \$30 credit per billing statement for sewer services. It is estimated that the total annual program costs for the Water Fund (Fund 300) will be \$24,000 and \$36,000 for the Sewer Fund (Fund 500).

Funding for the Customer Assistance Program (CAP) is not included in the FY 2018-19 Operating Budget, therefore a budget adjustment is required to increase the operating budgets in both the water and sewer funds. The increase in CAP expenditures will be offset by a "Transfer In" from the Special Projects Fund in the Interest Reserve Fund (Fund 108). As only six (6) months of program funding is required for the remainder of the fiscal year, the budget adjustment will be for half the annual amount, or \$30,000. As such there will be a \$12,000 increase in the Water Fund (Fund 300) and a \$18,000 increase in the Sewer Fund (Fund 500).

FINANCIAL CONSIDERATIONS:

Total expenditures for six (6) months of the Customer Assistance Program is \$30,000. A transfer from the Special Projects Fund in the Interest Reserve Fund (Fund 108) will provide the necessary funding. The adopted FY 2018-19 Operating Budget of \$19,144,822 will be increased by \$30,000.

Calaveras County Water District
Fiscal Year 2018-19
Budget Adjustment - Number 19-02

From			To		
Department	Account	Amount	Department	Account	Amount
1 Interest Reserve Fund (Fund 108)	Reserves	(30,000)	Administrative Services (Fund 101)	Customer Assistance Program	30,000
		(30,000)			30,000

Descriptions (for additional information please see staff report)

- ¹ Increase appropriations in the Interest Reserve Fund (Fund 108) - Special Project Fund, by \$30,000 and transfer \$30,000 to the Administrative Services Operating Budget (Fund 101) for the Customer Assistance Program. The funding source is the Interest Reserve Fund (Fund 108) - Special Projects Fund.

RESOLUTION NO. 2018-

**A RESOLUTION OF THE BOARD OF DIRECTORS OF THE
CALAVERAS COUNTY WATER DISTRICT**

**AMENDING THE FY 2018-19 OPERATING BUDGET FOR THE
CUSTOMER ASSISTANCE PROGRAM**

WHEREAS, the Board of Directors of the CALAVERAS COUNTY WATER DISTRICT adopted Resolution 2018-27 on June 27, 2018 approving the Fiscal Year 2018-19 Operating Budget in the amount of \$19,144,822; and

WHEREAS, the District has created a Customer Assistance Program for low-income rate payers and as such, needs to be added to the FY 2017-18 Operating Budget; and

WHEREAS, the cost of funding the Customer Assistance Program for six (6) months is estimated at \$30,000; and

WHEREAS, funding for the Customer Assistance Program will come from the Interest Reserve Fund (Fund 108); and

WHEREAS, the Board of Directors of the CALAVERAS COUNTY WATER DISTRICT does hereby find that it is in the best interest of the Calaveras County Water District to amend the adopted FY 2018-19 Operating Budget accordingly.

NOW, THEREFORE BE IT RESOLVED, the Board of Directors of the CALAVERAS COUNTY WATER DISTRICT adopts an amendment to the Fiscal Year 2018-19 Operating Budget as set forth in Budget Adjustment 19-02, attached hereto and made a part hereof, and authorizes the Interim General Manager to record the appropriate accounting entries.

PASSED AND ADOPTED this 5th day of December, 2018 by the following vote:

AYES:

NOES:

ABSTAIN:

ABSENT:

CALAVERAS COUNTY WATER DISTRICT

Scott Ratterman
President, Board of Directors

ATTEST:

Rebecca Hitchcock, Clerk to the Board