



Roundup Program 2024

Melissa Hardegree
Chief Communications Officer



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GEORGIA



What is the Round-up Program?

A philanthropic effort of Lawrenceville Utilities, offering an opportunity for neighbors to help neighbors. Program funds provide direct benefits to Lawrenceville utility customers in the utility service area experiencing hardship – improving their quality of life.





What is the Round-up Program?

Lawrenceville Utility bills of participating customers are “rounded up” to the next dollar amount each month and proceeds are placed into a special fund used to benefit those needing assistance in the community (especially with utility bills).

Mission: To serve as a utility payment assistance program for qualifying customers in need.



How does it work?

For example, a monthly bill of \$48.51 will result in a \$49.00 bill and the extra 49¢ will go toward the Round-up Program.

Most participants will give an average of 50¢ per month or \$6 per year.



How does the program work?

To qualify for Round-Up Program assistance:

- Apply through local nonprofit partner
- Must be a Lawrenceville Utilities Customer



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How does the program work?

Lawrenceville Utilities has partnered with the Lawrenceville Response Center (LRC) to administer the program and qualify customers for assistance.



Can a customer opt-out?

The Lawrenceville Utilities bill format includes a Round-Up Program detail line. It also offers the option to “opt-out” of the program by checking the box at the bottom of the bill stub and returning it.



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LAWRENCEVILLE UTILITIES City of Lawrenceville Utility Office Information Phone: (678) 407-6675
 Office Hours: Monday - Friday, 8am to 5pm Utility Emergency: Dial 911
 Location: 70 S. Clayton St., Lawrenceville, GA Call Before You Dig: Dial 811

ACCOUNT INFORMATION: Account Number [REDACTED] Penalty Date [REDACTED] Name [REDACTED]
 [Barcode] Bill Date 03/23/2022 Service Address [REDACTED]

Description	Meter #	Meter Read Start	Meter Read Date End	Meter Read Usage Start	Meter Read Usage End	Total Usage	Amount
PRIOR BALANCE ADJUSTMENTS							\$292.51
PAST DUE BALANCE - SUBJECT TO DISCONNECTION ON [REDACTED]							\$4.47
ELECTRIC	52876952	02/04/2022	03/04/2022	33395	34627	1232	\$296.98
GARBAGE							\$137.47
GAS	6328540	02/04/2022	03/04/2022	2894	2935	42	\$59.20
SALES TAX							\$11.80
ROUND UP DONATION							\$0.00
Due by 04/13/2022							\$515.45
Due after 04/13/2022							\$518.72

Electric

Gas

SPECIAL MESSAGE:
 THIS BILL INCLUDES PAYMENTS RECEIVED THROUGH 3/21/2022. PAY ONLINE: LAWRENCEVILLEUTILITIES.COM/MAKEPAYMENT
 PAY BY PHONE: 1-844-878-2841. UTILITY POLICIES MAY BE VIEWED ON THE CITY WEBSITE OR OBTAINED BY CONTACTING CUSTOMER SERVICE.

- This bill is due when rendered.
- Payment must be received by the City by due date to avoid late charge.
- Accounts with a Past Due balance (arrears) are subject to disconnection and a disconnection fee.
- Copies of all utility rates are available on the LawrencevilleUtilities.com website.

LAWRENCEVILLE UTILITIES
 P.O. Box 2200
 Lawrenceville, GA 30046-2200

[Barcode] Account Number: [REDACTED]
 Please Pay By: 04/13/2022
 Total Due: \$515.45 [QR Code]

1059 [Barcode]
 [REDACTED]

1059 [Barcode]
 CITY OF LAWRENCEVILLE
 PO BOX 2200
 LAWRENCEVILLE GA 30046-2200

I do not want to participate in the Utility Round-Up Program. Funds collected from this program provide utility payment assistance program for qualified customers in need.



Can a customer opt-out?

Customers may also:

- Complete an online form found on the utilities website
- Contact customer service via phone or email



What if a customer does not pay the Round-Up portion of their bill?

Customers **will not** be penalized or have service disconnected for non-payment of the Round-Up Program portion of their monthly bill.



How are customers notified about the program?

- Every utility customer receives a *Customer Service Guide* in print or digital form when opening a utility account. The guide contains a full page about the program.
- The utility website details the program under “Customer Service.”



How are customers notified about the program?

- Customer Service offers Round-Up Program details, overseen by the LRC, to customers facing financial constraints or unable to pay their bill in full by the due date.
- Customers are directed to the city website or LRC link and instructed to make an appointment.



How are customers notified about the program?

The LRC works with Customer Service staff to receive customer information and time frames that may be of issue for pending applications.



What are the requirements to receive assistance?

- Customers must provide the following:
 - City of Lawrenceville utility bill
 - Valid ID
 - Financial Impact Document (within last 90 days)
 - COVID support documents, if applicable:
 - Letter from employer
 - Separation letter
 - Letter of absence from employer
 - Doctor's notes with COVID results, notes to quarantine



What are the requirements to receive assistance?

Customers must provide the following:

- Financial Impact Document (within last 90 days)
 - Pay stubs (pre/post)
 - Medical bills
 - Bank statement showing loss of income
 - SSI, disability papers



How long does this process take?

- The Utilities Intake Specialist (LRC) will notify the customer three (3) days before the appointment to give instructions on the appointment and the required documents.
- Documents are due within 24 hours of appointment
- Vouchers are paid by appointment if approved
- Customers can also be processed based on availability
 - If appointment spots open, customers may be processed earlier



How long does this process take?

If customer processing is behind, the LRC may delay utility disconnection through Customer Service.



How are customers approved or denied?

- Approval or denial is based on the validity and timeliness of required documentation.
- All customers must have a recent Lawrenceville Utilities bill DUE.
 - Automatic DNQ if this qualification is not met.
 - Documentation must be within the last 90 days or DNQ
 - Documentation must be received by the deadline or DNQ
 - Documentation must be valid and prove the reason for the assistance request.



How are customers approved or denied?

One-time assistance up to \$1,000

- Utility bills due at the time of the appointment (arrears and current) up to \$1,000.
- If previously assisted, automatic DNQ



*What are current trends in Round-up Program?

- Most applicants have experienced a job loss or loss of hours.
- Most applicants owe arrears (past due bill amounts)
- Most applicants are female and African American



Status of the Round-Up Program

- Lose 100 accounts per month through the opt-out process
- As of October 2023: 37,617 accounts contribute to the program
- Utilized just over \$300,000 in Round-Up funds for Deauville resident relocation stipends. (Indicated in September 2023)



Status of the Round-Up Program

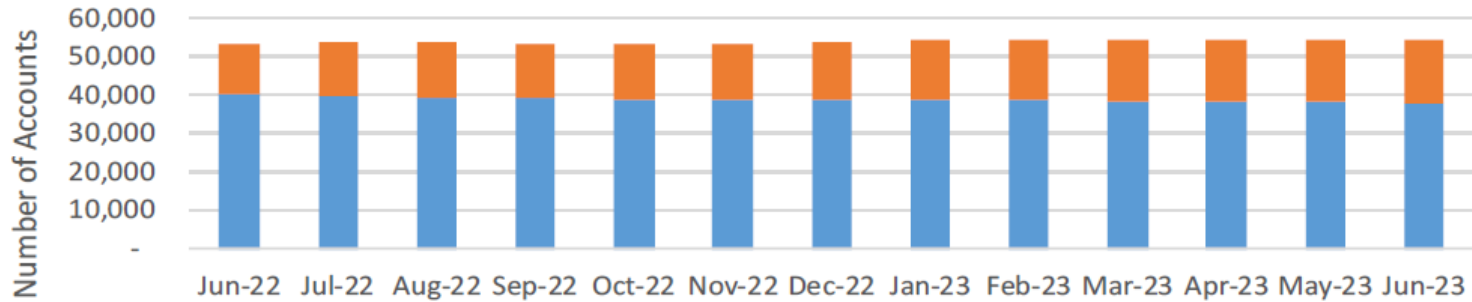
- From August 2023 to October 2023, on average, \$9,000 was utilized for utility customer requests.
- This is almost half of what we saw in that same period (August – October) in 2022 when the average was just over \$15,500.



Round-Up Program

The City has 54,635 active utility accounts with 37,951 of those participating in the Round-Up Program. 16,684 customers have requested to opt out of the program.

Round Up Accounts



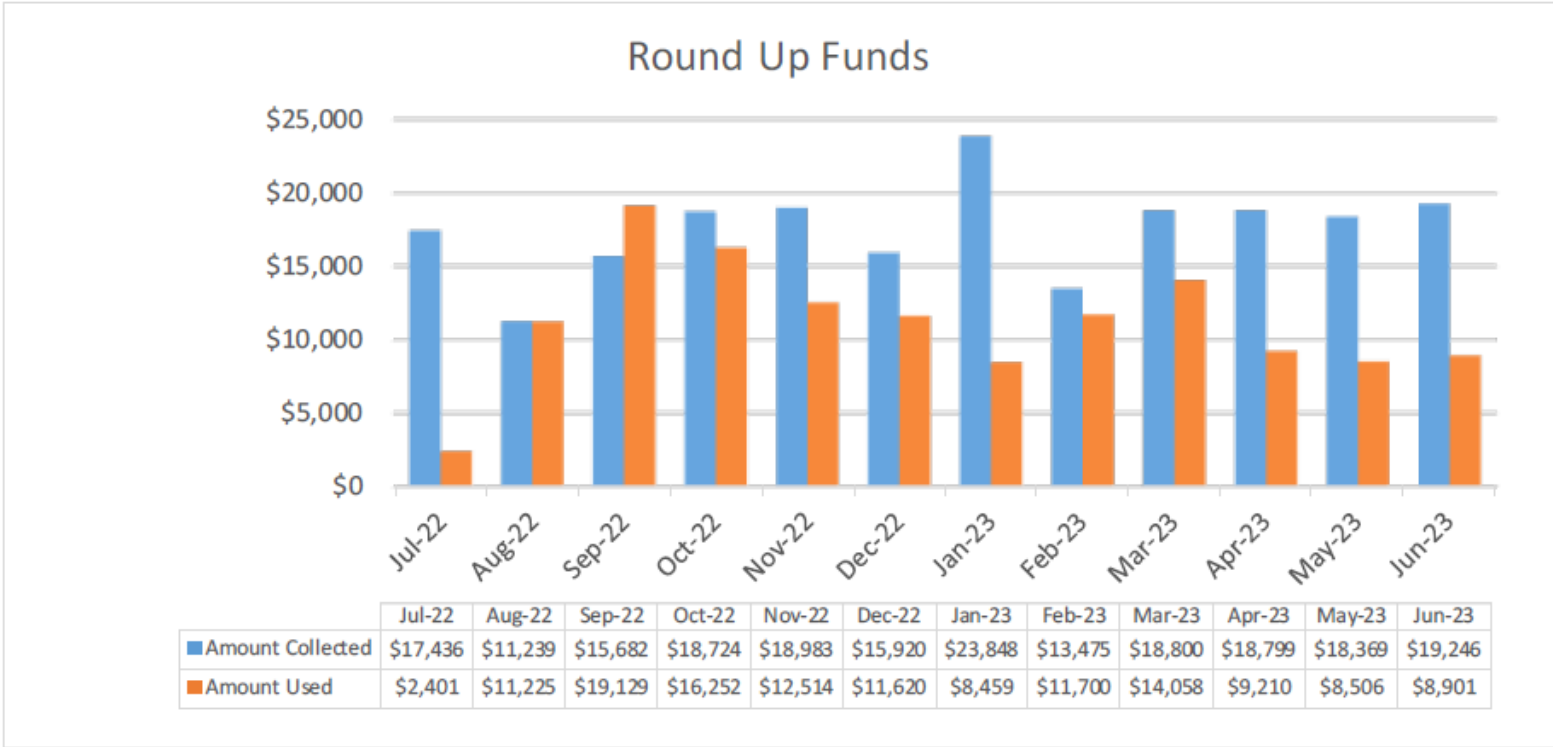
	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23
Accounts Opted Out	13,277	14,066	14,246	13,890	14,380	14,448	14,831	15,501	15,800	15,670	15,933	16,098	16,684
Accounts with Round-Up	40,201	39,874	39,601	39,280	39,146	39,093	38,988	38,822	38,696	38,517	38,364	38,220	37,951

The program has \$389,993 available for assistance.

FY 2022 Ending Bal		\$313,445
FY 2023 Collections	\$210,522	
FY 2023 Used	<u>\$133,974</u>	
		\$76,548
Available		\$ 389,993

FY 2023 Period 12 (June)

The program has assisted 522 customers since its inception. 23 customers were supported in June.

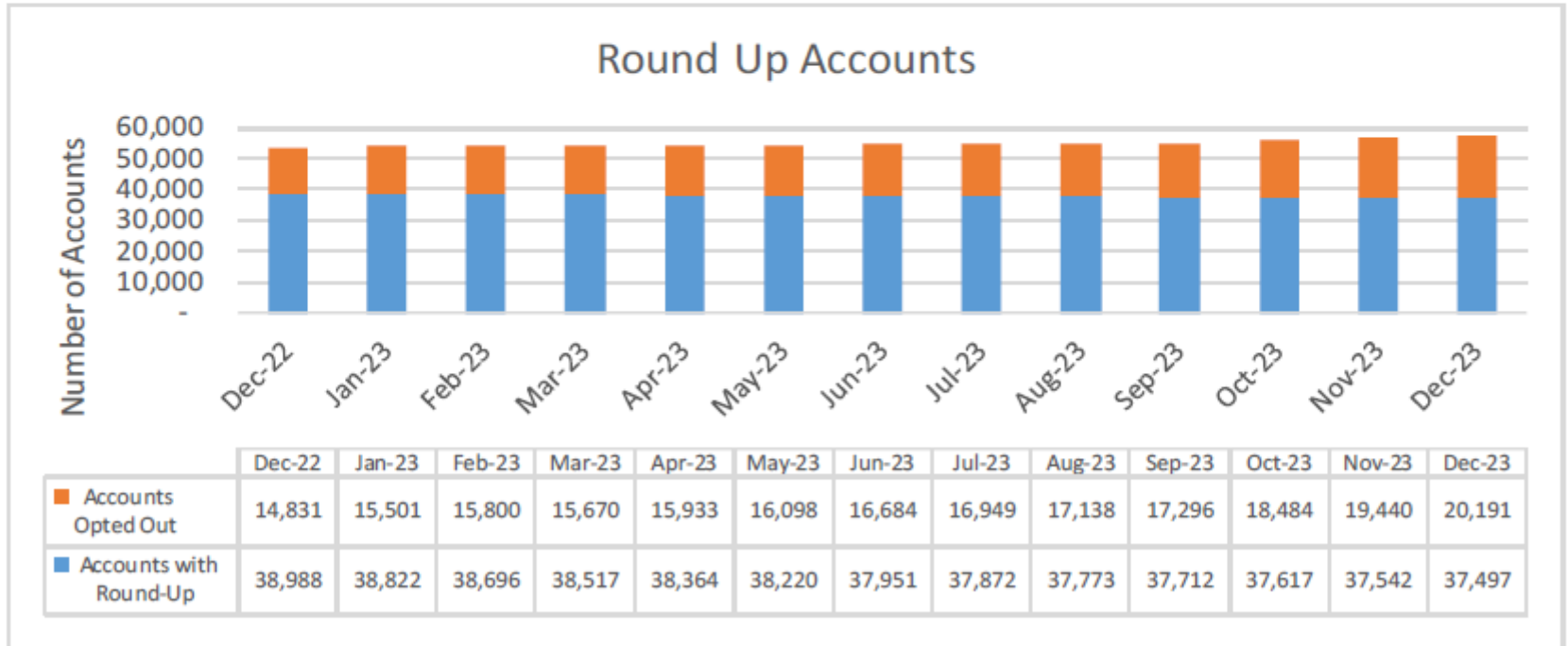


FY 2023 Period 12 (June)



Round-Up Program

The City has 57,688 active utility accounts with 37,497 of those participating in the Round-Up Program.

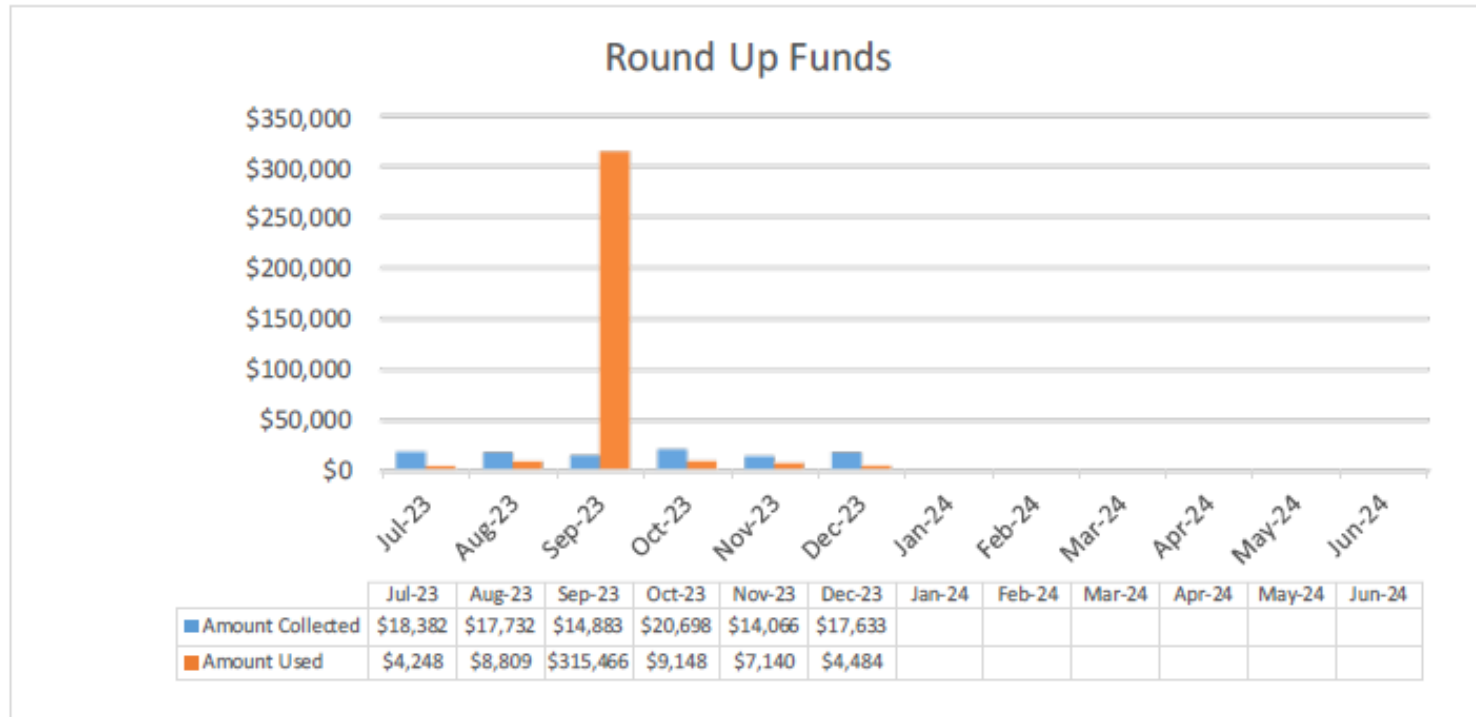


FY 2024 Period 5 (December)

The program has \$148,840 available for assistance. \$300,000 was transferred to Capital to partially fund the Deauville Relocation Services Program.

FY 2023 Ending Bal		\$394,741
FY 2024 Collections	\$103,394	
FY 2024 Used	\$349,295	
		<u>(\$245,901)</u>
Available		\$ 148,840

The program has assisted 645 customers since its inception. 14 customers were supported in December.

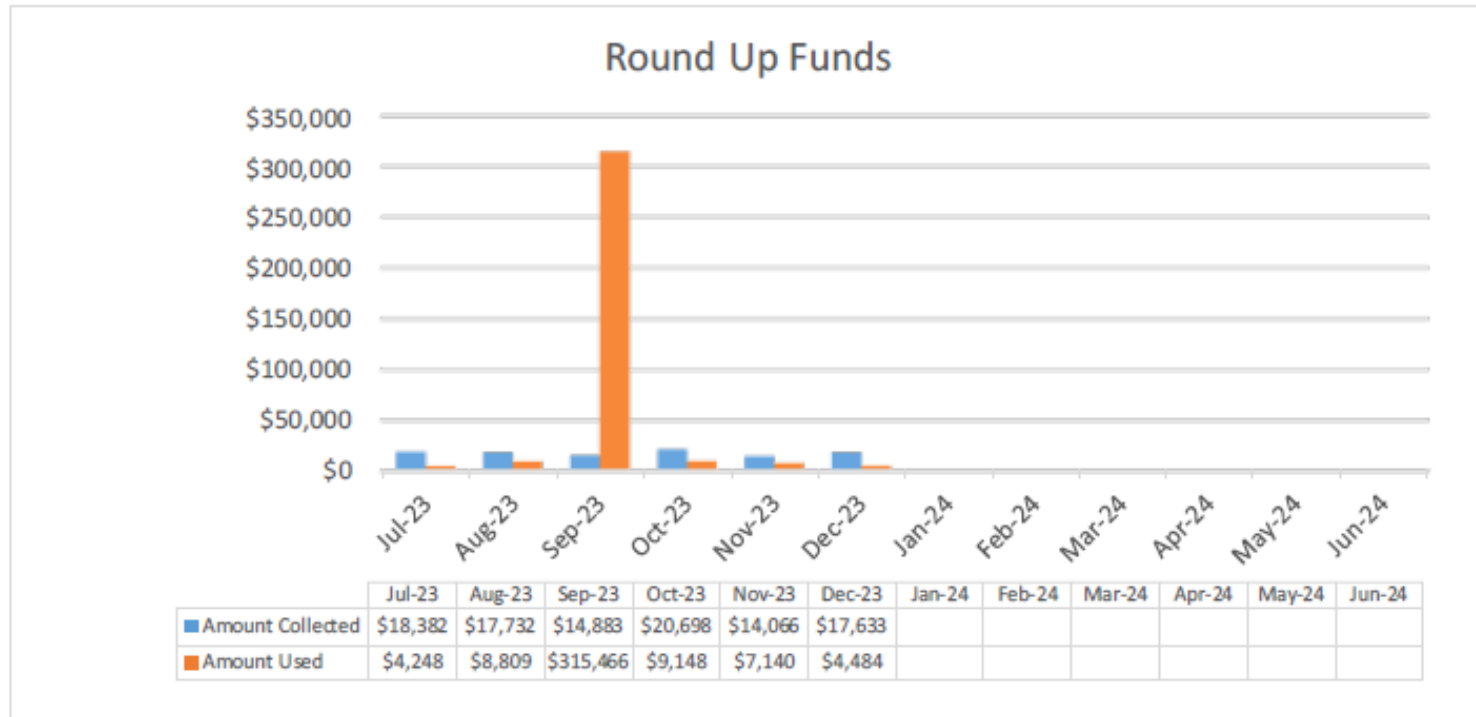


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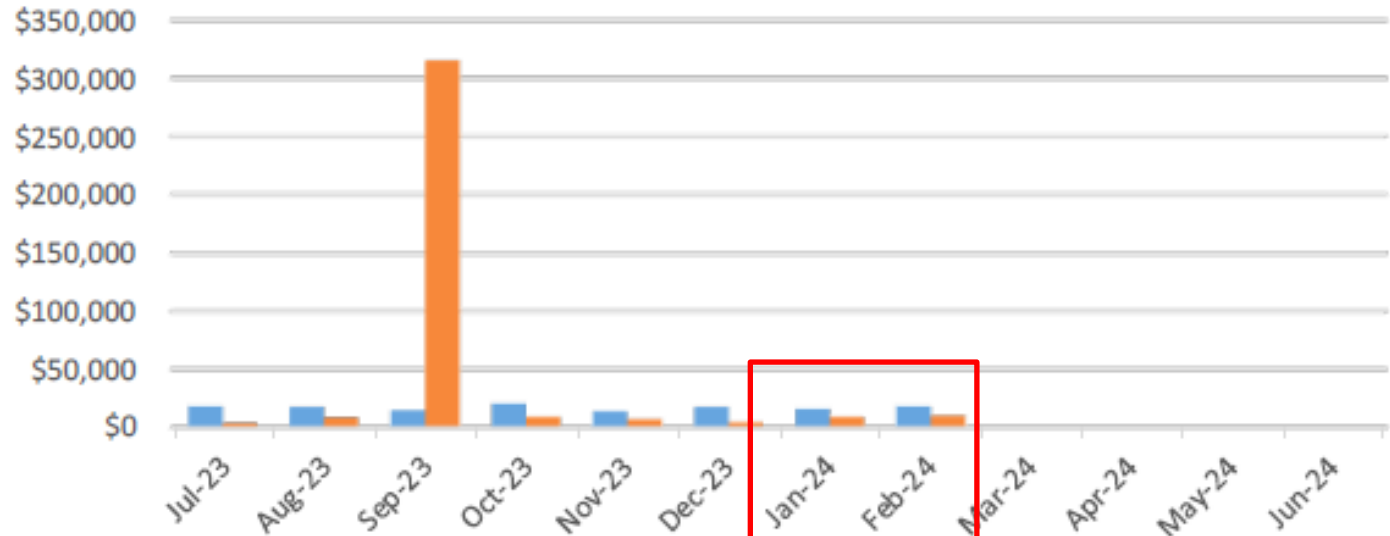
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FY 2024 Period 5 (December)

Round Up Funds



	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
■ Amount Collected	\$18,382	\$17,732	\$14,883	\$20,698	\$14,066	\$17,638	\$16,105	\$18,264				
■ Amount Used	\$4,248	\$8,809	\$315,466	\$9,148	\$7,140	\$4,484	\$9,124	\$10,052				

January and February 2024 average is \$9,588.

FY 2024 Continued



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Questions