

# | Agenda Item | cover sheet

for consideration by the Apex Town Council

Item Type: PRESENTATION

Meeting Date: August 24, 2021

## Item Details

Presenter(s): Vance Holloman, Finance Director

Department(s): Finance Department

### Requested Motion

Presentation of an Update on the Town's Customer Assistance Program.

### Approval Recommended?

Yes

### Item Details

At its April 27<sup>th</sup> meeting the Council established the Town's Customer Assistance Program (CAP) to assist utility customers behind on their bills due to the economic hardships caused by COVID 19. The Town appropriated \$503,000 for assistance, allowing qualified applicants to receive up to \$636 in assistance if they met the CAP's eligibility requirements. The CAP limited eligibility to applicants with an income at or below 200% of the U.S. Poverty level. The Town contracted with Western Wake Crisis Ministry, Inc. to make eligibility determinations. Assistance was initially given out in June.

### Attachments

- CAP Update

