



RESOLUTION No. 2019-3574

**A RESOLUTION TO ADOPT THE MUNICIPAL SERVICES ASSISTANCE
PROGRAM POLICIES AS AMENDED.**

RECITALS:

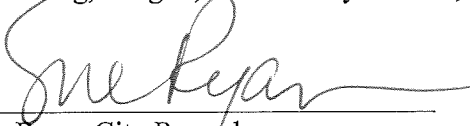
1. The proposed program policy changes will supersede prior adopted Resolutions 2008-2767, 2010-2902, and 2018-3502.
2. The Citizens' Rate Review Committee reviewed the proposed policy at their May 28, 2019 meeting and approved it with the following modifications, as reflected and incorporated in Exhibit A:
 - The allotment for Monthly Financial Assistance change from \$4,000 to \$3,000.
 - The allotment for Military Financial Assistance change from \$2,000 to \$3,000.
 - The wording in the policy for Military Assistance on page 6 of attached Exhibit A is to include:
 - "Accepting Applications Only – June 1st to June 30th"
 - "6. This program is intended for those in need of financial assistance, but is based upon the honor system so that proof of financial hardship is not requested nor required."

THE CITY OF NEWBERG RESOLVES AS FOLLOWS:

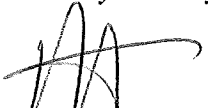
1. The Municipal Services Assistance Program Policy, as described in attached Exhibit A, is hereby adopted and supersedes previously related Resolutions 2008-2767, 2010-2902, and 2018-3502.

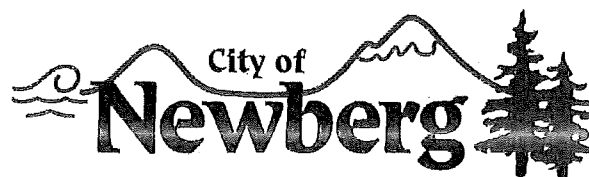
➤ **EFFECTIVE DATE** of this resolution is the day after the adoption date, which is: June 18, 2019.

ADOPTED by the City Council of the City of Newberg, Oregon, this 17th day of June, 2019.


Sue Ryan, City Recorder

ATTEST by the Mayor this 20th day of June, 2019.


Rick Rogers, Mayor



MUNICIPAL SERVICES ASSISTANCE (UTILITY BILLING)

POLICIES AND PROCEDURES

CONTENTS

- 1. Introduction of Available Programs**
- 2. Municipal Services Grant (Voucher) Program**
 - a) Nonprofit Agencies**
 - b) Yamhill Community Action Partnership (YCAP)**
 - c) Qualification/Guidelines for Nonprofit and YCAP**
- 3. Monthly Municipal Services Assistance Credit Program**
 - a) Qualification Guidelines**
 - b) Processing of Application**
 - c) Approval of Application**
- 4. Military Application Program**
 - a) Qualification/Guidelines for Active and/or Veteran Military Program**
- 5. Voluntary Donation Program and Public Awareness**
- 6. Forms**
 - a) Nonprofit Grant Application**
 - b) YCAP and Nonprofit Vouchers**
 - c) Application for Financial Assistance Credit**
 - d) Military Assistance Application**
 - e) Donation Form**

1. Introduction:

On February 19, 2008, the City of Newberg adopted a Municipal Service (Utility Bill) Assistance Program that offers financial assistance to low-income families and to Active-Duty Military (Res 2008-2767). The Citizens Rate Review Committee (CRRC) recommended to Council to approve the assistance programs for Newberg water and wastewater customers. The programs included a Yamhill Community Action Partnership (YCAP) voucher, Nonprofit Grant voucher, Military Credit and a voluntary donation program for a total budget of \$7,400.

On June 21, 2010, City Council adopted Res 2010-2902, amending Res 2008-2767 to increase YCAP, Nonprofit and Military funding for a total budget of \$15,000. It was also adopted to allow the Finance Director to make direct monthly utility credits available to qualifying low income customers who are responsible for payment of their utility bill. This credit can be \$5 per capita with a max credit of \$10. This program allows for a total budget of \$10,000.

Since then the adopted budgeted amount has been \$20,000 and allocated as follows: YCAP \$9,000, Nonprofit Agencies \$4,000, Military \$2,000, and Low income financial assistance \$5,000.

On October 15, 2018, City Council adopted Res 2018-3502, superseding previous Res 2008-2767 and 2010-2902. The adoption of this resolution made it possible for military veterans to receive assistance in addition to active-duty military. Also, the utility credits for low-income and military assistance were increased to \$15/month for water-only customers and \$25/month for water/wastewater customers. A few other highlights of Res 2018-3502 was making the assistance program available year-round instead of August – June, changing the frequency of how often a customer can utilize the voucher program, and shifting \$1,000 from the low-income program allotment to the nonprofit grant voucher program.

The revised allocation is proposed as follows in Res 2019-3574:

Program:	Allotted Funds
Yamhill Community Action Partnership (YCAP)	\$9,000
Nonprofit (nonprofit organization and churches)	\$5,000
Monthly Financial Assistance	\$3,000
Military Financial Assistance	\$3,000
Total Allotted Funds	\$20,000

2. Municipal Services Grant (Voucher) Program:

Customers experiencing short-term need for payment assistance may contact the Municipal Services (MS) Department for a list of nonprofit agencies that have been awarded funds by the City of Newberg to issue vouchers for a dollar amount up to the discretion of the Finance Director or Designee. Funding is limited and assistance is available during the budget year from July 1st through June 30th.

a) Nonprofit Agencies:

- Finance Department mails a letter to nonprofit organizations for their consideration to become part of this program. Applications are to be submitted by a date that is set by the Finance Department. Finance may send a courtesy e-mail to the nonprofit organizations who currently are utilizing the program; e-mail is to notify them that the application is in the mail.
- Submitted applications are date-stamped and reviewed by the Citizens Rate Review Committee (CRRC). Based on the number of approved applications by the CRRC, the Finance Director finalizes the grant funding that is awarded to each applicant. These grant funds are incorporated in the adopted City budget and are subject to change. Approved amount is divided amongst applications on a first-come-first-serve basis.
- Nonprofit agencies who receive other funding to assist Newberg customers will be considered first in the approval process.

b) Yamhill Community Action Partnership (YCAP):

A set dollar amount is approved by City Council therefore does not require review by CRRC. The amount is incorporated in the annual adopted City budget and is subject to change. (Example: 2017/18 award amount to YCAP is \$9,000).

c) Qualification/Guidelines for Nonprofit and YCAP:

1. Customer (requesting assistance) must reside in residence and have a Newberg Municipal Services billing account who is billed for water and sewer.
2. If the customer's name is not on the Municipal Services Statement, the request for assistance must be signed by the owner of the property stating the credit will be passed along to the applicant.
3. Assistance applies to Newberg residential customers only.
4. Frequency of the voucher assistance is limited to one (1) voucher once every 3 billing cycles. Exception: those who receive the monthly financial assistance credit, they are limited to one (1) voucher once every six (6) billing cycles.
5. Vouchers are issued up to an amount determined at the discretion of the Finance Director or Designee. YCAP and Nonprofit agencies are to contact the Municipal Services Department to verify the applicable amount.
6. Original signed vouchers must be submitted in person to the City within 15 days from date of issuance. Voucher numbers are assigned by the agencies, duplicate numbers or copies of vouchers will not be accepted. Blue ink is to be used when completing the forms.
7. Vouchers will be modified/declined by the Finance Department if the amount of the voucher exceeds the amount given by the Finance Director or Designee or if guidelines are not followed.

3. Monthly Municipal Services Assistance Credit

This program begins July 1st and ends June 30th of each budget cycle. Monthly assistance credit for active accounts that are billed for water and sewer services will receive \$25.00 per month assistance. For active accounts that are billed for water services only will receive \$15.00 per month assistance. Funding is allotted on a first-come-first-serve basis.

Notification of this program is periodically advertised through the Municipal Services billing statements, flyers, local schools and word of mouth.

Finance Department will mail application to requesting customer. Applicants are to submit the completed application and provide supporting documentation for all boxes they check to show proof of hardship. Finance Department will set the timeframe as to when these applications are to be submitted to the City for consideration.

a) Qualification/Guidelines for Monthly Municipal Service Assistance Credit

1. Customer requesting monthly assistance must reside in residence and have a Municipal Services billing account who is billed for water or water/sewer.
2. If the customer's name is not on the Municipal Services Statement, the request for assistance must be signed by the owner of the property stating the credit will be passed along to the applicant.
3. Assistance applies to Newberg residential customers only.
4. Customer's account cannot be more than 30 days delinquent at any time of approved assistance. If the account is more than 30 days delinquent throughout the fiscal year, it may result in termination of assistance for the budget year.

b) Processing of Application

1. Finance staff will review and recommend approval/decline of applications based on supporting documentation submitted and account status.
2. Finance Director or Designee has approving authority.
3. Award letter is mailed to the customer informing them of the timeframe they will receive said credit. Finance Director or Designee has approving authority for retroactive credits.

Supporting Documentation:

- Supplemental Social Security Income – Documentation must state Supplemental Social Security, this does not include regular Social Security Income.
- Oregon Medical Card – Medical Identification card is to list the applicant's name.
- Food Stamps – Letter from DHS (Adult and Family Food Services) must list applicant's name and timeframe of approval. (Annual qualification/renewal)
- Medicaid – Identification card is to list the applicant's name.
- Free and Reduced School Lunch or Breakfast Program. – Letter from the Newberg School District must list applicant's name, children name(s) and timeframe of approval. (Annual qualification/renewal)

c) Approval of Application

- New Applicant: Customer is to meet with Finance Staff to receive the Water Conservation Kit to help conserve water. Awarded monthly credit begins the month the customer receives the water kit to the end of the terms that are stated on the supporting document or budget year (whichever comes first).
- Deleted Accounts/Moved/Name Change (exception – marital status) will automatically terminate the monthly assistance. Customer would need to reapply for new Newberg residence (location).

4. Active Military and Veterans Assistance:
Accepting Applications Only - June 1st to June 30th

This program provides a monthly credit for Active Military and Veterans residential households on their Municipal Services Statement for up to 12 months.

a) Qualification/Guidelines for Monthly Military Assistance Credit

1. Active Duty and/or Veteran Military members are to complete the Military Credit application and provide proof of services. (Proof of services consist of active duty photo id, supporting documentation and/or discharge documentation).
2. If the military personnel's name is not on the Municipal Services Statement, the request for assistance must be signed by the owner of the property stating the credit will be passed along to the applicant.
3. Assistance applies to Newberg residential customers only.
4. Monthly assistance credit for active accounts that are billed for water and sewer services will receive \$25.00 per month assistance. For active accounts that are billed for water service only will receive \$15.00 per month assistance. Funding is allotted on a first-come-first-serve basis.
5. Finance staff will review and recommend approval/decline of application based on supporting documentation.
6. This program is intended for those in need of financial assistance, but is based upon the honor system so that proof of financial hardship is not requested nor required.

5. Voluntary Donation Program and Public Awareness:

Voluntary Donation Program:

In the Municipal Service billing statements, customers will be sent a description notice and voluntary donation form once each year. The donation form will give customers the option of making a one-time donation or a regular monthly donation in the amount of their choosing to be paid with their Municipal Service bill. 100% of donated funds will be used for the Municipal Service assistance program. The donation funds will be used to expand the Municipal Service assistance program over and above the rate-payer funds dedicated by the City of Newberg for the Municipal Service assistance program. If stipulated, the funds will be applied as requested by the donor.

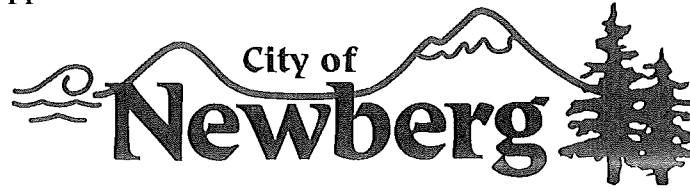
Public Awareness:

The success of these programs will be significantly enhanced by raising public awareness that they exist. In addition to the notices sent in Municipal Service statements as part of the voluntary donation program, Newberg citizens can be made aware of these programs through the City of Newberg website (www.newbergoregon.gov), flyers distributed at Municipal Service customer counter, posters at local schools, Newberg Public Library, Newberg Dundee Police Department, City Hall and local businesses.

6. *Forms:*

- a) Nonprofit Grant Application**
- b) YCAP and Nonprofit Vouchers**
- c) Application for Financial Assistance Credit**
- d) Military Assistance Application**
- e) Donation Form**

6(a) Nonprofit Grant Application



**Municipal Services Assistance Program
Grant Application**

Non-profit organizations which provide Municipal Services assistance to Newberg customers may apply for a grant from the City of Newberg to fund this assistance. Applications for grant funds submitted will be reviewed by the Citizens' Rate Review Committee, this Committee may interview applicants prior to approving the application. This program is from July 1st to June 30th of each fiscal year.

ATTACH PROOF OF NON-PROFIT STATUS

Organization Name:		
Address:		
City, State Zip		
Contact Name:		
Phone:	Fax:	Email:

Does your agency receive other funding to provide assistance to Newberg Customers? ☐ Yes ☐ No

Non-Profit FEIN Number: _____

Description of Organization and how the City funds could be used: <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
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FOR CITY OF NEWBERG OFFICE USE ONLY:

Application Received By:	Date:
Grant Awarded? <input type="checkbox"/> Yes <input type="checkbox"/> No / Reason:	
Grant Amount Awarded: \$	
Signature of approval:	Date:

6(b) YCAP and Nonprofit Voucher



Valid from July 1, xxxx to June 30, xxxx

Instructions for Vouchers

- 1 Save this template and fill in your non-profit's name and address.
- 2 Complete your process for awarding your client's assistance with their water utility bill.
- 3 Fill out the voucher below in BLUE INK.
- 4 Have your client bring in the voucher with ORIGINAL signatures to the Municipal Service clerk located at City Hall within 15 days from issue date:

414 E 1st Street (City Hall Building)
 Newberg, OR 97132
 Phone: 503-537-1205

Vouchers are to be issued for a dollar amount determined by the City of Newberg. Please contact the Municipal Services Department to determine amount of voucher. Vouchers will be modified/declined by the City if guidelines are not followed as noted in the acceptance letter.

Non Profit Contact Information	
	Name
	Address
	Phone#

Voucher No.

Please track voucher number
Duplicate numbers will not be accepted

CITY OF NEWBERG EMERGENCY ASSISTANCE VOUCHER

Issue Date: _____ Account No. _____

This authorizes (client's name) _____

at (client's address) _____

to receive (type of assistance) Water Assistance

in the amount of \$ _____ This voucher must be used within 15 days of issuance

Authorization: _____ Title: _____

Received By: _____ Date: _____

Client's Signature: _____

City: Original Signatures; Copies: Non-Profit, File, Client

6(c) Application for Financial Assistance Credit

**Financial Assistance Credit Application**

Date: _____

Name: _____

Address: _____

UB Account No: _____ No. of people in household _____

Phone # you can be reached: _____

☐
☐

Own/Purchasing

Renting -Landlord's Name: _____

► Please attach current proof (documentation) for all boxes checked.

*Proof of current documentation is required for all boxes checked.**Letters from Agencies providing proof of acceptance and timeframe.*☐

Supplemental Social Security Income

☐

Oregon Medical Card

☐

Food Stamps

☐

Medicaid

☐

Free & Reduced School Lunch or Breakfast Program

☐

Other Evidence of Financial Hardship

How did you hear about program: ☐ Local Paper ☐ Flyer ☐ Other _____**Instructions:**

- 1 Applies to any residential customer.
- 2 If person applying name is not on the account, application must also be signed by the owner of property.
- 3 Check the box(s) for the current documentation(s) you will be attaching when submitting application.
- 4 Return to: **Attn: Accounts Receivable / Finance Dept.**
414 E First Street; PO Box 970, Newberg, Oregon 97132
- 5 Applications received will be reviewed within 30 days.
- 6 Applicants agree to meet with Finance Staff to receive a water conservation kit as part of the approval process.

If you are approved and received the water conservation kit, you will be eligible to receive up to \$25.00 per month as a credit on your Municipal Service Billing Statement.

Applicants Signature _____

Date: _____

Owner of Property Signature _____

Date: _____

By signing this application, I hereby agree to pass approved credit along to the person named and residing in residence listed above.

Approval Date: _____

Expires: _____

Signature of City Manager or Designee*Providing fraudulent information will be subject to termination of assistance.*

6(d) Military Assistance Application

xxxx-xxxx Fiscal Year
Military Credit Application
For Municipal Services Assistance
Accepting Applications Only – June 1st to June 30th

The City of Newberg provides a monthly Municipal Services (MS) credit to residential households in which a wage-earning member is on active military duty or a military veteran. Households which receive both water and sewer services from the City will be eligible for a \$25.00 monthly credit. Households which receive only water will be eligible for a \$15.00 monthly credit.

Military applicants must have an active MS billing account and may submit an application along with evidence of eligibility. Households with approved applications will receive the credit monthly through June 30. After June 30, applicant may re-apply to be considered for the next fiscal year.

Date: _____ MS Account Number: _____

Name on Account: _____

Name of Military Personnel: _____

Address: _____

☐ Own/Purchasing ☐ Renting – Landlord's Name: _____

Military Status:

☐ Active – Attach proof of photo ID or supporting documentation

☐ Veteran – Attach proof of discharge papers/certificate

In order to qualify for the Military Credit Program, you must attach proof of military status. Valid Military ID, active status documentation or discharged documentation.

Return to: Attn: Accounts Receivable / Finance Dept.
414 E First Street; PO Box 970, Newberg, Oregon 97132

Applicants Signature

Date

Owner of Property Signature

Date

By signing this application, I hereby agree to pass approved credit along to the person named and residing in residence listed above.

FOR OFFICE USE ONLY: Confirmed Military Status: Active: ☐ Veteran: ☐ Monthly Amount \$ _____

Received by: _____ Date: _____ Expiration Date: _____

Approved by: _____ Date: _____

6(e) Donation Request Form



Municipal Services Donation Request Form

○ **Donor Information** (Please print or type)

Name _____
 Address _____
 City, State, Zip _____
 Phone Number: _____ Email: _____

○ **Pledge Information**

I (we) pledge a total of \$ _____ to be paid: ☐ now ☐ monthly ☐ quarterly ☐ yearly

I (we) plan to make this contribution in the form of: ☐ cash ☐ check ☐ credit card
Credit card information to be called into the Municipal Services Dept. at 503-537-1240.

○ **Donor's Request** – I (we) would like the above donation to be applied as follows:

☐ Customer Name: _____
 Customer Address: _____

☐ Donation to go into the City Financial Assistance Fund. This fund assists customers that fall under the low income and hardship status.

○ **Acknowledgement Information**

Please use the following name(s) in all acknowledgements: _____

☐ I (we) wish to have our donation remain anonymous.

Signature _____

Date _____

Please make checks to:

City of Newberg
 Attn: MS Dept.
 PO Box 970
 Newberg, OR 97132

