

POLICY AND PROCEDURE
UNION PUBLIC UTILITY DISTRICT

DATE APPROVED: 1/24/2024	MANUAL	POLICY NO. 6010
APPROVED BY: Board of Directors	POLICY TITLE Domestic Residential Opportunity Program Policy	Page 1-2

PURPOSE OF POLICY

This policy governs the Domestic Residential Opportunity Program (DROP) for the Union Public Utility District. The DROP will assist a limited number of eligible low-income households with their water utility costs.

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6060.1 DROP Credit: The DROP credit is set at \$10 per bill (12 bills per year), per qualifying water customer for up to 50 customers per fiscal year. The District will maintain a waitlist to accommodate additional customers if the District receives additional community contributions. If there are no waitlist customers or if the program is not filled, the General Manager may increase the credit amount for the enrolled customers. This will allow for all District and community contributions to be dispersed within each program year. UPUD will apply credits to qualifying customers' accounts on a monthly basis. The DROP credit will be applied to the first billing cycle following application approval.

6060.2 Program Year: The program will launch on July 1, 2024. The program will run on each fiscal year, from July 1 through June 30 of the following year. Funds will be distributed to eligible customers on a first-come, first-served basis, until program revenues for the fiscal year are depleted or the maximum number of customers has been reached.

6060.3 Program Funding: The District's contribution of non-rate revenue to the program will not surpass \$6,000 annually. This budget enables UPUD to support 50 customers each year. Moreover, UPUD customers will have the opportunity to contribute a fixed amount to this program, potentially facilitating the inclusion of more customers into DROP. Any unused balance as of June 30 of each program year shall not roll forward to the following fiscal year(s). The UPUD Board of Directors will approve the DROP credit amount and funding source as part of the annual budget process. The District may also receive community donations to fund the DROP. Any community donations received by the District will be accounted for separately from other District funds and used solely for funding the DROP credit.

6060.4 General Eligibility Requirements: When initially applying for the program, the applicant's account must be in good standing with UPUD, meaning the account is not currently locked off.

6060.4.1 To apply for DROP, you must meet the following criteria:

1. You have only one water account with UPUD.
2. Your water bill is in your name.

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3. You are a full-time resident at the address where the discount will be received.
4. You are not claimed as a dependent on another person's tax return. To stay in the program, participants will be required to reapply for the program annually.
5. Your total combined household gross income does not exceed the program income guidelines.

6060.5 **Income Verification (Required):** The income eligibility level shall be verified and in effect at the beginning of the program year. Applicants must show proof that you are currently enrolled in the PG&E CARE Program, CalWORKs, CalFresh, General Assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children.

6060.6 **Participant Eligibility Verification:** To maintain eligibility for financial assistance in the upcoming program year, participants in the current program must ensure their UPUD accounts remain in good standing. They are also required to reapply for the program annually between April 1 and May 31. During the reapplication process, participants must submit a new application along with income verification. Participants will retain their position in the program if they reapply within the specified time frame and continue to meet eligibility criteria. However, failure to verify eligibility by May 31 each year, starting in 2025, will result in removal from UPUD's DROP. Any available openings in the program will then be filled on a first-come, first-served basis.

6060.7 **Eligibility Status Change:** Customers enrolled in the program must inform the UPUD Customer Service Department if they are unenrolled from the program used to verify their income. Failure to report the change may result in permanent removal from the DROP.

6060.8 **Disputes:** The UPUD General Manager has sole discretion to resolve any disputes or claims that may arise from the administration of this program.

6060.9 **Adoption of the Policy:** This policy shall be reviewed on an annual 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.