The St. Helena City Council desires to offer financial assistance to low-income water and/or wastewater customers.

**PURPOSE**

The St. Helena City Council desires to offer financial assistance to low-income water and/or wastewater customers.

**POLICY**

1. **Eligibility**
   a. Receive water and/or wastewater services from the City of St. Helena
   b. Meet the income guidelines outlined in Section 3
   c. Provide copy of PG&E bill showing CARE rate for water/wastewater account holder or provide income documentation to City for approval
   d. Customer must live (primary residence) at the address at which the discount applies
   e. Customer must account for all sources of qualifying household income (see Section 2)
      i. Qualification is based on the total gross income of everyone living in the household
   f. Customer must notify the City of St Helena Water Department when no longer eligible
   g. Eligibility is renewed annually in June
   h. For residential customers only (single family, multi-family and mobile/manufactured homes)

2. **Income Verification**
   a. To ensure consistency with the PG&E CARE Program income requirements, the City will request the same income information and back-up documents as the PG &E CARE program
   b. Customers must black out any account numbers or Social Security numbers
   c. Customers must provide income information for all members of the household. This information may include several of the documents listed below:
If you or someone in your household participates in
Public Assistance Programs
Medicaid/Medi-Cal, Supplemental Security Income (SSI), CalFresh/SNAP (Food Stamps), LIHEAP, WIC, Healthy Families A & B, Cal WORKS (TANF), National School Lunch Program (NSLP), Bureau of Indian Affairs General Assistance, Head Start Income Eligible (Tribal Only)

<table>
<thead>
<tr>
<th>If you or someone in your household receives income from:</th>
<th>You should send in a copy of:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wages, Salaries, Tips, Commissions</td>
<td>Two most recent consecutive check stubs, W2 or IRS 1040 Form</td>
</tr>
<tr>
<td>Pensions, Social Security, SSP, SSDI, Disability Payments, Workers Compensation, Unemployment Benefits, VA Benefits, Foster Care Payments</td>
<td>Award letter(s), two most recent consecutive check stubs or the most recent bank statement (to show direct deposit)</td>
</tr>
<tr>
<td>School Grants, Scholarships, Other Aid</td>
<td>Award letter(s) OR two most recent consecutive check stubs</td>
</tr>
<tr>
<td>Insurance and/or Legal Settlements</td>
<td>Settlement documents</td>
</tr>
<tr>
<td>Child and/or Spousal Support</td>
<td>Court documents OR two most recent consecutive check stubs</td>
</tr>
<tr>
<td>Farm Income</td>
<td>First page of IRS form 1040</td>
</tr>
<tr>
<td>Interest and/or Dividends from Savings, Stocks, Bonds, Mutual Funds</td>
<td>IRS Form 1040 or IRS Form 1099(s) or three consecutive bank statements</td>
</tr>
<tr>
<td>401K or IRA withdrawals or Annuities</td>
<td>Investment account statement(s), IRS Form 1040 or IRS Form 1099</td>
</tr>
<tr>
<td>Capital Gains</td>
<td>Investment account statement(s), IRS Form 1040 or IRS Form 1099</td>
</tr>
<tr>
<td>Rental and/or Royalty Income</td>
<td>IRS Form 1040 AND Schedule E for rental Income</td>
</tr>
<tr>
<td>Profit from Self-Employment</td>
<td>IRS Form 1040 and Schedule C</td>
</tr>
<tr>
<td>Gambling/Lottery Winnings</td>
<td>Determined on a case-by-case basis</td>
</tr>
<tr>
<td>Union Strike Fund Benefits</td>
<td>Two most recent consecutive benefit check stubs</td>
</tr>
<tr>
<td>Cash Income (when you have not filed federal or state taxes)</td>
<td>Signed letter detailing type of work, estimated monthly amount of cash payment, employer name and phone number</td>
</tr>
<tr>
<td>Monetary gifts, none of the examples apply, or if you do not receive any income</td>
<td>Signed letter explaining the current source(s) of income used to support your household.</td>
</tr>
</tbody>
</table>

3. Gross Income Limits
   a. The City will use the most current income limit information from the PG&E Care Program (updated annually in May) and/or the CA Department of Housing and Community
Development Official State Income Limits for Napa County (updated annually in December) for the low-income, extremely low-income, and very low-income categories. The highest income limit shall apply. As of May 2019, the income limits for both PG&E and HUD are:

<table>
<thead>
<tr>
<th>Number of Persons in Household</th>
<th>PG&amp;E CARES Established Total Gross Annual Household Income</th>
<th>HUD Established Total Gross Annual Household Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$33,820 or less</td>
<td>$55,650 or less</td>
</tr>
<tr>
<td>2</td>
<td>$33,820 or less</td>
<td>$63,600 or less</td>
</tr>
<tr>
<td>3</td>
<td>$42,660 or less</td>
<td>$71,550 or less</td>
</tr>
<tr>
<td>4</td>
<td>$51,500 or less</td>
<td>$79,500 or less</td>
</tr>
<tr>
<td>5</td>
<td>$60,340 or less</td>
<td>$85,900 or less</td>
</tr>
<tr>
<td>6</td>
<td>$69,180 or less</td>
<td>$92,250 or less</td>
</tr>
<tr>
<td>7</td>
<td>$78,020 or less</td>
<td>$98,600 or less</td>
</tr>
<tr>
<td>8</td>
<td>$86,860 or less</td>
<td>$105,950 or less</td>
</tr>
<tr>
<td>9</td>
<td>$95,700 or less</td>
<td>$112,350 or less</td>
</tr>
<tr>
<td>10</td>
<td>$104,540 or less</td>
<td>$118,700 or less</td>
</tr>
</tbody>
</table>

Each additional person, add $8,840

Utilize formula developed by HUD

4. **Discount Amount**
   a. Customers will receive a discount of 50% off the base rate of water and/or wastewater services.
   b. This will be reviewed by staff annually to determine suitability. Any changes will be approved by the City Council.

5. **Eligibility Renewal**
   a. Renewal information must be received by the City before June 30 annually
   b. Participants will be notified by mail to resubmit their eligibility information

6. **General Fund Limit and Waitlist**
   a. The maximum General Fund Subsidy will be determined during the annual budget adoption process.
   b. Higher amounts can be authorized by City Council during the Fiscal Year.
   c. Staff will provide information on projected subsidy expenses during each Finance Department Quarterly Report
   d. If customer demand exceeds projected General Fund subsidy, a waitlist will be created
   e. Waitlist is first come-first served when funds become available.
      i. If wait exceeds 6 months, customers must re-submit income eligibility information

7. **Subsidy Distribution**
   a. When the owner and the account holder are the same individual, a bi-monthly bill credit will be issued.
b. When the owner and the account holder are not the same individual or in the case of a shared meter then one of the following will occur:
   i. If a written agreement is signed by the City, owner, and account holder - a bi-monthly bill credit is directly given to the account holder who must then pass this to the tenant via a reduced utility bill or rent reduction, all subsidies must be given to the eligible tenant and not spread across all tenants.
   ii. If a written agreement is not possible - the City will do one of the following:
      1. If the tenant pays for water/wastewater utilities to the account holder on a bi-monthly basis, the City will issue a bi-monthly check to the tenant following the issuance of the bi-monthly utility bill.
      2. If the tenant pays for water/wastewater utilities to the account holder on a monthly basis, the City will issue a monthly check to the tenant.
   iii. Tenants can notify the City if subsidies are not being properly applied, at which point the City will notify the account holder and issue a bi-monthly or monthly check to the tenant.

c. Definitions
   i. Owner – is the legal property owner of a parcel
   ii. Account holder – is the name on a water and/or wastewater account
   iii. Tenant – is a leaseholder of a house, apartment, condominium, or similar residential dwelling OR the owner of an individual mobile/manufactured home in a mobile home park.

8. Program Acceptance
   a. Customers may apply at any time, however they may be placed on a waitlist based on funding availability.
   b. Customers will provide income eligibility information to the City who has up to 60 days to provide a determination.
   c. Subsidies will be distributed as listed in Section 7.
   d. For customers described in Section 7(b), additional time may be required for written agreements before subsidy can be distributed.

9. Marketing and Outreach
   a. The City will attempt to reach all eligible customers about the program including:
      i. Creating partnerships to share information
      ii. Brochures at City Hall, Library, Non-Profits, and other gathering places
      iii. Bill Inserts
      iv. Website and/or Email notification
      v. Community Presentations
      vi. Farmer’s Market
      vii. Bilingual outreach
10. Policy Review
   a. This is a revised methodology for calculating subsidies for low income customers. This policy should be reviewed annually for consistency with applicable state laws, income levels and discount rates.
CITY OF ST. HELENA

RESOLUTION NO. 2019-134

Resolution approving Revision #2 to City of St. Helena City Council Policy P-FI-0009 Low Income Water and Wastewater Subsidy and repealing and rescinding Resolution 2017-18 and any previous policies or administrative memoranda which are inconsistent with City Council Policy P-FI-0009, Revision #2

RECITALS

A. The City desires to offer financial assistance to low-income water and/or wastewater customers; and

B. On March 28, 2006, City Council adopted a policy via Resolution 2006-44 offering a 50% reduction of water and wastewater base rates to income eligible customers; and

C. On February 14, 2017, City Council rescinded Resolution 2006-44 and adopted City Council Policy P-FI-0001 Revision #1 Low Income Water and Wastewater Subsidy (CARE program) via Resolution 2017-18 updating the policy; and

D. At the July 23, 2019, City Council meeting a request was made by City Council to re-evaluate the CARE program criteria; and

E. The re-evaluation of the CARE program is coupled with the transition to bi-monthly billing to update the current CARE program policy; and

F. To avoid any inconsistencies with policy application, it is necessary to repeal and rescind any previous policies and procedures which conflict with City Council Policy P-FI-0009 Low Income Water and Wastewater Subsidy, Revision #2.

RESOLUTION

NOW, THEREFORE, the City Council of the City of St. Helena resolves as follows:

1. Approves Revision #2 to City of St. Helena City Council Policy P-FI-0009 Low Income Water and Wastewater Subsidy, Revision #2; and

2. Repeals and rescinds Resolution 2017-18 and any previous policies or administrative memoranda which are inconsistent with City Council Policy P-FI-0009 Low Income Water and Wastewater Subsidy, Revision #2.

Approved at a Regular Meeting of the St. Helena City Council on November 12, 2019, by the following vote:
Mayor Ellsworth: Yes
Vice Mayor Dohring: Yes
Councilmember Chouteau: Yes
Councilmember Knudsen: Yes
Councilmember Koberstein: Yes

APPROVED: Geoff Ellsworth, Mayor
ATTEST: Cindy Tzafoopoulos, City Clerk