

POLICY NO. 1.9 Customer Assistance Program	DISTRICT CODE Chapter 3.15 Sections 3.15-.010 – 3.15-.060	APPROVAL DATE 02/14/2023 EFFECTIVE DATE 02/15/2023
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- SECTION 1: PURPOSE (3.15.010)**
- SECTION 2: PROGRAM REQUIREMENTS (3.15.020)**
- SECTION 3: ELIGIBILITY RECERTIFICATION (3.15.030)**
- SECTION 4: FUNDING (3.15.040)**
- SECTION 5: CAP CARRY-OVER RESERVES (3.15.050)**
- SECTION 6: ADOPTION OF POLICY (3.15.060)**

SECTION 1: PURPOSE (3.15.010)

The purpose of this policy is to define the practices governing the Customer Assistance Program (CAP) for the Cucamonga Valley Water District. The CAP was established in 2015 and has assisted eligible low-income households with their water utility costs. The CAP results in fixed savings on each water utility statement.

SECTION 2: PROGRAM REQUIREMENTS (3.15.020)

Residential customers can apply for the CAP at any time throughout the year; however, funding is limited and may be restricted based on participation. CAP applications are available on the District’s website or at the Customer Service counter. In order to qualify, customers must meet the income/household size guidelines set each year by the Public Utilities Commission, California Alternate Rates for Energy (CARE) program.

In order to streamline the income screening process, District customers can receive the CAP savings if they show participation in Southern California Edison or SoCalGas Company’s CARE program. The name(s) and the service address on the utility bill statements from Edison or SoCalGas must match the name(s) and location of the customers of record on the account with the District. In addition, only one CAP discount will be granted per qualified applicant. Owners of rental properties can only apply for CAP on their primary residence. District customers who are renters are eligible to apply. Once a customer’s application is completed and approved by the District, the customer will receive an adjustment on their next water utility statement.

SECTION 3: ELIGIBILITY RECERTIFICATION (3.15.030)

Customers receiving the CAP will be contacted biennially by staff to renew their application, but they may be required to recertify their eligibility at any time when requested. Participants must notify the District within 30 days if they no longer qualify for the CAP.

SECTION 4: FUNDING (3.15.040)

The CAP is funded by unrestricted rental income that the District receives each month through the rental of cellular tower space and as a result, this program is not subsidized by ratepayers. The CAP is funded and authorized through the budget process by the Board of Directors. The Board has determined that no more than 65% of the cellular tower rental income may be pledged to the CAP in any fiscal year. The basis of this calculation is the rental income budgeted to be received for the fiscal year, which may be different from the revenue listed in the District's annual audited financial reports.

SECTION 5: CAP CARRY-OVER RESERVES (3.15.050)

At the end of each fiscal year, the CAP program participation will be compared to the funding level established in the budget. In the event that the actual CAP participation is less than the amount pledged, the remaining amount will be carried-over. The carry-over will be transferred to the Customer Assistance Program Reserve Account and used to fund the program in future years. The Reserve balance will be limited to \$200,000, with the intention to provide funding for any unexpected increase in the number of applicants in a given Fiscal Year.

In the event that CAP participation exceeds the annual budgeted amount approved by the Board of Directors, the General Manager/CEO has the authority to transfer funds from the Customer Assistance Program Reserve fund in accordance with the budgetary transfer provision as set forth in Administrative Policy 1.3, Reserve and Financial Benchmark Policy.

SECTION 6: ADOPTION OF POLICY (3.15.060)

This policy shall be reviewed on a biennial basis and the Board must approve modifications, if any. This policy is subject to revision and any other changes as may be determined by the Board from time to time.

POLICY REVISION DATES:

02/14/2023	Resolution No. 2023-2-3
01/12/2021	Resolution No. 2021-1-1
10/23/2018	Resolution No. 2018-10-1