

(d)4. UTILITIES ASSISTANCE PROGRAMS STATUS UPDATE

SMART CITIES AND SERVICE IMPROVEMENTS COMMITTEE— SEPTEMBER 1, 2022



Presented by:

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UTILITIES ASSISTANCE PROGRAMS

California Arrearage Payment Program		California Water and Wastewater Arrearage Payment Program	
For Energy Debt Relief		For Water and Wastewater Debt Relief	
San José Clean Energy Customers		San José Muni Water Customers	
Each State of California Program Received \$1 Billion of Federal Dollars			
Funding was to Relieve Debt Accrued from March 4, 2020 through June 15, 2021			
Relief would be Provided to Customers with Eligible Debt, Regardless of Income			
Customers Did Not Need to Apply to Receive Assistance			
Utilities Providers used Program Funds to Apply a Bill Credit and Advise Customers of Debt Reduction			
Utilities Providers Required to Apply Bill Credit within 60 Days of Receipt of State Funding			
Utilities Required to Waive Late Fees and Interest			
Utilities Required to Offer Payment Plans for Customers with Remaining Debt			
Shutoffs Would Cease Unless Customer Did Not Enroll In or Defaulted on a Payment Plan			
Clean Energy Allocated:	\$4,384,501	Muni Water Allocated:	\$663,000
Clean Energy Applied:	\$4,348,536	Muni Water Applied:	\$541,078
% of Eligible Energy Debt Reduced:	47%	% of Eligible Water Debt Reduced:	100%

OUTREACH

LOW INCOME/VULNERABLE REGISTRATION

Water bill insert informing customers of our low income/vulnerable program and registration.

NEW PORTAL

ONLINE REGISTRATION FOR LOW INCOME CUSTOMERS (*Flash Report #197*)

Municipal Water Offers Online Registration for Low Income Customers: Customers of San José Municipal Water System can now [register online](#) for low-income/vulnerable status on their water account to be eligible to receive benefits, including late fee waivers and extended payment plans. Additional low-income benefits may become available in the future. The online registration page is available in English, Spanish and Vietnamese.



Are you behind on your water bill?

Low-income customers can now register to receive assistance.

San José Municipal Water customers who qualify can receive late fee waivers and extended payment plans. Register for the low-income/vulnerable status on your water account.

Online registration in English, Spanish or Vietnamese at bit.ly/3JrAIF5

For more information, contact 408-535-3500.

¿Estás atrasado en tu factura de agua?

Ahora los clientes de bajos ingresos pueden registrarse para recibir ayuda.

Los clientes de San José Municipal Water que califiquen pueden recibir exenciones de cargos por pagos atrasados y extensiones de los planes de pago. Regístrese para obtener el estado de bajos ingresos/vulnerable en tu cuenta de agua.

Registro en línea en inglés, español o vietnamita en bit.ly/3JrAIF5

Para más información, llame al 408-535-3500.

你拖欠水費了嗎?

低收入客戶現在可以註冊以獲得付款幫助。

符合條件的聖何塞市政供水客戶可以獲得滯納金減免和延期付款計劃。在您的帳戶上註冊低收入/弱勢群體。

在 bit.ly/3JrAIF5 以英語、西班牙語或越南語在線註冊

如需更多信息，請致電 408-535-3500。

Quý vị có chậm vật trả tiền nước mỗi tháng không?

Khách hàng với thu nhập thấp có thể đăng ký nhận sự hỗ trợ.

Khách hàng của Cơ Quan Cung Cấp Nước Thành Phố San José nếu hội đủ điều kiện có thể được miễn phạt trễ hạn và nhận chương trình trả góp dài hạn. Đăng ký với tình trạng thu nhập thấp/khốn khó trong trường mục sử dụng nước của quý vị.

Đăng ký trên mạng bằng Anh Ngữ, Tiếng Tây Ban Nha hoặc Việt Ngữ tại bit.ly/3JrAIF5

Để thêm thông tin, liên lạc 408-535-3500.

CALIFORNIA WATER AND WASTEWATER ARREARAGE PAYMENT PROGRAM (CWWAP)

Customer Letter of Arrearages Credit

- Amount of arrearage credits applied
- Additional financial assistance options
- Multiple languages



Environmental Services

March 30, 2022

[REDACTED]
[REDACTED]
SAN JOSE, CA 95121-1023

Account No: [REDACTED]
Customer No: [REDACTED]

RE: Credit applied to your water account

This letter provides you with information about a credit applied to your San José Municipal Water System account.

The City of San José recognizes its water customers continue to face challenges related to the COVID-19 pandemic. To assist customers, the City has obtained funding from the California Water and Wastewater Arrearage Payment Program ("Program"), provided through the State Water Resources Control Board and funded by the federal American Recovery Plan Act of 2021. The Program enables the City to provide account credits to customers on unpaid balances for water used during the Program eligibility period of March 2020 to June 2021.

You are eligible to receive funding under this Program. A credit in the amount of \$5.87 was applied to your water account on 3/18/2022. In addition, an account credit of \$72.29 was also provided, waiving Late Payment Charges applied during the Program eligibility period. Your remaining account balance after these adjustments is \$0.

The following resources may help you with any remaining utility bill amounts:

- Contact the City's Customer Contact Center at any time to establish a payment plan: Please call (408) 535-3500 or email customerservice@sanjoseca.gov
- Visit www.housing.ca.gov/covid_rr or call (833) 430-2122 for information on a State COVID-19 Rent Relief program that provides financial assistance for rent and utilities to eligible renters and their landlords.
- The Low Income Household Water Assistance Program ("LIHWAP") will be administered through the California Department of Community Services and Development and is scheduled to begin in May 2022. Visit www.csd.ca.gov/waterbill for more information about LIHWAP.

The City suggests you consult your tax advisor regarding these account credits, as they may be taxable. Please also visit www.sanjoseca.gov/WaterPaymentResources for additional information and resources for your water account. Links to other resources will be added to this website as they become available.

If you have any questions, please call (408) 535-3500 or email customerservice@sanjoseca.gov.

Thank you,
San José Municipal Water System



Low
Income
Household
Water
Assistance
Program

Program Overview:

- Provide financial assistance to low-income households
- Help households pay their outstanding water bills
- Eligible households may receive one-time payment up to \$2,000
- Assist Sacred Heart in promoting the program, and along with Great Oaks Water Company and San José Water Company

**APPLICATIONS
NOW BEING
ACCEPTED!!!**

OUTREACH - LIHWAP

- Postcard to Municipal Water System Customers – August 2022

NEW WATER PAYMENT ASSISTANCE

Available for Low-Income Households

NUEVO Programa de Asistencia de Pago del Agua para Hogares con Bajos Ingresos
Hỗ Trợ Thanh Toán Tiền Nước **MỚI** hiện có dành cho các hộ gia đình có thu nhập thấp

SanJoseCA.gov/WaterPaymentResources



NEED HELP PAYING YOUR PAST DUE WATER BILL?

Santa Clara County residents may be eligible to receive assistance through the Low-Income Household Water Assistance Program (LIHWAP).

Please visit SacredHeartCS.org/Utility-Assistance or call 1-877-278-6455 for help determining your eligibility and to obtain an application.

Qualifying households receive a one-time benefit of up to \$2,000 on a first-come, first-served basis. The benefit is credited directly to your water service account.

The City of San José offers payment plans and other assistance for water customers. Call the City's Customer Contact Center at (408) 535-3500 or visit SanJoseCA.gov/WaterPaymentResources for more information.



200 E. Santa Clara St., 10th Floor
San José, CA 95113-1905

WATER FINANCIAL ASSISTANCE

Additional Outreach – Bill Insert

- Mailing expected - September 2022
- Information on the LIHWAP
- Contact information for Sacred Heart
- Payment Plan options are available

NEW WATER PAYMENT ASSISTANCE AVAILABLE FOR LOW-INCOME HOUSEHOLDS

Santa Clara County residents may be eligible to receive assistance for their past-due water bills through the Low-Income Household Water Assistance Program (LIHWAP).*



Visit SacredHeartCS.org/Utility-Assistance or call (408) 916-5014 for help determining your eligibility and to obtain an application.

NUEVO PROGRAMA DE ASISTENCIA DE PAGO DEL AGUA PARA HOGARES CON BAJOS INGRESOS

Los residentes del Condado de Santa Clara pueden ser elegibles para recibir asistencia para sus facturas de agua vencidas a través del Programa de Asistencia de Agua para Hogares de Bajos Ingresos (LIHWAP)*

Visite SacredHeartCS.org/Utility-Assistance o llame al 408-916-5014 para determinar su elegibilidad y obtener una solicitud.

HỖ TRỢ THANH TOÁN TIỀN NƯỚC MỚI HIỆN CÓ DÀNH CHO CÁC HỘ GIA ĐÌNH CÓ THU NHẬP THẤP

Cư dân Quận Santa Clara có thể đủ điều kiện để nhận hỗ trợ cho các hóa đơn tiền nước quá hạn của họ thông qua Chương Trình Hỗ Trợ Nước Sạch Cho Hộ Gia Đình Có Thu Nhập Thấp (LIHWAP).

Truy cập SacredHeartCS.org/Utility-Assistance hoặc gọi 408-916-5014 để được trợ giúp xác định tính đủ điều kiện của quý vị và nhận đơn đăng ký.

Household Size <i>Tamaño del Hogar</i> <i>Quy mô hộ gia đình</i>	*Qualifying households receive a one-time benefit of up to \$2,000 on a first-come, first-served basis. The benefit is credited directly to your water service account. *Los hogares que califiquen recibirán un beneficio de una sola vez de hasta \$2,000. El beneficio se acredita directamente a su cuenta de servicio de agua. *Các hộ gia đình đủ điều kiện nhận phúc lợi một lần lên đến tối đa là \$2,000 trên cơ sở ai đến trước được trước. Phúc lợi được trả trực tiếp cho nhà bán lẻ nước.							
	1	2	3	4	5	6	7	8
Max Monthly Income <i>Máximo ingreso del hogar</i> <i>Thu nhập tối đa hàng tháng</i>	\$2,564	\$3,353	\$4,143	\$4,932	\$5,721	\$6,510	\$6,658	\$6,806

THE CITY OF SAN JOSE OFFERS PAYMENT PLANS AND OTHER ASSISTANCE FOR WATER CUSTOMERS.

Call the City's Customer Contact Center at (408) 535-3500 or visit SanJoseCA.gov/WaterPaymentResources for more information.



LA CIUDAD DE SAN JOSÉ OFRECE PLANES DE PAGO Y OTRAS AYUDAS PARA SUS CLIENTES DE SERVICIO DE AGUA.

Llame al Centro de Atención al Cliente de la Ciudad al (408) 535-3500 o visite SanJoseCA.gov/WaterPaymentResources para más información.

THÀNH PHỐ SAN JOSÉ CUNG CẤP CÁC CHƯƠNG TRÌNH THANH TOÁN VÀ HỖ TRỢ KHÁC CHO KHÁCH HÀNG SỬ DỤNG NƯỚC SẠCH.

Gọi cho Trung Tâm Chăm Sóc Khách Hàng của Thành Phố theo số (408) 535-3500 hoặc truy cập SanJoseCA.gov/WaterPaymentResources để biết thêm thông tin.

Water Customer Service Improvements



Representatives encourage customers to apply for low income/vulnerable customer status as well as provide payment plan options.

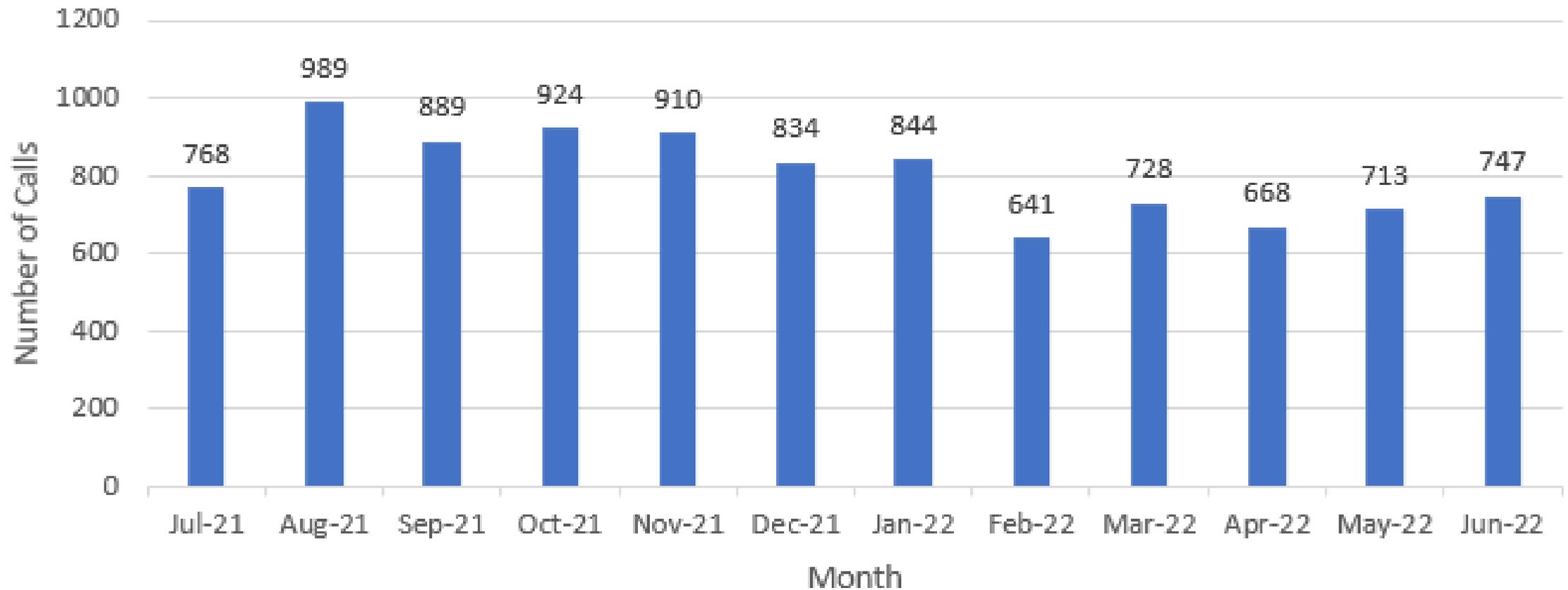


Extended payment plan options made available.

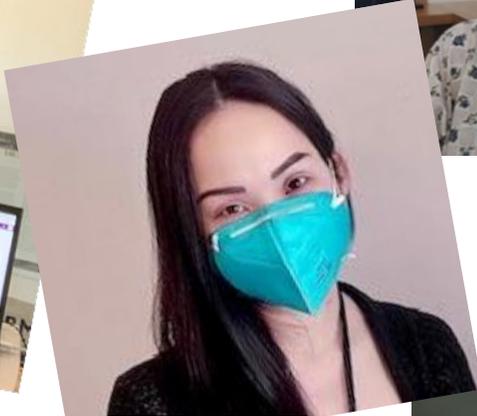
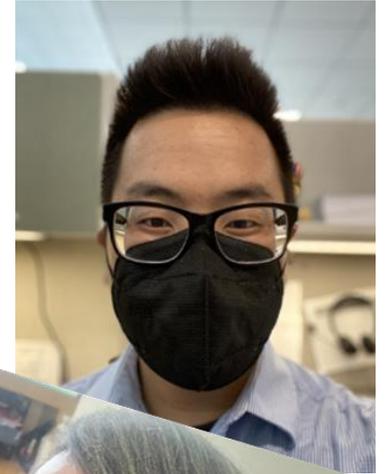
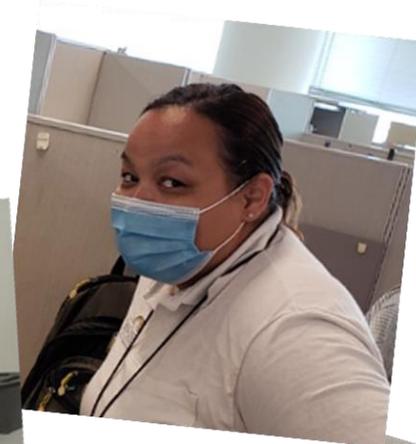


Improved billing verbiage in several languages and notification of past due bills with clearer customer expectations.

FY 21-22 Customer Contact Center Water Calls



Customer Contact Center/ Municipal Water



Energy Assistance

March
2020-
September
2021

Disconnection Moratorium

The State enacted a power disconnection moratorium
March 2020-Sept 2021
No PG&E collections until:
March 2022 (commercial)
July 2022 (residential)

March
2021

Federal Assistance

The Federal American Rescue Plan Act (ARPA) is approved to provide relief to Americans impacted by the pandemic

July
2021

State Assistance

California dedicates \$1B in ARPA funding to establish California Arrearage Payment Program (CAPP) to help with overdue energy bills

February
-April
2022

City Assistance

San José Clean Energy receives \$4.3M in CAPP funding, provides credits on overdue energy bills

March
2020-
present

Community Outreach

San José Clean Energy has conducted outreach throughout the pandemic to connect customers to resources to help lower and pay their bill

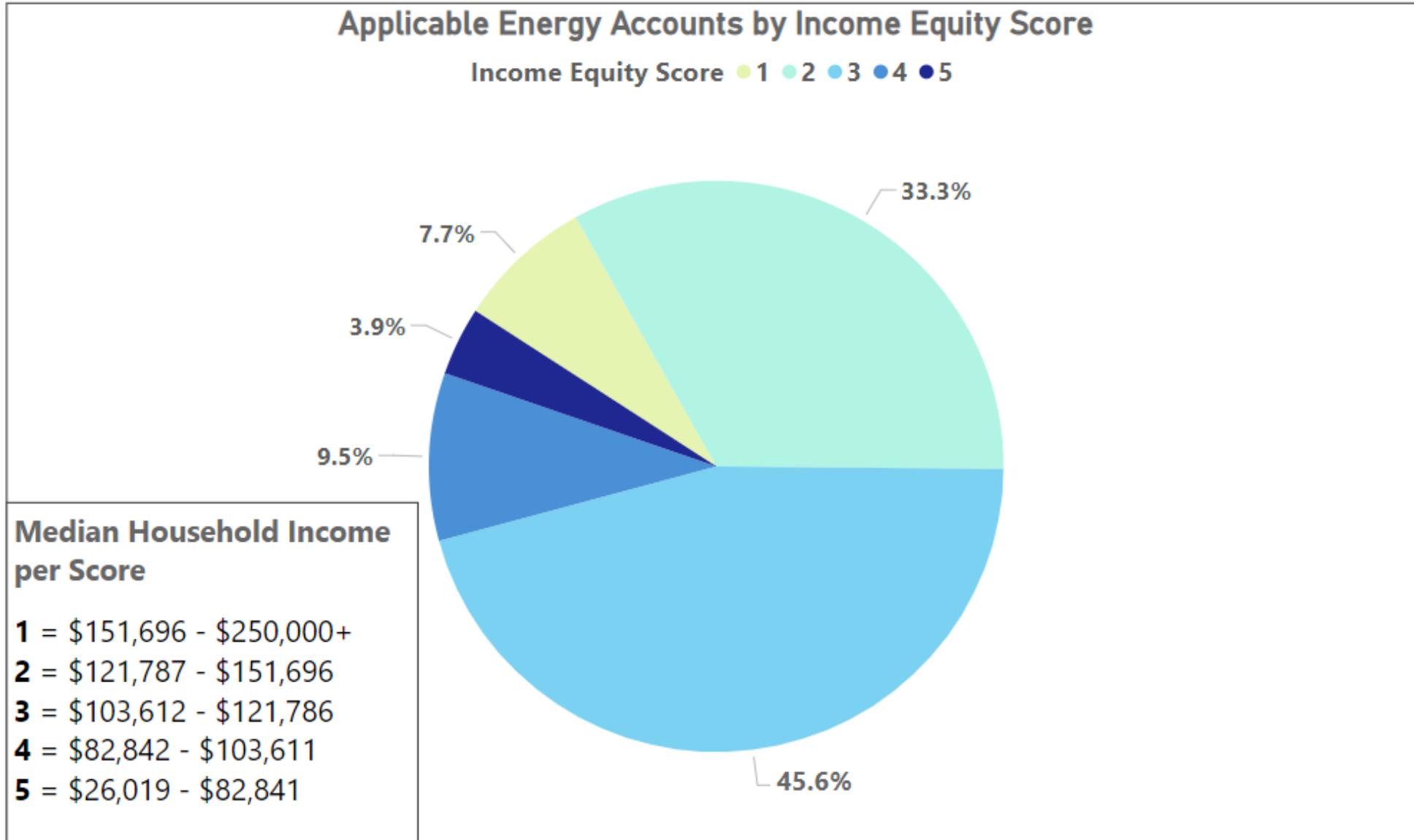
CAPP Credit Distribution

Customer Group	Number of Customers	Credit Amount	Average Credit Amount
Active residential accounts with past due balance of 60+ days	18,717	\$3,848,426	\$205
Inactive* residential accounts with past due balance of 60+ days	4,500	\$500,110	\$111
Total	23,217	\$4,348,536	\$187

No commercial account received credits due to state program priority rules

*Inactive = closed accounts (stopped service with SJCE)

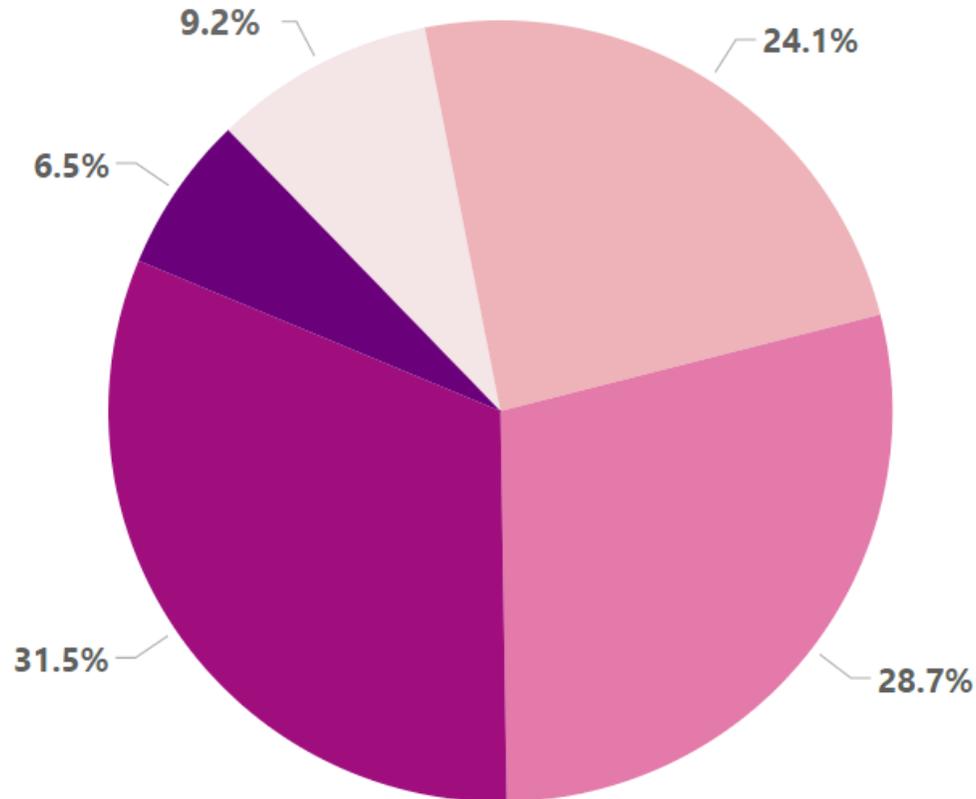
CAPP Credit Distribution



CAPP Credit Distribution

Applicable Energy Accounts by Race Equity Score

Race Equity Score 1 2 3 4 5



Percentage of People of Color per Score

- 1 = 26.7% - 53.4%
- 2 = 53.8% - 68.1%
- 3 = 68.5% - 80.4%
- 4 = 80.7% - 91.7%
- 5 = 91.8% - 99.7%

NEED HELP PAYING YOUR ELECTRICITY BILL?

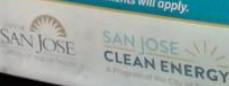
Make a plan before COVID customer protections end on **June 30, 2021**. You may qualify for:

- New state payment plan offers debt forgiveness up to \$8,000
- One-time bill credits up to \$413
- Monthly discounts up to 35%

Visit SanJoseCleanEnergy.org/Discount-Programs or call 833-432-2454 to learn more.



Specific eligibility requirements will apply.



¿Necesita ayuda para pagar su factura de electricidad?

Haga un plan antes de que las protecciones al cliente debido a COVID terminen el **30 de junio de 2021**. Puede calificar para:

- Nuevo plan de pagos estatal que ofrece condonación de deudas hasta \$8,000
- Créditos de factura únicos de hasta \$413
- Descuentos mensuales de hasta 35%

Visite SanJoseCleanEnergy.org/Descuentos o llame al 833-432-2454 para aprender más.



Requisitos de elegibilidad específicos aplicarán.



Cần sự giúp đỡ để thanh toán hóa đơn tiền điện của quý vị?

Các chương trình bảo vệ khách hàng COVID kết thúc vào ngày **30 tháng 6 năm 2021**. Những nguồn thông tin này có thể giúp quý vị nắm được hóa đơn của mình:

- Các chương trình giảm giá hàng tháng lên đến 35%
- Hỗ trợ thanh toán hóa đơn một lần lên đến \$413
- Mỗi chương trình quản lý nợ

Truy cập SanJoseCleanEnergy.org/Giam-Gia hoặc gọi 833-432-2454 để tìm hiểu thêm.



Các yêu cầu cụ thể và việc đủ điều kiện sẽ được áp dụng.



需要帮助支付您的电费吗?

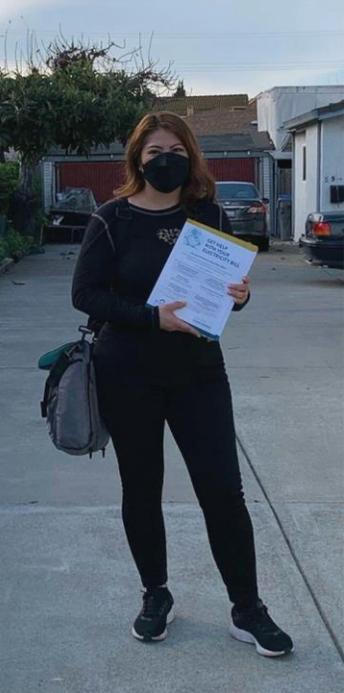
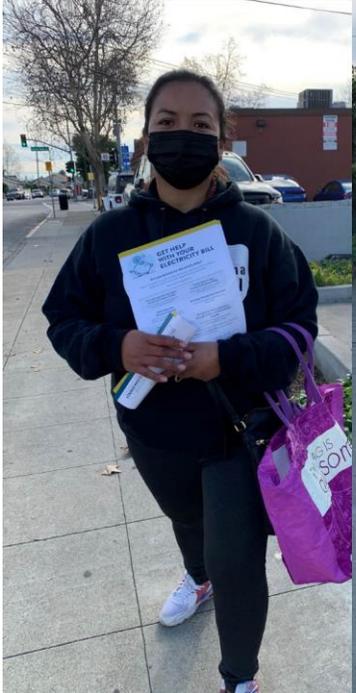
COVID 客户保护将于 2021 年 6 月 30 日终止。这些资源可以帮助您应付账单。

- 一次性账单援助
- 月度折扣计划
- 欠费管理计划

访 SanJoseCleanEnergy.org/折扣计划 了解更多信息。



将适用特定的资格要。


GET HELP WITH YOUR ELECTRICITY BILL

Are you behind on electricity bills?
Help is available through monthly discounts, one-time bill assistance programs, and a new debt forgiveness payment plan.
You may be eligible for:

<p>The California Alternate Rates for Energy Program (CARE) 30-35% off electricity and 20% off gas for income-qualified households</p>	<p>Family Electric Rate Assistance Program (FERA) 18% off electricity for income-qualified households of 3 or more</p>
<p>Medical Baseline Allowance Program Additional energy at the lowest price for customers who rely on medical equipment</p>	<p>Arrearage Management Plan (AMP) Payment plan that offers debt forgiveness up to \$8,000</p>
<p>The Low-Income Housing Energy Assistance Program (LIHEAP) \$269 to \$413 one-time energy bill credit for income-eligible customers</p>	<p>The Relief for Energy Assistance through Community Help (REACH) program Up to \$300 one-time energy bill credit for income-qualified customers</p>

Visit SanJoseCleanEnergy.org/Discount-Programs or call 833-432-2454 for more information, including eligibility requirements and how to apply.





Assistance Programs

SJ Cares

- Additional 5% off SJCE's lowest rates. SJ Cares customers pay the lowest energy rates in San José
- Customers are automatically enrolled

GreenValue

- SJCE's lowest cost option for non-SJ Cares customers

Solar Access

- 20% off 100% solar energy for customers with low incomes living in disadvantaged communities

CARE & FERA Discount

- Monthly discount of 18-35%

Medical Baseline Program

- Additional energy at the lowest price for customers who rely on medical equipment

LIHEAP & REACH

- One-time credit of up to \$436

Arrearage Management Plan

- New debt forgiveness program up to \$8,000

SanJoseCleanEnergy.org/Discount-Programs

Available in Spanish, Vietnamese, and Chinese



Thank you!

Feel free to ask us
if you have any questions.