

# | Agenda Item | cover sheet

for consideration by the Apex Town Council

Item Type: OLD BUSINESS

Meeting Date: April 16, 2021

## Item Details

Presenter(s): Vance Holloman, Finance Director

Department(s): Finance Department

### Requested Motion

Motion to approve proposed guidelines for the Town's Customer Assistance Program, approve an agreement with Western Wake Crisis Ministries to assist the Town in determining eligibility of customers to participate in the program and authorize staff to execute the agreement. Also to approve Budget Ordinance Amendment No. 18 which appropriates funds to provide assistance to eligible customers and pay associated administrative cost.

### Approval Recommended?

Yes

### Item Details

Staff has been working for several weeks to establish a customer assistance program (CAP) to assist customers who have suffered financial hardships due to COVID 19 and are behind on their utility bills. Western Wake Crisis Ministry, Inc. (WWCM) has agreed to assist the Town by performing eligibility determinations of applicants based upon criteria established in the CAP guidelines. The Town will credit assistance to the customer's account based upon the eligibility determinations made by WWCM. The Town will reimburse WWCM for expenses incurred in making the eligibility determinations. Funds to provide the assistance and pay these expenses will come from the Town's General Fund. The source of funding is the refund of prior year grant funds from the NC Rural Center.

### Attachments

- Apex Customer Assistance Program Guidelines
- Apex Western Wake Crisis Ministry CAP Agreement
- Budget Ordinance Amendment No. 18

