

City of Angels – Customer Assistance Program (CAP) for Water & Wastewater Services

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Policy Framework

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18.1 CAP Credit

The CAP credit is set at \$20 per bill (twelve bills per year) per qualifying water customer and \$25 per bill (twelve bills per year) per qualifying wastewater customer. Customers who receive both water and wastewater service may apply for both credits. The City will apply credits to qualifying customer accounts on a monthly basis, beginning with the first billing cycle following approval.

The program may serve up to 125 participants per fiscal year, based on funding availability and program eligibility.

18.2 Program Year

The program runs on the fiscal year, from July 1 through June 30. Applications are accepted on a first-come, first-served basis each year until available funding is exhausted or the participant cap is reached.

18.3 Program Funding

The CAP is funded using non-rate revenues, including donations or other legally eligible sources. Total program funding is capped at \$67,500 per fiscal year. Any unused balance at the end of the fiscal year does not carry forward. The City Council shall approve the CAP credit amounts and funding source as part of the annual budget.

18.4 General Eligibility Requirements

18.4.1 The applicant may only apply for a CAP credit at their primary residence served by the City of Angels.

18.4.2 The applicant must submit:

- A fully completed and signed CAP application
- A copy of a current PG&E bill showing participation in the PG&E CARE Program
- Proof of income showing household income at or below 200% of the Federal Poverty Guidelines (e.g., tax return, recent pay stubs). Income verification may also be conducted through The Resource Connection.
- If the applicant is a tenant, a copy of the current rental agreement showing the service address and both landlord and tenant signatures is required. If a formal rental agreement is unavailable, a CAP Tenant Authorization Form signed by the legal property owner may be accepted.

18.4.3 The applicant's utility account must be in good standing at the time of application (i.e., not shut off for non-payment).

18.5 Income Eligibility Requirements

The total gross household income must be at or below 200% of the Federal Poverty Level, based on the guidelines published annually by the U.S. Department of Health and Human Services at the start of the program year.

18.6 Applications

All applications must be complete, signed, and include both forms of required documentation (PG&E CARE and income verification). Incomplete applications will not be processed. If an applicant is unable to provide PG&E documentation (e.g., in cases of all-inclusive rent), eligibility will be determined based on income verification only and subject to City Administrator review.

18.7 Participant Eligibility Verification

To remain eligible, participants must:

- Reapply annually between April 1 and May 31
- Submit a new application, updated PG&E CARE documentation, and updated income proof
- Provide a current rental agreement if applicable

Failure to reapply or provide required documentation by May 31 will result in removal from the program. Existing participants who reapply on time and meet eligibility will retain their position in the program.

18.8 Change of Eligibility Status

Customers must immediately notify the City if their household no longer qualifies based on income or other eligibility criteria. Continued participation without disclosure may result in:

- Permanent removal from the program
- Repayment of any benefits received during the current fiscal year
- Collection action under City Rules and Regulations

In addition, customers with two unpaid second delinquency notices within a 12-month period will be removed from the CAP and ineligible to reapply for 12 months.

18.9 Disputes

The City Administrator has the sole discretion to resolve disputes related to eligibility, documentation, or program administration.

18.10 Program Modifications

The CAP is subject to City Council discretion and the availability of funds. Participation does not create an entitlement to continued assistance. Council may revise or discontinue the program at any time.