

San Lorenzo Valley Water District

Rate Assistance Program

Adopted by Resolution No. 25 (19-20)

1. Purpose

- a. San Lorenzo Valley Water District's (SLVWD) Rate Assistance Program (RAP) provides an opportunity for a limited number of low-income customers to apply for financial assistance on their water bills.

2. RAP Credit

- a. The RAP credit is set at \$15 per regular bill (12 bills per year, for an annual credit amount of \$180), per qualifying water customer for up to 138 customers per fiscal year. SLVWD will apply credits to qualifying customers' accounts on a monthly basis. The RAP credit will be applied to the first billing cycle following application approval.

3. Program Year

- a. The program will launch on 07/15/2020. 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.

4. Program Funding

- a. The program will be funded using non-rate revenues as allowable by law. The cost of the program is not to exceed \$25,000 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 SLVWD Board of Directors will approve the RAP credit amount and funding source as part of the annual budget process.

5. General Eligibility Requirements

- a. The applicant may only apply for a RAP credit for their permanent residence.
- b. Only individually metered residential and multi residential properties are eligible.
- c. When initially applying for the program, the applicant's account must be in good standing with SLVWD, meaning the account is no more than ninety (90) days past due.
- d. The applicant must submit the following items:
 - i. A valid SLVWD RAP application filled out and signed.
 1. It is strongly suggested to use the web form application to ensure most expedited application process. <https://www.slvwd.com/customer-service/webforms/rate-assistance-program>
 - ii. A copy of a current PG&E bill showing participation in the PG&E CARE Program.
 - iii. 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 SLVWD Customer Service manager may accept a

RAP tenant authorization form that is signed by the legal deeded property owner.

1. RAP tenant authorization form will be sent directly from SLVWD to the owner via e-mail (if available) or by mail within two business days of application receipt. Until this form is received, the application process is not complete.

6. Application Process

- a. Applications must be fully filled out, signed and submitted to the SLVWD Customer Service Department, along with proof of participation in the PG&E CARE Program, and proof of tenancy.
- b. Approved applications will be granted on a first-come first-served basis.

7. Continued Eligibility in RAP

- a. In order to continue receiving financial assistance for the following program year, existing program participants are required to do the following:
 - i. Reapply for the program each year between April 1 and May 31.
 1. A courtesy e-mail will be sent on or around April 1 and a final reminder on or around May 1.
 - a. Customer is responsible for keeping an up-to-date e-mail on file with the District.
 2. 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.
 - a. New applications that were approved from January 1 – March 31 will not have to reapply that same year.
 3. If participant does not complete the eligibility process, they will be immediately removed from the program.
 - a. Reapplication can occur, however subject to any openings in the program, based on a first-come first-served basis.
 - ii. Keep their SLVWD accounts in good standing.
 1. Any account that is more than ninety (90) days past due will be immediately removed from the program.
 - a. Reapplication available after account balance becomes current.

8. Change of Eligibility Status

- a. Customers who are receiving assistance from this program must notify the SLVWD Customer Service Department on certain changes in status, at which time the assistance will be discontinued.
 - i. Failure to notify SLVWD when a household income no longer meets the qualifications for the program will result in the customer's permanent removal from the RAP and revocation of any credits received during the current program year, which would become immediately due and payable.
 - ii. 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.

- iii. Customers that move from one qualified SLVWD residence to another qualified SLVWD residence are allowed to remain in the program assuming continued residency.
 - 1. Any break in residency will require a new application process, subject to program availability.

9. Disputes

- a. The SLVWD District Manager has sole discretion to resolve any disputes or claims that may arise from the administration of this program.

10. Program Modifications

- a. SLVWD's RAP is established at the discretion of the SLVWD 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.