



CITY HALL

CITY OF ANGELS PO Box 667, 200 Monte Verda St. Suite B, Angels Camp, CA 95222 P: (209) 736-2181

DATE: June 3, 2025

TO: City Council

FROM: Michelle Gonzalez, Finance Director

RE: **CUSTOMER ASSISTANCE PROGRAM (CAP) – EDUCATION, DISCUSSION, AND DIRECTION**

SUBJECT:

Customer Assistance Program (CAP) Policy Update for Water and Wastewater Services - Request for Council Discussion and Direction

RECOMMENDATION:

Receive a staff presentation on proposed updates to the Customer Assistance Program (CAP) for low-income utility customers. Provide direction to staff on revising the CAP policy to expand participation, increase funding, and strengthen eligibility verification.

BACKGROUND:

The Customer Assistance Program (CAP), established by Resolution 22-68 in 2022, provides monthly utility bill credits to qualifying low-income residents of the City of Angels. Currently, eligible water customers receive a \$20 monthly credit, and eligible wastewater customers receive a \$25 monthly credit, with funding limited to \$40,000 annually and participation capped at 83 water and 66 wastewater customers.

Eligibility is based solely on participation in the PG&E CARE Program, a state-managed utility discount program. However, relying on PG&E CARE alone may not fully capture income-eligible households, especially those with different utility providers, tenants without PG&E in their name, or customers facing other documentation challenges.

DISCUSSION:

Staff propose an update to the CAP Policy that not only expands the number of participants and annual funding but also strengthens the eligibility review process by requiring two forms of income-based documentation.



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Key Proposed Policy Changes for Council Consideration:

1. Increased Program Capacity and Funding:
 - Increase the annual participant cap to 125 (combined water/wastewater customers).
 - Increase the program's annual funding limit to \$67,500, using non-rate revenues and donations.
2. Dual Verification Requirement for Eligibility:

Applicants must now provide both of the following:

 - Proof of current participation in the PG&E CARE Program, or verification by The Resource Connection *and*
 - Income documentation showing household income is at or below 200% of the Federal Poverty Level. Acceptable income documentation includes tax returns, pay stubs. This dual proof approach enhances program integrity and ensures alignment with income eligibility standards.
3. Clarified Verification and Reapplication Procedures:
 - Applicants must reapply annually between April 1 and May 31 with updated documentation.
 - The City may conduct audits or request updated income verification during the year.
 - Failure to provide required documentation or report changes in eligibility may result in removal from the program and repayment of benefits.
4. Preservation of Core Program Elements:
 - Monthly credits of \$20 (water) and \$25 (wastewater) remain unchanged.
 - Non-rate revenue and donations continue to fund the program.
 - No changes are proposed to service rules for locked accounts or delinquency penalties.

FINANCIAL IMPACT:

The revised program would increase the annual funding cap from \$40,000 to \$67,500, still funded exclusively with non-rate revenues and eligible donations. No General Fund revenue is proposed for this program.

ATTACHMENTS:

- Draft Updated Customer Assistance Program Policy (June 2025)
- Resolution No. 25-30

