

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

**Policy framework**

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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 237 customers per fiscal year, and \$30 per bill (six bills per year), per qualifying wastewater customer for up to 175 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 2, 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.

**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 CCWD 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.

After January 2, 2019, if a CCWD customer on the CAP does not pay a second delinquency notice by its due date twice within a 12-month period, they will be removed from the CAP and be ineligible to reapply for the program on any property served by CCWD for 12 months. Once removed from the program, customers may only reapply for the CAP credit if they have no additional unpaid second delinquency notices during the 12-months following their removal.

**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:** CCWD'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.