

LAKWOOD WATER DISTRICT
Pierce County, Washington

Resolution No. B-1420

A Resolution of the Board of Commissioners of the Lakewood Water District establishing a customer assistance program for the collection and disbursement of monetary contributions made for benefit of eligible District residential customers requiring assistance with a water account, or in meeting expenses associated with the implementation of water conservation measures.

WHEREAS, the District provides water services to an area inhabited by approximately seventy-eight thousand individuals, and

WHEREAS, as a result of a wide variety of causes and circumstances, many customers of the District suffer financial hardships which make it difficult, if not impossible, to meet necessary living expenses, and

WHEREAS, without assistance, certain of these customers will suffer the interruption of domestic water service under the District's lawfully adopted policy of discontinuing such service in response to a continuing account delinquency, and

WHEREAS, for the benefit of the water resource, the District encourages customers to exercise water conservation practices, including the installation of conservation devices and repair of plumbing leaks, and

WHEREAS, in addition to the difficulties which can be encountered in maintaining the water account, customers experiencing financial hardships may be less able to bear the cost of implementing conservation measures, and

WHEREAS, to the extent funds are available after their application for benefit of delinquent accounts, the use of program funds to assist such customers with water conservation activities would be beneficial for the District and all customers, and

WHEREAS, the Board of Commissioners wishing to assist customers affected by adverse economic circumstances and having considered the implementation of a program for customer assistance,

NOW THEREFORE, BE IT RESOLVED AS FOLLOWS:

1. The District hereby adopts and has created a program for benefit of District customers to be known as the Customer Assistance Program (CAP). The purpose of the program will be to secure and distribute monetary contributions

for benefit of qualified District customers whose financial circumstances limit their ability to meet necessary monthly living expenses and who would, without intervention, suffer the discontinuance of residential water service as a result of a delinquency in the water account and, secondarily, who may lack the financial ability to implement water conservation measures. The contribution of District funds to the program is prohibited.

2. The District shall use appropriate means to encourage public awareness of the program and to facilitate contributions to the fund necessary to the provision of financial aid as described herein. In order to efficiently implement the distribution of the funds, the District shall execute an agreement with a third party non-profit organization providing for the transfer of monies held for application to customer accounts in conformance with the terms of this resolution. Any change in the designation of the charitable organization to act in the distribution of program funds shall not require an amendment to this resolution. The policy will outline the administration of this program and will be updated on an annual basis as needed subject to Board of Commissioner approval as recommended by the General Manager.
3. All funds received under the program shall be deposited in a District account maintained for receipt of such funds. Funds held shall be periodically transferred to the third party for application to customer accounts. Payments by the third party under the program shall be made directly to the District in the customer's name and no payment shall be made directly to any customer.
4. The third party shall administer eligibility requirements for those applying for benefits under the program policy for CAP. The General Manager will report annually to the Board of Commissioners concerning this program.
5. Eligible customers shall be entitled to have funds applied to a delinquent water account. Subject to the limits expressed below, the funds shall be paid for benefit of curing a potential or actual account deficiency accrued during the four months prior to application for benefits. The ceiling for application of funds to an individual water account and senior citizen's water account are both outlined in the program policy.
6. Contributions from customers with an account deficiency on their individual residential or commercial account or accounts will not be accepted for use under the program. The District shall take steps to notify customers that payments to the District will, despite their characterization as a contribution to the program, be first applied to any deficiency in the customer's account.
7. Unless amended by subsequent resolution, payment for services to the designated third party or any other charitable organization utilized in the administration of the program shall not exceed 10 percent of the funds disbursed by the organization.

8. The Board reserves the right to amend, suspend, or cancel the provisions herein at any time.

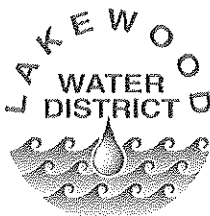
ADOPTED by the Board of Commissioners of the Lakewood Water District, Pierce County, Washington, at an open public meeting thereof this 20th day of November, 2014.

LAKWOOD WATER DISTRICT


President and Commissioner


Vice President and Commissioner


Secretary and Commissioner



**Lakewood Water District
Customer Assistance Program Policy**

- I. This policy is adopted and established by Resolution No. B-1420.
- II. The money contributed to the Customer Assistance Program (CAP) will be allotted to Lakewood Water District (LWD) customers within the District retail service area only. Whoever is requesting the pledge from LASA must have their name on an LWD account.
- III. All contributions to LWD will be placed in a separate general ledger account for holding until submitted to LASA.
- IV. Only the amount specifically indicated as a contribution on a customer's billing stub will be put toward the CAP account. Any over payments that are not specifically indicated as a donation will be put as a credit on the customer's account.
- V. LWD will send a check to LASA quarterly, sooner if needed.
- VI. LASA will "screen" customers and provide funds through pledges. Eligibility is based on extreme financial circumstances, with a primary focus on senior citizens.
- VII. Pledges can cover a customer's outstanding water bill and \$10 late fee; however, it will not cover the \$40 dispatch fee.
- VIII. Customers are eligible for a pledge from the LASA/CAP program once a year; however, senior citizens may have further eligibility depending on financial circumstances, limited to three times per year.
- IX. Maximum dollar amount for an individual pledge is \$100 and for a senior citizen is \$300; however this amount can be adjusted by the Board of Commissioners as recommended by the General Manager by amending this policy.
- X. LASA will submit a monthly check to pay for pledges.
- XI. A pledge from LASA must be submitted on business letterhead.
- XII. LASA's 10% administrative service fees will be deducted from CAP funds.
- XIII. LASA will provide LWD quarterly reports, as well as an annual report, which will be sent to the General Manager for review.