

# | Agenda Item | cover sheet

for consideration by the Apex Town Council

Item Type: NEW BUSINESS

Meeting Date: June 27, 2023

## Item Details

Presenter(s): Antwan Morrison, Director

Department(s): Finance

### Requested Motion

Motion to approve an agreement with Western Wake Crisis Ministry Inc. (WWCM) to assist the Town with performing eligibility determinations based on the program criteria, and authorize the Town Manager to execute the agreement; and approve corresponding Budget Ordinance Amendment No. 20.

### Approval Recommended?

Yes

### Item Details

In April 2021, the Town established a customer assistance program (CAP) to assist customers who had suffered financial hardships due to COVID 19 and were delinquent on their utility bills. Western Wake Crisis Ministry, Inc. (WWCM) agreed to assist the Town by performing eligibility determinations of applicants based upon criteria established in the CAP guidelines. The Town credits assistance to the customer's account based upon the eligibility determinations made by WWCM and reimburse WWCM for expenses incurred in making the eligibility determinations. The Town used a refund of prior year grant funds from the NC Rural Center in the General Fund to provide the assistance and pay these expenses.

An error occurred in the system for FY 2023 with a balance carried over of \$384,306, however, only \$3,432 was carried-forward. The budget amendment allocates the remaining \$380,874 to restore the balance for the program.

### Attachments

- NB3-A1: Agreement for Utility Customer Assistance Program
- NB3-A2: Exhibit A - Apex Customer Assistance Program Guidelines
- NB3-A3: Budget Ordinance Amendment No. 20 - Utility Customer Assistance Program

