



# COVID-19 Utility Assistance Program

Applications must be received by the city no later than **November 13, 2020**.

## I. Purpose

The purpose of this temporary emergency program is to assist low-income residential utility customers who have delinquent utility account balances, who are likely to be impacted by the COVID-19 emergency.

## II. Funding

The City has allocated \$30,000 of CARES Act funding for the program. The program will provide credit to the utility accounts for residential utility customers within the City of Washougal who meet the program income requirements and have delinquent balances. The program may be terminated on November 13th, or such date as allocated funding has been used, whichever is earlier. Program may be extended in the event additional funding is allocated or the CARES Act grant funding deadlines are extended.

## III. Eligibility Criteria

- Residential customers qualify for the program if their city utility accounts are past due with an account balance unpaid for over 30 days and meet the eligibility requirements below.
- Residential customers are eligible if they meet the household income limits set by the Federal Department of Housing & Urban Development as noted in the table below. Household income reductions occurring during the COVID emergency in 2020 may meet eligibility requirements as determine by the City.

Number of people in the household	Total household income (all household members) less than or equal to:
1	\$30,800
2	\$35,200
3	\$39,600
4	\$43,950
5	\$47,500
6	\$51,000
7	\$54,500
8	\$58,050

#### **IV. Application and funding process**

1. Applicants must complete and submit a COVID Utility Assistance Program application to the City's Finance Department. Only one application per utility account.
2. Applications will be reviewed on a first-come, first-eligible served basis. All required supporting documentation **MUST** be submitted with completed application in order to be considered for assistance.
3. Applicants will be notified of their application's approval or rejection and assistance amount, by City staff. Amount of assistance provided will be determined by the City.

#### **V. Administration and internal control measures**

The City will receive completed applications electronically at [jennifer.forsberg@cityofwashougal.us](mailto:jennifer.forsberg@cityofwashougal.us), by mail to City of Washougal, 1701 C Street, Washougal, WA 98671, or via drop box at City Hall. Applications will be time and date stamped upon receipt. The City will review each application for completeness and for customer eligibility. The City will document each review and notify the applicant of their eligibility or ineligibility and the amount of assistance to be funded, if any. Assistance provided will be a credit to the customer's utility account.

## **About the COVID-19 Utility Relief Program**

### **How does this program work?**

The temporary COVID-19 Utility Relief Program provides financial assistance to eligible residential customers by absolving account balances that are past due. The past due amount is forgiven and participating customers will not need to pay it back.

### **How is the program possible?**

The program is financed by \$30,000 in CARES funding and will be provided on a first-come, first-served basis until funds are expended.

# Submitting the Application

## Deadline

Applications must be received by the city no later than **November 13, 2020**.

## Applications may be submitted:

Electronically	Mail	Drop Off
<p><b>Complete the online form:</b> <a href="http://cityofwashougal.us/UtilityAssistanceProgram">cityofwashougal.us/UtilityAssistanceProgram</a></p> <p>-----</p> <p><b>Email:</b> <a href="mailto:jennifer.forsberg@cityofwashougal.us">jennifer.forsberg@cityofwashougal.us</a></p> <p>-----</p> <p><b>Fax:</b> 360-835-8808</p>	<p><b>Send to:</b> City of Washougal 1701 C St. Washougal, WA 98671</p>	<p>Use the Utility Drop Box located outside of City Hall Main Entrance at 1701 C St.</p>

## Questions?

Although city offices remain closed per the Governor's Safe Start plan, staff is available to assist customers with applications by phone or online. Please contact the Utilities Staff at 360-835-8501.