

RESOLUTION NO. 2020-30

RESOLUTION ESTABLISHING A CUSTOMER ASSISTANCE PROGRAM FOR WATER FOR CITY OF FOREST GROVE WATER UTILITY CUSTOMERS

WHEREAS, the City of Forest Grove (City) provides water utility service to customers within the City and some customers outside of the City limits; and

WHEREAS, the City wants to provide bill payment assistance to qualified low income customers of the City's water utility similar to the bill paying assistance provided by the City's electric utility; and

WHEREAS, the City will use funds from the Water Fund and any voluntary donations received to fund this bill-paying assistance program.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY OF FOREST GROVE AS FOLLOWS:

Section 1. The City implement a Customer Assistance Program for Water (CAPW) to provide bill paying assistance for qualified residential water customers using the guidelines and procedures for the City's Customer Assistance Program for Energy (CAPE).

Section 2. For FY 2019-20, the Council allocates up to \$20,000 in funding from the Water Fund for the program. Future fiscal years' contributions, if any, will be determined during the annual budget process.

Section 3. This resolution is effective immediately upon its enactment by the City Council.

PRESENTED AND PASSED this 26th day of March, 2020.



Anna D. Ruggles, City Recorder

APPROVED by the Mayor this 26th day of March, 2020.



Peter B. Truax, Mayor



A place where families and businesses thrive.

<i>CITY RECORDER USE ONLY:</i>	
AGENDA ITEM #:	6.
MEETING DATE:	03/26/2020
FINAL ACTION:	RESO 2020-30

CITY COUNCIL STAFF REPORT

TO: *City Council*

FROM: *Jesse VanderZanden, City Manager*

MEETING DATE: *March 26, 2020*

PROJECT TEAM: *Paul Downey, Administrative Services Director,*

SUBJECT TITLE: *Customer Assistance Program for Water (CAPW)*

ACTION REQUESTED:

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Ordinance	Order	X	Resolution	Motion	Informational

X all that apply

ISSUE STATEMENT: For several years, the City has been discussing whether to provide bill paying assistance for qualified low-income water customers similar to the program that was established for electric customers on January 24, 2000. With the COVID-19 situation and the possible assistance that may be needed by customers impacted by the economic fallout from the virus, staff is proposing that the City implement a program for water customers at this time with funding through June 30, 2020. A resolution for Council consideration has been prepared.

BACKGROUND: For several years, the Council has been discussing establishing a water bill paying assistance program for residential water customers similar to City’s bill paying program for residential electric customers. With the COVID-19 virus and the potential impacts of customers to pay their utility bills, including water, staff is proposing to establish such a program at this time. The program will use the same requirements and guidelines as the City’s Customer Assistance Program for Energy (CAPE) to make the program easier for staff to administer. The program is intended to assist with a past due water balance. Customers will be eligible to apply for assistance once the customer receives a reminder notice that their payment is past due.

This program is not anticipated to be used as frequently as the CAPE program as many of the CAPE recipients live in apartments or mobile homes that have individual electric meters but the water meters are common water meters.

FISCAL IMPACT: Water Fund revenues will be used to fund the program. Staff is proposing that \$20,000 in funds be allocated for the remainder of FY 2019-20 due to potential COVID-19 impacts. This amount will not significantly impact the Water Fund. A budget transfer is not needed as staff can manage this expenditure using existing appropriation authority. Funding for each future year, if any, will be determined during the annual budget process for that year.

STAFF RECOMMENDATION:

Staff proposes that the Council consider approval of the resolution establishing the Customer Assistance Program for Water (CAPW).

ATTACHMENT(s):

Resolution Establishing Customer Assistance Program for Water