

City of Florence **Round Up “Coins that Add Relief and Enable” (CARE) Program** **Guidelines**

PURPOSE:

The City of Florence’s CARE Program will be funded by voluntary contributions from the utility customers it serves. This program is designed to provide financial assistance to those utility customers in need of help. The extra money paid on a utility bill, which is really a donation, goes towards helping the less fortunate pay their water and sewer utility bill. The monies collected will be deposited into a separate account to be administered by a designated agency to oversee the program. Payments are made directly to vendor (Utility Finance Division) and credited to the applicant’s water utility account.

APPLICANT ASSISTANCE REQUIREMENTS:

- **Maximum** assistance- up to **\$150.00** once each six-month period.
- Applicant must reside at the address stated on the utility bill; however, when the bill is in the name of a household member other than the applicant, the applicant must provide proof s/he resides at that address, relationship to applicant (if applicable) and approval to access that account. Husband and wife living in the same household do not need approval to access the account.
- Bills will not be accepted if person whose name appears on the bill has been deceased for longer than 12 months (except where the applicant is the spouse of the deceased), with proof required that the individual has been deceased less than 12 months; bill is in a minor child’s name; or bill is in non-household adult’s name.
- When the bill is in the name of the landlord, the landlord must provide a statement indicating that the applicant is permitted to access that account, to include making payment on the account. The file must include this documentation. Customer must provide a current Lease Agreement indicating the account is in the landlord’s name, but the bill is the responsibility of the tenant.
- May be used to pay service fees required for new service.
- Applicant must provide copy or original utility (water) bill; the bill must have been issued within the last 30-days to verify the account number. Bill must detail all past due and current charges.
- Assistance funds cannot be used to pay bills that are in cut-off/disconnection status within five (5) days of application date.
- Assistance funds may not be used to pay customer contributions that are voluntarily donated for round programs; those fees must be deducted from the customer’s utility bill and excluded from the assistance fund amount.
- Assistance overage from a payment shall remain as a credit balance on the utility account until exhausted. No cash out or refund benefits will be allowed for overage.

SPECIAL CONSIDERATION WILL BE GIVEN TO THE FOLLOWING VULNERABLE HOUSEHOLDS:

1. Residential account only
2. Elderly-Individuals aged 60 years or older.
3. Disabled-Individuals must provide proof of disability.
4. Children aged 5 and younger.
5. Those households with an income below the current income limit of 120% of the Area Median Income.

HOW TO APPLY FOR ROUND UP ASSISTANCE:

- Complete aid assistance application with the third party designated agency, which will be reviewed on a case-by-case basis.