



July 2025 Flood Disaster Residential/Commercial Public Utility Payment Assistance Program – Guidelines.

- (1) Short Title. This Program may be referred to as the July 2025 Flood Disaster Residential/Commercial Public Utility Payment Assistance Program and may be referenced in this document as the “Program”.
- (2) Purpose. City Council finds a public benefit in establishing this Program in response to the significant flood event that occurred on July 5, 2025. The program is intended to provide short-term relief to eligible residential and commercial utility customers who have experienced financial hardship due to flood-related damage. This Program provides City of Burnet residential/commercial utility customers significantly impacted by the disaster with assistance in paying their electric, water, sewer, garbage, and recycling service charges.
- (3) Funding. Grants made under this Program shall be made from an LCRA refund that was deposited in the Electric Fund this fiscal year. The maximum municipal expenditure under this Program shall be \$75,000.00.
- (4) Program Term. The Program shall be instituted for the June 2025 and July 2025 utility billing cycles.
- (5) Grant Eligibility. Grants under this Program shall be available to City of Burnet residential/commercial utility customers whose homes or businesses they own or operate were significantly flooded by the July 2025 Flood Disaster. The Program is limited to City of Burnet utility customers who occupy a residential/commercial dwelling located within the corporate limits of the City of Burnet. Eligibility under the Program is subject to the following:
 - (a) only account holders occupying the dwelling unit for an account may apply. (By way of example an individual leasing an apartment unit may apply if the apartment unit is metered and the account is in the name of the occupant. However, the owner of the apartment complex is ineligible to participate in this Program);
 - (b) utility customers who are delinquent in the payment of real property tax shall be ineligible to participate in the Program;
 - (c) utility customers whose homes/businesses were not significantly flooded are not eligible under loss of income.

- (6) Application. City of Burnet residential/commercial utility customers whose homes or businesses they own or operate which were significantly flooded by the July 2025 Flood Disaster may apply for utility payment assistance. However, due to the City previously documenting the damage/impact incurred by many of the residences and businesses, the review committee may consider a pre-established list of impacted properties.
- (7) Maximum Grant Amount. Grants shall be in the form of a credit up to 100% of a recipient's electric, water, sewer, garbage, and recycling service charges incurred on their City of Burnet Utility Account during the Program Term. The specific amount of grant received by each recipient will be subject to the discretion of the review committee.
- (8) Grant Distribution. Grants awarded under this Program shall have no cash value and shall be distributed as a credit to grant recipients' City of Burnet utility account(s). The credit shall be applied to an applicant's account.
- (9) Administration. The City Manager is hereby authorized to develop a methodology to effectively institute grant distribution and to develop rules and regulations to efficiently implement this Program.
- (10) Submission. City of Burnet residential/commercial utility customers whose homes or businesses they own or operate which were significantly flooded by the July 2025 Flood Disaster may apply for utility payment assistance. However, due to the City previously documenting the damage/impact incurred by many of the residences and businesses, the review committee may consider a pre-established list of impacted properties.
 - (a) Award Determination. A review committee appointed by the City Manager shall review each impacted property and determine if an award amount should be credited to the utility customer's utility accounts. To receive any grant under this Program, the property must be approved unanimously by the Committee. The committee shall consider the July 2025 Flood Disaster effect on each property and approve grants for those individuals who have experienced significant flooding from the disaster. The committee may request additional information or records from a utility customer, as may be reasonably necessary to make award determinations. Upon making an award determination the committee shall advise the utility customer by email.
 - (b) Appeals. Any utility customer who is denied a grant under this Program may appeal to the City Manager. Such appeal must be in writing and delivered by email to the City Secretary within 10 business days of the date of the committee's determination. The committee's notice of any determination to deny a request shall include notice of the utility customer's

right to appeal under this subsection and shall provide instructions for delivery of the appeal to the City Secretary.

- (11) Fraud. Any grant recipient later suspected of submitting fraudulent information may be subject to a grant revocation hearing by the City Council. The utility customer shall receive notice of, and an opportunity to be heard at the hearing. At the conclusion of the hearing, if a majority of the City Council then sitting determines that the utility customer provided fraudulent information, the grant shall be revoked, and the grant amount charged back to the applicant's utility accounts for immediate payment.