



UTILITIES AFFORDABILITY CREDIT PROGRAM APPLICATION

CUSTOMER INFORMATION

NAME _____
First Name Last Name

SERVICE ADDRESS _____

UTILITY ACCOUNT NUMBER _____

TELEPHONE NUMBER _____ DRIVER'S LICENSE / ID NUMBER _____

ELIGIBILITY CRITERIA

To be eligible to receive a \$5.00 monthly credit for the Water Affordability Credit Program (WACP) and/or a \$5.00 monthly credit for the Solid Waste Affordability Credit Program (SWACP):

- The utility account must be in the name of the applicant (account holder);
- The applicant must be billed and pay for water and/or residential solid waste services from the City of Fresno;
- The applicant must live at the property which will be receiving the affordability credits;
- The applicant may qualify if they are eligible to receive PG&E's CARE Program, one of the Fresno County Human Services programs or based on annual income.

Check for which credit you wish to apply

_____ Water Affordability _____ Solid Waste Affordability

PROOF OF ELIGIBILITY, CHECK ALL BOXES BELOW WHICH APPLY TO YOUR HOUSEHOLD

Check all boxes below which apply to applicant's household.

Pacific Gas & Electric (PG&E) Program

- ☐ California Alternate Rates Energy ("CARE") Program

Fresno County Human Services Programs

- ☐ Supplemental Nutrition Assistance ("SNAP") Program
- ☐ Women, Infants, and Children ("WIC") Program
- ☐ National School Lunch Program ("NSLP")
- ☐ Medi-Cal Program

Annual Maximum Household Income:

- ☐ 1-2 persons \$40,880
- ☐ 3 persons \$51,640
- ☐ 4 persons \$62,400
- ☐ 5 persons \$73,160
- ☐ 6 persons \$83,920
- ☐ Add \$10,760 for each additional person

8/24

SIGNATURE

By signing this application, I certify that I meet the income eligibility requirements as identified above. I also agree and understand that:

1. The information provided in this application is accurate.
2. The utility account at the address which will be receiving the affordability credits is in my name.
3. I live at the address which will be receiving the affordability credits.
4. I must re-apply each year for eligibility determination.
5. After enrollment, I may be required to provide proof of eligibility.
6. I must notify the City of Fresno if my household is no longer eligible for the affordability credits.
7. I will pay back all issued credits if it is determined that any information provided is not accurate.
8. I will become ineligible for affordability credits if my utility service is shut off for nonpayment.

Mail completed form to City of Fresno Utilities Billing & Collection, PO Box 2069 Fresno CA 93718-2069
or hand deliver to Fresno City Hall, 2600 Fresno St Rm 1098
Qualified persons will see the credit on the front of their utility bill

Signature _____ Date _____

LIMITED FUNDS AVAILABLE

Due to limited funding and in the interest of equity, applicants must apply *each year* on a first-come, first-served basis. Applications must be submitted by May 31 of each year. Affordability credits will be issued for a 12-month period from July to June to qualified applicants. If all qualified applicants are enrolled and the budget is not depleted, additional applications will be accepted until all affordability credits are utilized. For additional information, call (559) 621-6888.

PROGRAM INFORMATION

The Affordability Credit Program offers financial assistance to qualified low-income water and residential solid waste utility account holders. To qualify, account holders must self-certify that they qualify for PG&E's California Alternate Rates for Energy ("CARE") Program, one of Fresno County Human Services Programs, or have an annual maximum household income equal to or less than 200% of the Federal Poverty Guidelines.

Eligible account holders who can demonstrate financial eligibility will receive a credit up to \$5 per month for water service and up to \$5 per month for residential solid waste service, for a total credit of \$10 per month, or \$120 in a 12-month period. If the accountholder does not receive or pay for both utility services, they will only receive the relevant credit for the service which they receive.

The Affordability Credit Program is funded with an annual appropriation of \$1 million of non-ratepayer funds to provide financial assistance to approximately 8,333 customers per year. The source of the funding is revenue collected by the City as late payments and delinquency charges.

REVIEW AND APPROVAL (TO BE COMPLETED BY CITY STAFF)

DATE REVIEWED: _____

REVIEWED BY: _____

ELIGIBILITY VERIFICATION:

- ☐ CARE
- ☐ SNAP
- ☐ WIC
- ☐ NSLP
- ☐ Medi-Cal
- ☐ Annual Maximum Household Income

APPROVED:

☐ Yes

☐ No

Notes: _____

WATER AND SOLID WASTE AFFORDABILITY CREDIT PROGRAM
PROGRAM SUMMARY
(Updated April 2024)

1. **Title.** The financial assistance program for qualified low-income water utility accountholders will be referred to as the Water Affordability Credit Program (WACP) and the financial assistance program for qualified low-income residential solid waste utility account holders will be referred to as the Solid Waste Affordability Credit Program (SWACP). Combined, the programs will be referred to as WACP/SWACP.
2. **Objective.** The objective of the recommended WACP/SWACP is to provide financial assistance to accountholders based on demonstrated financial need.
3. **Purpose.** The WACP/SWACP is intended to support the City's Department of Public Utilities' Customer Care Policy regarding service affordability as stated in its *Financial Management Plan* document.
4. **Maximum monthly credit.** The proposed value of the WACP/SWACP for a qualified account holder is dependent upon the services the account holder receives. The credit will be valued at \$5 per month for each service. If an account holder does not have an active account with water or solid waste services, the amount of the monthly credit to the account holder will be adjusted accordingly.
5. **WACP/SWACP Funding Amount.** The WACP/SWACP will be funded with an annual appropriation of \$1 million.
6. **WACP/SWACP Funding Source.** The source of funding for the WACP/SWACP is revenue collected by the City Utility Billing and Collections Division (UB&C) as late payments and delinquency charges (Revenue Code 35103 — Penalties), which are exempt from the requirements of Proposition 218.
7. **Qualifying for the WACP/SWACP.** To qualify for the WACP/SWACP, an accountholder must self-certify to UB&C that they:
 - a. Qualify for PG&E's California Alternate Rates for Energy ("CARE") Program or one of Fresno County's human services programs, such as the Supplemental Nutrition Assistance Program ("SNAP"), the Women, Infants, and Children ("WIC") Program, the National School Lunch Program ("NSLP"), or the Medi-Cal Program; or
 - b. Have a household income that is equal to or less than 200% of the Federal Poverty Guideline.
8. **Enrollment.** Accountholders must submit an application to UB&C. If approved, the WACP/SWACP will be applied to the accountholder's utility bill for the next billing period, with the credit appearing on the next bill.
9. **Term of Affordability Credit.** Due to limited funding and in the interest of equity:
 - a. Accountholders must apply for the WACP/SWACP on an annual basis. UB&C shall send out notification letters and applications to all enrolled accountholders beginning in April of each year.
 - b. Affordability Credits are issued for a period of 12 months from July to June;
 - c. Affordability Credits are issued on a first-come, first-served basis to qualified applicants;
 - d. Upon enrollment in the WACP/SWACP, all participants will be required to re-enroll annually. Accountholders must submit an application and documentation of continued eligibility prior to June 1 for the next WACP/SWACP beginning on July 1.
 - i. If the re-enrollment application is received prior to June 1 and is re-approved, the WACP/SWACP will continue to be applied to the accountholder's utility bills without interruption.
 - ii. If a re-enrollment application is received after June 1, the application will be treated as a new enrollment and the application will be processed in the order in which it is received, which may result in an interruption of the credit on the accountholder's utility bill.
10. **Audits.** The Department reserves the right to perform audits of the WACP/SWACP. On a periodic basis, UB&C will select a random sample of accountholders who will be asked to provide proof of continued eligibility for the program.
11. **Water Conservation Encouraged.** On a periodic basis, the Administration will review the water consumption records of WACP/SWACP participants. If a participant is identified as having an annual average monthly water consumption rate that is greater than 18 HCF per month, then the Department's Water Division staff may contact the participant and offer to conduct a voluntary water efficiency assessment to determine if there are opportunities for the participant to reduce their water use through water efficiency improvements and thereby further reduce their monthly water costs.