

**CUSTOMER ASSISTANCE PROGRAM  
BULLET POINTS**

- This ordinance replaces Ordinance 211-21. The start date has been altered from August 1, 2021 to October 1, 2021.
- This ordinance authorizes the revision of the TMC 933.10 Customer Assistance Program.
- This ordinance establishes a temporary program providing qualified relief from accumulated arrearages to assist eligible low-income, senior citizen and disabled residential customers of the City's sewer system, water system and/or storm water system avoiding termination of service.
- Re-establishing regular, manageable and affordable monthly payment of the charges for the services and products of those Systems.
- Program is limited to single-metered customers who on October 1, 2021, had an account with the City's Department of Public Utilities with accumulated arrearages of more than \$200 for the sewer, water and storm water system charges.
- This includes any late payment fees, charges and penalties.
- Includes household income that is at or below 200% of the Federal Poverty level, based on income and size of household established by the Federal Poverty Guidelines and senior citizens whose household is at or below 300% of the Federal Poverty Guidelines.