

EXHIBIT A

Apex Customer Assistance Program Guidelines

Purpose: Covid 19 negatively impacted the economy and the financial stability of many customers of the Town of Apex (“Town”) utility system. The Town declared a moratorium on the disconnection of service and assessment of related fees in March 2020. That suspension was extended through May 31, 2021. There were over 1,800 residential customers whose account would have been subject to disconnection if the moratorium was lifted. As the Council considered lifting the moratorium they established the customer assistance program (“CAP”) to help those customers. CAP has continued to assist and help less fortunate members of the community even after the impact of COVID.

Funding and Use of Funds: The CAP will be funded entirely from the Town’s General Fund and voluntary contributions from utility customers. Funds will be used to reduce the outstanding balance of eligible customers and to reimburse cost incurred by human service organizations that make CAP eligibility determinations under the terms of written agreements with the Town.

Funds set aside for CAP will be applied to the outstanding balance of eligible customers by the recording of these transactions in the Town’s accounting records. Reimbursement of expenditures occurred by human service organizations will be paid by check.

Staff Involvement: The Town’s Finance, Administration and Legal Departments have been involved in establishing the program in collaboration with Western Wake Crisis Ministry (“WWCM”). Western Wake Crisis Ministry will employ one UCAP contractor/employee to work 15-20 hours per week.

Program Requirements: To be eligible for assistance the account must be served by the Apex utility system. The account service address must be within the corporate limits of the Town of Apex due to the assistance being funded predominately by the Town’s General Fund. The account must be subject to disconnection or disconnected.

Eligibility Criteria: The following eligible criteria are in place for the CAP:

The applicant must be a resident at the service address of the account.

The applicant must be a US citizen or lawfully present in the US.

The household must meet the income eligibility requirements (Income equal to or less than 80% of Area Median Income (AMI), adjusted for family size, for the Raleigh, NC Metropolitan Statistical Area (MSA) as published by the U.S. Department of Housing and Urban Development (HUD).

Eligibility Determinations: Determinations will be made by a human services organization that is independent of the Town. WWCM has agreed to make eligibility determinations in accordance with the terms of an agreement with the Town.

The Town and WWCM have agreed that a system of scheduling appointments for applicants and sharing that information will be remain in place. The applicant will not be disconnected prior to WWCM having adequate time to process the application and make an eligibility determination. If an applicant misses their initial appointment, these terms will apply to a second appointment only but to no rescheduled appointment thereafter.

Administration of Awards: The maximum award amount made to an applicant's outstanding balance will be \$636.00, or the total outstanding balance, whichever is lesser. Each applicant can apply for additional assistance during the same fiscal year until they reach their \$636.00 annual limit.

WWCM will inform the Town of the applicants who are eligible. Awards will be subject to the availability of funds. Availability means an unexpended and unencumbered appropriation remains in the Towns' General Fund sufficient to make the award. Staff will keep WWCM informed of the amount available for awards. Prior to accounts being credited for the award staff will confirm the residence is within the Town limits.

Communication: The CAP will be communicated to utility customers via mailings, emails, social media and the Town's website.