

RESOLUTION NO. 258

A RESOLUTION REVISING THE CANBY UTILITY BOARD'S SHARE THE WARMTH BILL ASSISTANCE PROGRAM.

WHEREAS, the Canby Utility Board is an Oregon municipal utility operating in accordance with the Canby City Charter and ORS Chapter 225;

WHEREAS, the Canby Utility Board established a bill assistance program in 1987 to assist its customers with low income and special circumstances in paying their utility bill; and

WHEREAS, ORS 757.687(11), requires consumer-owned utilities to have in operation a bill assistance program for households that qualify for federal low-income energy assistance in Canby Utility's service area; and

WHEREAS, on August 14, 2012 the Board adopted changes to the Share the Warmth program, increasing the annual maximum funding limit and establishing a new procedure and revising qualification criteria to better serve specific needs within the utility's service area; and

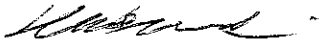
WHEREAS, the Board desires to amend the Share the Warmth program to apply the six months of service eligibility criterion to not only the Door Hanger category of customers, but also the Low-Income/Disabled/Senior category.

NOW, THEREFORE, the Canby Utility Board resolves as follows:

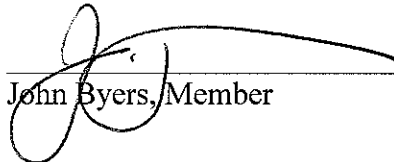
- A. Adopt Procedure 562, attached hereto as Exhibit A.
- B. The procedure is effective on February 1, 2013.

THIS RESOLUTION IS ADOPTED BY THE CANBY UTILITY BOARD THIS

22nd DAY OF January, 2013



Bob Cornelius, Chair



John Byers, Member



Jerry Smith, Member



Todd Wagner, Member



Robert Maxwell, Member



Barbara Benson, Board Secretary

**RESOLUTION 258
EXHIBIT A
CANBY UTILITY**

PROCEDURE 562

REVISED JANUARY 2013

BILL ASSISTANCE PROGRAM

I. Purpose:

Establish procedures for Canby Utility's (CU) bill assistance program, known as Share the Warmth (STW). This procedure meets ORS 757.687 (11) standards that require consumer-owned utilities to have in operation a bill assistance program for households that qualify for federal low-income energy assistance.

II. Scope:

The procedure establishes criteria for CU's bill assistance program. It allows staffs to help those the program was designed for, help others who have a need for temporary assistance in paying their utility bill and assists customers that are dealing with an emergency or crisis in their life that could use assistance.

III. Policy:

The policy is to assist CU customers in paying their utility bill when the established criteria have been met. CU will open up the STW program in the fall, as long as funds are available, and will close the program when funding has reached a low level. Each qualified applicant can only receive assistance once during the fiscal year under the following categories:

- Low Income/Disabled/Senior (LIDS)
- Door Hanger (DH)

A customer may qualify for assistance under the Emergency (E) category in addition to receiving funds under the LIDS or DH categories.

Funding: The program is funded by the CU Board of Director's allocating funds each fiscal year, as well as from donations made by individuals and organizations.

How to apply: Customers apply for bill assistance under the LIDS and DH categories through an established third party intake center. Customers who request assistance under the Emergency category can apply directly at CU's business office.

Amount: Customers are eligible for up to \$200 in assistance for either LIDS or DH per fiscal year (July 1- June 30). Customers may only apply for assistance once during that period. Exceptions may be granted for the E category. Customers that apply for assistance under the LIDS or DH category, see program criteria below.

At the time the account is closed and a credit balance remains that includes funds from the STW program, STW funds will be returned to the program, not refunded to account holder.

Program Criteria:

A) Low Income/Disabled/Senior Category (LIDS)

1. Customers shall have established service for a minimum of six (6) months with CU.
2. Shall meet Federal LIHEAP standards, have a Supplemental Nutrition Assistance Program (SNAP) card, Oregon Trail Card, or meets low income eligibility that can be verified through CU's designated third party intake center.

3. Customers are eligible for \$200 per fiscal year. Customers apply through the third party intake center. A door hanger is not required if eligibility requirements are met.

B) Door Hanger Category (DH)

1. Customers shall have established service for a minimum of six (6) months with CU.

2. Customers are eligible for up to \$200 in assistance each fiscal year. Customers shall pay the door hanger fee, plus 25% of the past due balance or the amount that would bring their past due balance to a zero, before the STW funds are applied to their account. Customers shall make the payment within three (3) business days from the date they signed the STW agreement.

C) Emergencies/Family Crisis/Other Category (E)

1. Customers are eligible to receive up to \$200 in assistance per fiscal year. This may be in addition to receiving funds under the LIDS & DH categories.

2. Customers apply directly at CU business office. The Customer Service Supervisor or his/her designee will determine eligibility.

3. Customer Service Supervisor or his/her designee may initiate assistance in lieu of the customer's request if the customer's need is generally and publically known, for instance, from news reports.

This procedure was adopted by the Board of Directors on 22nd day of January, 2013.



Barbara Benson, Board Secretary

1-22-13

Date