

UTL-3.05 - Water/Sewer Low Income Bill Discount Program - [Printable Version](#)

WATER/SEWER LOW INCOME BILL DISCOUNT PROGRAM

Administrative Rule Adopted by Water Bureau Pursuant to Rule-Making Authority

ARB-UTL-3.05

I. Purpose of the Water/Sewer Low Income Bill Discount Program

The goal of the Water/Sewer Low Income Bill Discount Program is to assist in implementing Council and community values by helping low income persons maintain financial integrity through water and sewer utility bill relief.

II. Definition of Terms

Gross Household Income: Before tax income as defined in the Housing and Community Services Oregon LIEAP Manual.

Federal Poverty Level: The current poverty level as established by the U.S. Department of Health, Education, and Welfare and adjusted annually, effective March 1st of each year, or as released by the Department of Health, Education, and Welfare.

Water/Sewer customer: A household receiving water and/or sanitary sewer service as a direct customer of the Portland Water Bureau or Bureau of Environmental Services and who is directly responsible for payment of the water/sewer bill.

III. Administration

The Water/Sewer Low Income Bill Discount Program is administered by a non-City agency in partnership with the Portland Water Bureau Customer Services Division. The agency is selected on an annual basis and enters into a contract with the City for program administration. For the year beginning July 1, 2002 and ending June 30, 2004 the Multnomah County Community Action Program Office (CAPO) is the selected administrator. CAPO will work jointly with its' sub-contractors hereinafter referred to as Community Service Centers in administering the program.

The agency will work with the customer to determine income eligibility and encourage participation in conservation workshops. The agency will report to the City within five working days, the white copy of the vouchers of qualified candidates. In addition the agency will provide regular reports to the City.

The agency and Water Bureau will work in cooperation to ensure smooth operations within all phases of the program.

IV. Eligibility

The applicant must meet the following criteria to be eligible for assistance:

- Total gross household income must be within 60% of State medium income
- Applicant must be a Portland water/sewer customer
- Applicant must be the water/sewer customer responsible for payment of the water/sewer bill

Recipients of assistance will be encouraged to attend water conservation workshops and install water efficient plumbing fixtures provided in conservation kits.

V. Application Process

Applicant will make an appointment by phone to the appropriate Community Service Center based on residence location of applicant. When applicant calls to make appointment they will be asked to bring income documentation, and water/sewer bill documentation to their appointment. While the applicant is calling for any appointment they will also be advised of availability of the Low Income Energy Assistance Program (LIEAP). During the appointment, income eligibility will be determined and a voucher will be written to authorize eligibility to participate in the bill discount program. Eligibility will be determined by the Community Service Utility Assistance Representative. Copies of vouchers will be distributed as follows:

White City of Portland Water Bureau
 Yellow Community Service Center
 Pink Applicant

Voucher will include the following information:

Account Name/Applicant Name
 Service Address
 Income
 Account Number
 Date Authorized
 Agency Name and Authorizing Signature
 Client Signature

VI. Determining Eligibility

Applicant will bring required documentation to appointment and CSCUA Rep will determine income eligibility as required by the Oregon Housing and Community Services LIEAP Manual Guidelines.

VII. Determining Assistance Amount

The amount of financial assistance provided is pre-determined, and will be \$3.85 per month for water assistance and \$11.66 per month for sewer assistance. A qualified customer will receive a discount starting with the last meter read date prior to the approval date. The discount shall end when there is a final bill on the water/sewer account, expiration of the application (two years from the original start date), City Council votes to end the bill discount, or an illegal activity regarding the water meter has occurred (to be determined by the Water Bureau Credit Manager). The amount of financial assistance may be adjusted through City Council action.

IX. Reporting

CAPO's sub-contractors will report to CAPO on a quarterly basis. CAPO will report to the Funder by the 15th day of each quarter. Agencies will use CAPO's Quarterly Report Form which will identify applicants name, address, number in household, number of senior, disabled, children under six, voucher amounts and number of voucher payments issued for that quarter.

X. Amending Policies/Procedures

These policies and procedures may be amended with approval of the program managers identified in the agreement for these services.

HISTORY

Filed for inclusion in PPD July 8, 2003.

Adopted by Water Bureau. Document dated June 26, 2003.