

**RESOLUTION NO. 2123**

**A RESOLUTION AUTHORIZING THE UTILITY RELIEF PROGRAM EFFECTIVE  
JULY 1, 2008.**

WHEREAS, the City has adopted resolutions governing city utility billing, collection and enforcement procedures; #1624 – Water, #1987 – Sewer, #1732 – Storm water, #881 – Street lighting, and Ordinance #484 – Road maintenance; and,

WHEREAS, the City Council desires to supplement the collection and enforcement options by offering limited credits and leak repair assistance to qualifying low-income residential customers; and,

WHEREAS, administration of the financial assistance will be provided by a community service organization that will screen applications based upon the current state guidelines for energy assistance programs; and,

WHEREAS, the maximum crisis voucher per household during an 18-month period will be \$150 under the condition that the customer pay at least 25% of the current bill; and,

WHEREAS, the maximum leak repair assistance during an 18-month period will be 50% of the repair bill up to a maximum contribution of \$250; and,

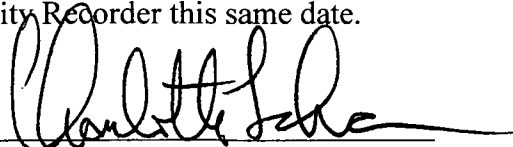
WHEREAS, the cost of the program shall not exceed \$16,000 for fiscal year 2008-09; and,

WHEREAS, Attachment A, which is incorporated by reference herein provides the guidelines of the total city utility relief program.

**NOW, THEREFORE, THE CITY OF WILSONVILLE RESOLVES AS FOLLOWS:**

1. The City adopts the Utility Relief Program for assistance to low-income residential customers as set forth in the above recitals.
2. This resolution is effective July 1, 2008.

ADOPTED by the City Council of the City of Wilsonville at a regular meeting thereof  
this 2<sup>nd</sup> day of June 2008 and filed with Wilsonville City Recorder this same date.

  
CHARLOTTE LEHAN, MAYOR

ATTEST:

  
Sandra C. King, MMC, City Recorder

SUMMARY OF VOTES:

Mayor Lehan	Yes
Councilor Knapp	Yes
Councilor Ripple	Yes
Councilor Kirk	Yes
Councilor Núñez	Yes

## ATTACHMENT A

	Procedure Title <b>UTILITY RELIEF PROGRAM</b>	No: Page 1 of 2
Operations Manual	Approved	Revision:
Financial	Signature	Effective Date: July 1, 2008

### **PURPOSE:**

The City recognizes a need within our community to provide a low-income utility relief program to its customers. This program will allow City employees various tools to help low-income customers with one-time emergency needs, assist in repairing leaks, providing credits due to leaks and various payment plans to help a customer bring their account to a current status.

### **SCOPE:**

To establish the procedures under which the City may provide assistance to low-income customers with their monthly utility bills.

### **GENERAL:**

The programs available to assist customers are as follows:

1. *Leak detection warning.* During the monthly billing process, our utility billing staff will have the water crew verify the reads on accounts with unusually high water consumption. If the crew determines the meter is continuing to register consumption when no water is intentionally in use, the occupant will be notified of a possible leak in their system.
2. *Leak bill adjustment.* The City has a policy of forgiving a portion of the utility bill that pertains to a water leak. Provisions of this policy are provided in the water billing resolution, and require prompt corrective action by the customer with evidence of repair before a credit can be applied.
3. *Repayment terms.* Delinquent accounts can avoid disconnection of service by agreeing to a repayment plan that is designed to bring the account current within 6 months. Divergence from the payment plan may result in termination of water service. In addition to a portion for the past due amount, all repayment plans required the current amount to be paid in full by the last working day of each month.
4. *Crisis Assistance.* The City may provide financial assistance to qualified customers with a proven financial crisis, for example the loss of a job, divorce, death in family, economic

distress, etc. The maximum assistance per customer will be \$150 and the customer must also pay at least 25% of the current bill.

The program shall be administered by Wilsonville Community Sharing (WCS) that serves the low-income residents in the Wilsonville area. The water and sewer funds shall provide up to \$5,000 each (total of \$10,000) per fiscal year. This funding will be made from the savings achieved from refinancing the long-term debt obligations. In addition, the storm water and road maintenance funds will contribute an additional \$500 each. In total, the program shall be funded at \$11,000.

To qualify the customer must be low-income and be screened by WCS. WCS will notify the utility billing clerk of the recommendation for assistance. WCS shall determine the amount of subsidy up to a \$150 maximum. A customer may only receive this assistance once every 18 months.

5. *Leak Repair.* It is not unusual for a leak in the water system to cause an unusually high utility bill. Some homeowners are faced with the dilemma of either paying for the bill or paying someone to fix the leak. Fixing leaks is important to the City as it improves water conservation and protects the integrity of the system. This program, available to low-income home owners, will assist in the cost of repairing the leak. After being qualified for the program by the WCS, the City will pay up to 50% of the repair with a maximum contribution of \$250. A customer may only receive this assistance once every 18 months. The water fund will provide an additional \$2,500 for this program.

**OBJECTIVES:**

Fiscal Year 2009 will be the pilot year for this program and will be revised as needed. The City's Finance Department will track costs of the program through utility billing software system. WCS will be reimbursed for their services at a maximum of \$2,500 per year.

**FISCAL IMPACT:**

Maximum assistance budgeted for FY 2008-09 is as follows:

	<b>Water</b>	<b>Sewer</b>	<b>Storm water</b>	<b>Road Maint</b>	<b>Total</b>
Crisis	\$5,000	\$5,000	\$500	\$500	\$11,000
Leaks	\$2,500	\$0	\$0	\$0	\$2,500
Admin WCS	\$1,250	\$1,250	\$0	\$0	\$2,500
Total	\$8,750	\$6,250	\$500	\$500	\$16,000