

Chapter 7: CHARGES FOR WATER SERVICE RATES IN AN EMERGENCY

3.07.010 COVID-19 Low Income Rate Reduction Program.

For qualifying applicants, the bi-monthly base water rate will be reduced by 50% of a single family 5/8" x 3/4" service rate, regardless of the meter size. For example, the current 5/8" single family residence meter base rate would be reduced from \$51.47 to \$25.74 on each bi-monthly billing. Actual water usage will continue to be billed at the regular step rate amount per CCF consumed. (Res.2020.08.26)

3.07.020 Qualifying for COVID-19 Low Income Reduced Rates

To qualify for reduced rates under the COVID-19 Low Income Reduced Water Rate Program, the applicant must meet all of the following criteria:

- A. Applicant must be the person responsible for payment of the water charges, (if you are a Tenant, the account must have a signed Landlord/Tenant Agreement" between the owner and North City Water District.
- B. The applicant must reside where the low-income rate is being requested;
- C. The applicant must have a separate water meter at the residence where the low-income rate is being requested;
- D. The applicant must sign an application form under penalty of perjury accompanied by appropriate documentation.
- E. The applicant's combined household gross income from all sources, excluding children under eighteen, for the previous year (2019) did not exceed the dollar amount listed below based on the size of the household.
- F. For this year only, if household income has been impacted by COVID-19, applicants can fill out the COVID-19 Addendum to the Low-Income Application, to have current 2020 income considered for program qualifications. (Res.2020.08.26)

Household Size	Maximum Combined Household Income
1 person	\$41,800
2 person	\$47,800
3 person	\$53,750
4 person	\$59,700
5 person	\$64,500
6 person	\$69,300
7 person	\$74,050
8 person or more persons	\$78,850

3.07.030 Payment Arrangement Program for those customers impacted by COVID-19

For District customers with accounts that are past due, to set up a payment plan (COVID-19 Deferred Payment Program) for their outstanding balance over the coming months. Customers would be allowed to set up a payment plan with the account balance as of August 1, 2020, the payment period would vary in accordance to the balance on the account (see table below) For customer with less than the amount past due:

- A. Account Balance – For customers with past due balances less than \$200 - Four (4) months to pay the amount past due with no interest charged on remaining balance.
- B. Account Balance - For customers with past due balances between \$200 and \$400 - Six (6) months to pay the amount past due with no interest charged on remaining balance.
- C. Account Balance - For customers with past due balances between \$400 and \$600 - Nine (9) months to pay the amount past due with no interest on remaining balance.
- D. Account Balance - For customers with past due balances greater than \$600 - One (1) year to pay the amount past due with no interest on remaining balance.
- E. Customers would keep their current balance paid in full each billing cycle.
- F. Customers requesting the COVID-19 Deferred Payment Plan will be asked to sign a payment plan agreement that will outline the terms of the payment plan. On property occupied by a tenant, payment plans may be signed by the tenant, with a copy provided to the property owner along with notice that all charges for water service shall remain with the property.
- G. This COVID-19 Deferred Payment Plan shall be posted on the District's website. (Res. 2020.08.28)