



**RESOLUTION NO. 12.4-2021
ROWLAND WATER DISTRICT**

**RESOLUTION OF THE BOARD OF DIRECTORS
ADOPTING A POLICY ESTABLISHING A LOW-INCOME ASSISTANCE
FUND PROGRAM POLICY**

WHEREAS, the Board of Directors of Rowland Water District (the “District”) recognizes that some District residential households, whose household income falls below the federal poverty line, are not current on their water bills due to financial challenges arising from the current economic climate; and

WHEREAS, the District recognizes that the COVID-19 situation has exacerbated the challenges that many customers face; and

WHEREAS, the District intends to develop a Low-Income Assistance Fund Program to help low-income residential households stay current on their water bills; and

WHEREAS, the purpose of implementing this financial assistance program is to assist such customers with the monthly payment of their water bills; and

WHEREAS, the District intends to finance the Low-Income Assistance Fund Program with funds received from lease agreements with telecommunication companies who lease District property for telecommunications purposes (the “Telecom Funds”); and

WHEREAS, the Telecom Funds are unrestricted funds and may be used by the District for any public purpose; and

NOW, THEREFORE, be it resolved by the Board of Directors that the attached Low Income Assistance Program Policy is hereby approved and adopted by the Board of Directors.

**ADOPTED AT A REGULAR MEETING OF THE ROWLAND WATER DISTRICT HELD
DECEMBER 14, 2021, by the following roll call vote:**

AYES: Directors Lima, Lu-Yang, Lewis, Bellah and Hsu
NOES: NONE
ABSENT: NONE
ABSTAIN: NONE

ANTHONY J. LIMA, President

ATTEST:

TOM COLEMAN
Board Secretary

I certify that the forgoing Resolution is a true and correct copy of the Resolution of the Board of Directors of the Rowland Water District adopted on December 14, 2021.

TOM COLEMAN
General Manager/Board Secretary



POLICY AND PROCEDURE

APPROVED BY	POLICY TITLE	EFFECTIVE DATE
Board of Directors	LOW-INCOME ASSISTANCE FUND PROGRAM POLICY	December 14, 2021
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PURPOSE

The Board of Directors of Rowland Water District (the “District”) recognizes that some District residential households, whose household income falls below the federal poverty line, are not current on their water bills due to financial challenges arising from the current economic climate. The District has developed the Low-Income Assistance Fund Program to help low-income residential households stay current on their water bills. The purpose of implementing this financial assistance program is to assist such customers with the monthly payment of their water bills.

The District intends to finance the Low-Income Assistance Fund Program with funds received from lease agreements with telecommunication companies who lease District property for telecommunications purposes (the “Telecom Funds”). The Telecom Funds are unrestricted funds and may be used by the District for any public purpose.

POLICY

1. **Establishment of Assistance Fund for Low-Income Residents**
 - a. The District hereby establishes a financial assistance fund for qualifying low-income customers that will be funded with Telecom Funds approved by the Board of Directors, in its sole discretion, for use in accordance with this policy (the “Assistance Fund”). The District shall ensure that the Assistance Fund does not mix with other District revenues, including water rate revenues.
 - b. The Board of Directors, in its sole discretion, shall approve the amount of funds for the Assistance Fund for each fiscal year. The District is under no obligation to approve funding for the Assistance Fund or to provide financial assistance to any customers if there are no funds available in the Assistance Fund.
2. **Assistance and Qualifying Criteria**
 - a. The District will apply a \$10 monthly credit on qualifying residential customer accounts towards their respective monthly water bills for up to a 12-month period during a fiscal year. Financial assistance shall be given to qualifying customers on a “first-come, first-served” basis, so long as funds are available in each fiscal year. Once all of the authorized funds in a fiscal year are committed to qualifying customers, the District is under no obligation to provide any financial assistance to additional customers. An applicant’s primary residence must be the service address on the account for which he or she is seeking financial assistance.



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- b. Customers who present evidence that they are enrolled in the Southern California Edison (“Edison”) or Southern California Gas (“SoCalGas”) California Alternate Rates for Energy (“CARE”) programs qualify for financial assistance under this policy. The name on the Edison bill or SoCalGas bill reflecting the customer’s enrollment in the CARE program must match the name on the District water bill.
- c. As indicated above, any approved financial assistance will be provided on a fiscal year basis. For continued consideration, a new application must be submitted every fiscal year. District staff shall determine deadlines for applications and timing of awards, and shall make such information available to the public. The Board may in its discretion decide whether to authorize contributions of Telecom Funds to the Assistance Fund or not. If the Board does not authorize contributions in a fiscal year, the District has no obligation to provide any financial assistance to otherwise qualifying customers.

3. **Internal System To Process Applications**

- a. The District shall create a standard application form, available in both English and Spanish and accessible on the District’s website to all customers, including those with disabilities.
- b. Staff shall be trained in evaluating and processing applications and providing customer support for applicants with questions about the Assistance Fund.
- c. The District shall ensure that sufficient staff are available for timely application processing and customer support.
- d. Staff shall issue written decisions, delivered by e-mail, in the event that an application is denied explaining the reasons for denial.