

# (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, <b><u>Regardless of Income</u></b>			
Customers <b><u>Did Not Need to Apply</u></b> 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](http://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](http://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](http://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 chậ 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](http://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](mailto:customerservice@sanjoseca.gov)
- Visit [www.housing.ca.gov/covid\\_rr](http://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](http://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](http://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](mailto: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](https://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](https://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](https://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 Tamaño del Hogar Quy mô hộ gia đình	*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 Máximo ingreso del hogar Thu nhập tối đa hàng tháng	\$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](https://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](https://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](https://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.



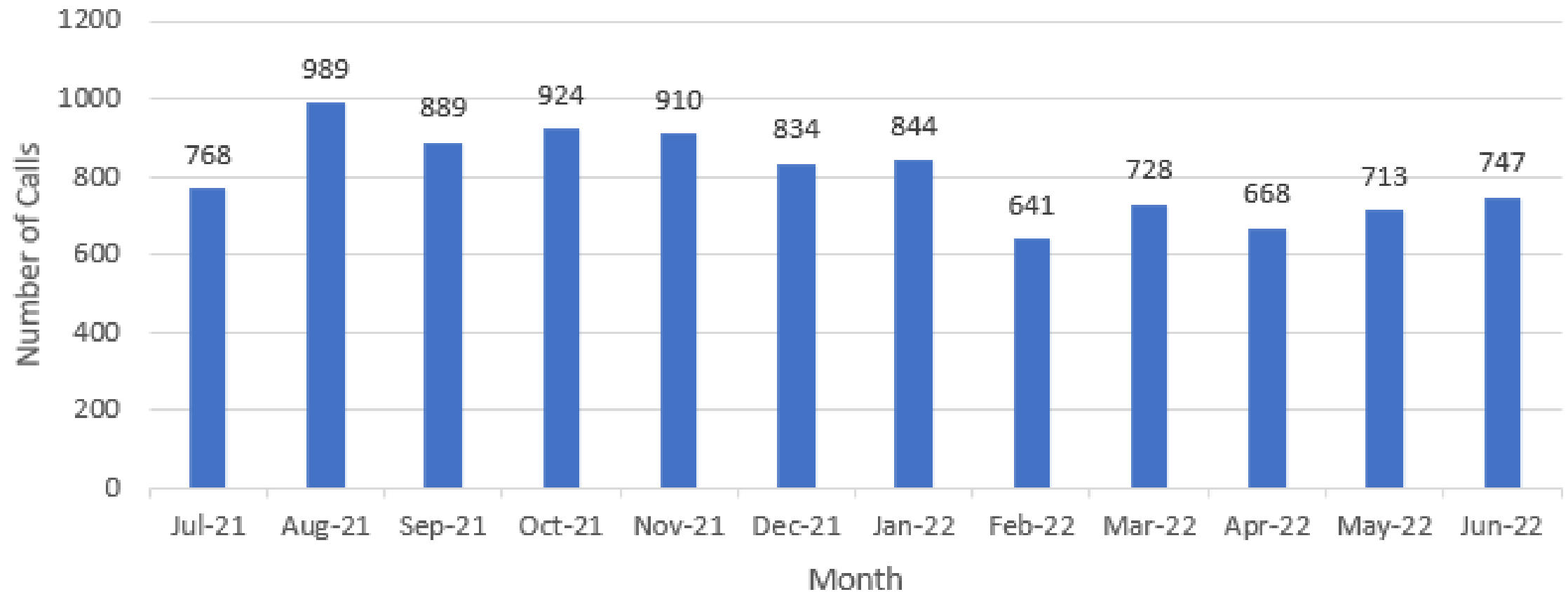
Extended payment plan options made available.



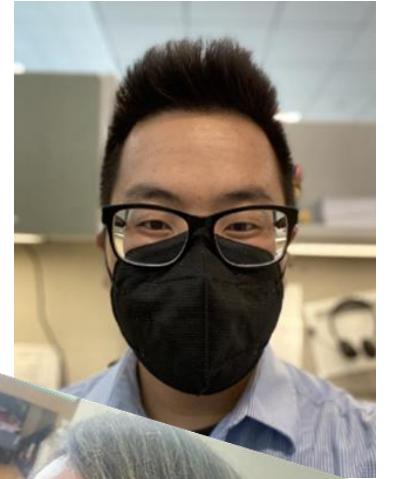
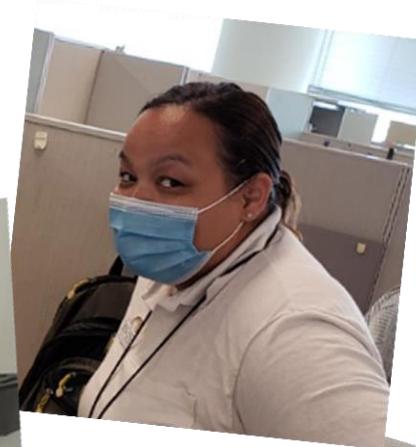
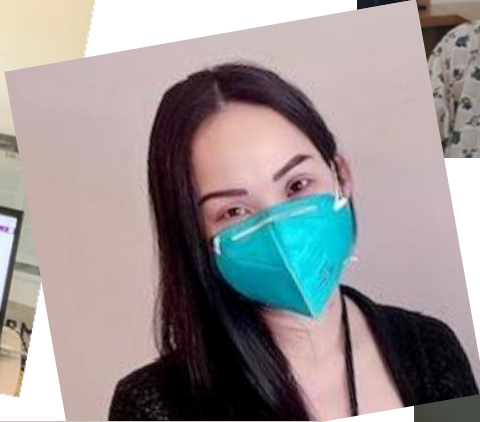
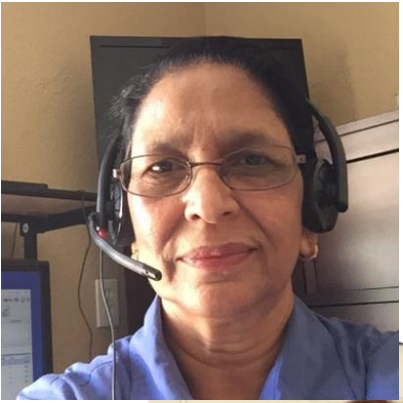
Improved billing verbiage in several languages and notification of past due bills with clearer customer expectations.



## 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

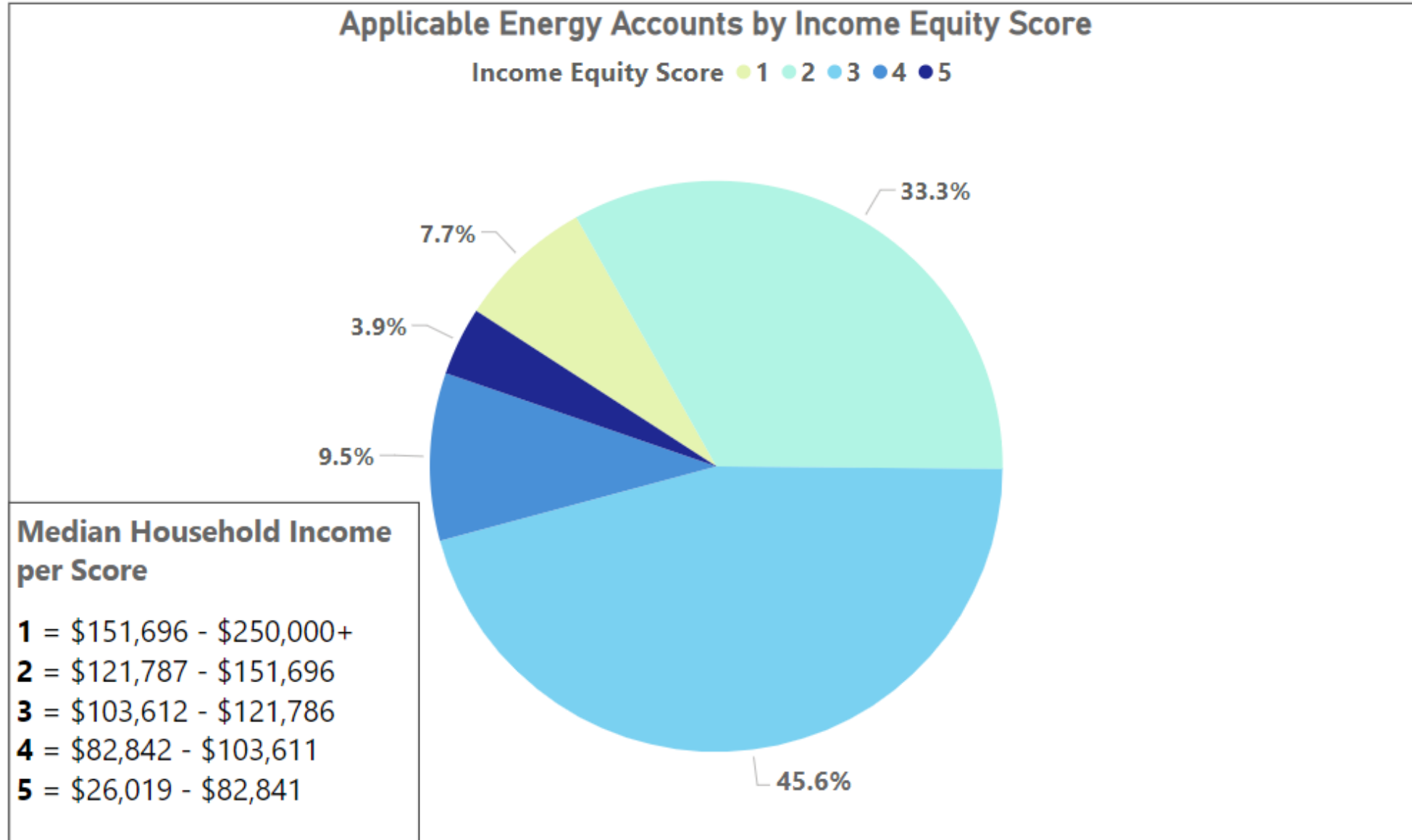
Customer Group	Number of Customers	Credit Amount	Average Credit Amount
Active residential accounts with past due balance of 60+ days	18,717	\$3,848,426	\$205
Inactive* residential accounts with past due balance of 60+ days	4,500	\$500,110	\$111
<b>Total</b>	<b>23,217</b>	<b>\$4,348,536</b>	<b>\$187</b>

No commercial account received credits due to state program priority rules

\*Inactive = closed accounts (stopped service with SJCE)



# CAPP Credit Distribution

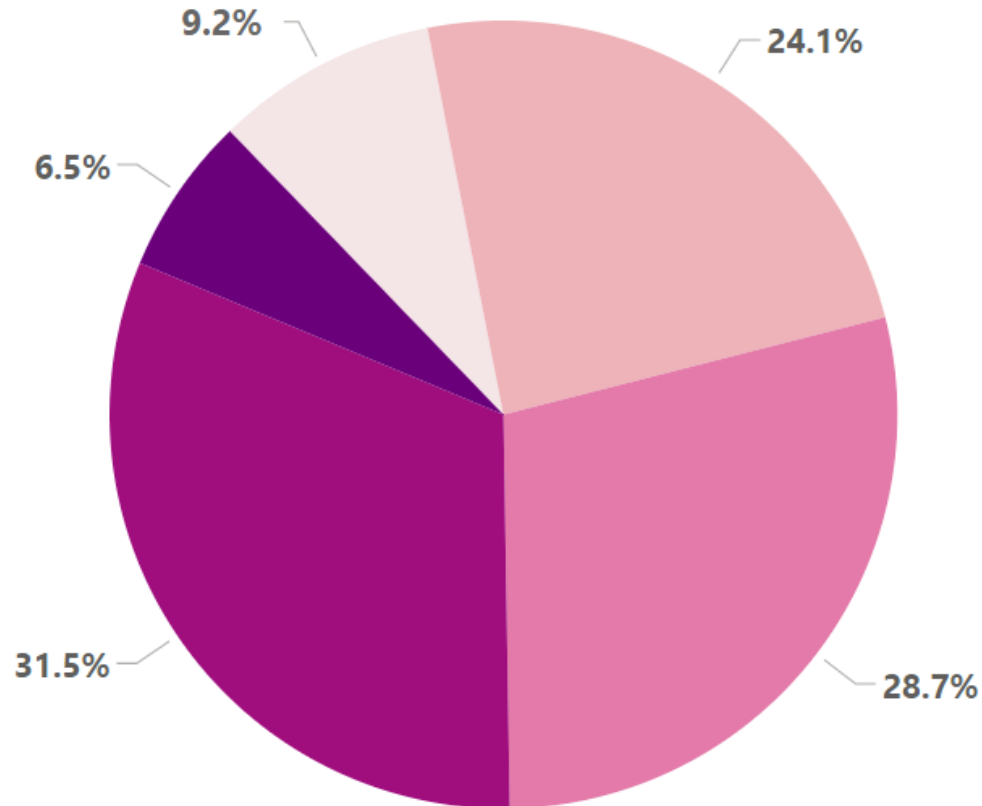


Source: City of San José Equity Atlas, July 2022

# 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%







## 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:

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

Visit [SanJoseCleanEnergy.org/Discount-Programs](https://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](https://SanJoseCleanEnergy.org/Discount-Programs)**

Available in Spanish, Vietnamese, and Chinese



An aerial photograph of a city at night, showing a multi-lane highway in the foreground, various city buildings, and a body of water in the distance under a cloudy sky. The image is partially overlaid with a blue triangle in the top right and a teal triangle in the bottom right.

# Thank you!

Feel free to ask us  
if you have any questions.