

**RESOLUTION NO. 2018-10-1**

**RESOLUTION OF THE BOARD OF DIRECTORS OF THE CUCAMONGA VALLEY WATER DISTRICT ADOPTING ADMINISTRATIVE POLICY NO 1.9, CUSTOMER ASSISTANCE PROGRAM, FOR THE CUCAMONGA VALLEY WATER DISTRICT**

**WHEREAS**, the Cucamonga Valley Water District ("District") currently maintains the Cucamonga Valley Water District Administrative Policy Manual ("Policy Manual"); and

**WHEREAS**, the District established the Customer Assistance Program ("CAP") in 2015 to assist eligible low-income households with their water utility costs, through fixed savings on their water utility bill. The current guidelines for the CAP are set forth on the District's website; and

**WHEREAS**, the CAP has been well-received by many customers; and

**WHEREAS**, the Board desires to formally establish the CAP requirements, recertification guidelines, funding source, funding level, and a reserve account through rules and regulations to be set forth in the Administrative Policy No. 1.9, Customer Assistance Program;

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors of the Cucamonga Valley Water District as follows:

1. The Administrative Policy No. 1.9, Customer Assistance Program is hereby approved. A copy of the Policy is attached hereto and incorporated herein by reference. This policy will be codified in District Code Chapter 3.15.

2. This Resolution shall be effective as of the date of adoption.

**ADOPTED** this 23<sup>rd</sup> day of October, 2018

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James V. Curatalo, Jr.  
President, Board of Directors

ATTEST:

Resolution 1998-3-2

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Martin E. Zvirbulis  
Secretary, Board of Directors

<p><b>POLICY NO. 1.9</b> Customer Assistance Program</p>	<p><b>DISTRICT CODE</b> Chapter 3.15 Sections x.xx.xx – x.xx.xx</p>	<p><b>APPROVAL DATE</b> 10/23/2018 <b>EFFECTIVE DATE</b> 10/24/2018</p>
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**SECTION 1: PURPOSE (X.XX.XXX)**

**SECTION 2: PROGRAM REQUIREMENTS (X.XX.XXX)**

**SECTION 3: ELIGIBILITY RECERTIFICATION (X.XX.XXX)**

**SECTION 4: FUNDING (X.XX.XXX)**

**SECTION 5: CAP CARRY-OVER RESERVES (X.XX.XXX)**

**SECTION 6: ADOPTION OF POLICY (X.XX.XXX)**

**SECTION 1: PURPOSE (X.XX.XXX)**

The purpose of this policy is to define the practices governing the Customer Assistance Program (CAP) for the Cucamonga Valley Water District. The CAP was established in 2015 and has assisted eligible low-income households with their water utility costs. The CAP results in fixed savings on each water utility statement.

**SECTION 2: PROGRAM REQUIREMENTS (X.XX.XXX)**

Residential customers can apply for the CAP at any time throughout the year; however, funding is limited and may be restricted based on participation. CAP applications are available on the District’s website or at the Customer Service counter. In order to qualify, customers must meet the income/household size guidelines set each year by the Public Utilities Commission, California Alternate Rates for Energy (CARE) program.

In order to streamline the income screening process, District customers can receive the CAP adjustment if they show participation in Southern California Edison or SoCalGas Company’s CARE program. The name(s) on the utility bill statements from Edison or SoCalGas must match the name(s) of the customers of record on the account with the District. In addition, only one CAP discount will be granted per qualified applicant. Once a customer’s application is completed and approved by the District, the customer will receive an adjustment on their next water utility statement.

**SECTION 3: ELIGIBILITY RECERTIFICATION (X.XX.XXX)**

Customers receiving the CAP may be required to recertify their eligibility at any time when requested and/or on an annual basis. Participants must notify the District within 30 days if they no longer qualify for the CAP.

**SECTION 4: FUNDING** (X.XX.XXX)

The CAP is funded by unrestricted rental income that the District receives each month through the rental of cellular tower space and as a result, this program is not subsidized by ratepayers.

The CAP is funded and authorized through the budget process by the Board of Directors. The Board has determined that no more than 65% of the cellular tower rental income may be pledged to the CAP in any fiscal year.

**SECTION 5: CAP CARRY-OVER RESERVES** (X.XX.XXX)

At the end of each fiscal year, the CAP program participation will be compared to the funding level established in the budget. In the event that the actual CAP participation is less than the amount pledged, the remaining amount will be carried-over. The carry-over will be transferred to the Customer Assistance Program Reserve Account and used to fund the program in future years.

In the event that CAP participation exceeds the amount allocated by the Board of Directors, the General Manager/CEO has the authority to transfer funds from the Customer Assistance Program Reserve fund in accordance with the budgetary transfer provision as set forth in Administrative Policy 1.3, Reserve and Financial Benchmark Policy.

**SECTION 6: ADOPTION OF POLICY** (X.XX.XXX)

This policy shall be reviewed on a biennial basis and the Board must approve modifications, if any. This policy is subject to revision and any other changes as may be determined by the Board from time to time.

POLICY REVISION DATES:

10/23/2018      (Resolution No. 2018-10-1)